Improvement Analysis
ActionAid International
March 2015

Complaints handling process (NGO2)

ActionAid is encouraged to include more analysis of the huge number of complaints AA affiliates receive annually (e.g. 54,000 incidents in Italy) and how these are addressed in practice. Moreover, ActionAid is asked to outline the process used to ensure that, when complaints are substantiated, corrective action is taken to ensure that all stakeholders affected by the issue (not just the complainant) are reached.

Actions taken

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Diversity within governance, staff and programme cycle (NGO4 & LA13)

Apart from the procedures for Children's Rights Education, more information on general policies addressing diversity in a broader sense i.e. people potentially excluded from ActionAid's work due to disability, ethnic minority, illiteracy etc. are welcome in the Interim Report. Concerning staff, information on other diversity factors besides gender (such as age, minority groups, or disabilities) is missing, too. The Panel looks forward to more information in the next report and would also like to know if ActionAid has set any organisational targets in this regard.

Actions taken

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Organisation-wide quality control of advocacy standards (NGO5)

A recent media controversy about GM crops in Uganda calls into question whether the rigorous clearance process described by AAI regarding its advocacy positions is reflected in practice, or if AA national entities are free in practice to campaign on what they like without any consequences as to counter-claims. Is there any international monitoring of the advocacy and campaigning of Associates/Affiliates? The Panel looks forward to more information on ActionAid-wide quality control to ensure accuracy and high ethical standards of its advocacy in practice.

Actions taken

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Anti-corruption incidents & actions taken in response (SO4)

ActionAid's newly revised Anti-corruption and Anti-Bribery Policy covers the following areas: Corruption by partner organisations, recovery of losses, and safety of personnel. However, this indicator specifically asks if any (and what kinds of) incidents of corruption have happened in the reporting period and how they were detected and resolved. The Panel would welcome a more systematic reflection on this issue in the Interim Report.

Actions taken

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