

Improvement Analysis Oxfam International November 2016

Analysing feedback and complaints (NGO2)

While the availability of data and disclosure on this area has significantly improved; in 2014/15, 70% of programmes were still lacking a formal mechanism for feedback and complaints. How has compliance improved in this regard? Moreover, the Panel would be interested to hear more with regard to progress of the pilot project using an app to ensure feedback follow-up.

Overall, the Panel would like to see more information on the nature of the 1,119 complaints by programme-affected people. The report states that these comprise a wide range of themes (and four are listed by way of illustration) but it should be possible to say what percentage related to e.g. beneficiary targeting, to sexual harassment or to corruption. Such information is usefully provided on complaints from supporters/general public. Moreover, is information gathered on repeated complaints – i.e. where people indicate they are not satisfied with the management response?

Actions taken

Cooperation with partners (NGO6)

Oxfam counted no less than 3,515 partner organisations in 2015/2016 (page 25) and regards partnerships and cooperation at the heart of their work. The organisation's partnerships are based on six Partnership Principles and Oxfam is aware that they need to allow partners to take risks and to make mistakes as their capacity develops. A useful Keystone Partnership Survey was conducted in 2015/2016.

Unfortunately though, no clear information is given on how Oxfam conducts a situational analysis to ensure they fully take into account other actors already active in the field and how to best contribute. Progress is strongly encouraged by the Panel.



Last but not least, it is not entirely clear how Oxfam ensures in practice that partners meet high standards of accountability.

Actions taken

Publishing and analysing incidents of corruption (SO4)

The report states that it is mandatory to report all cases of (suspected) corruption to the line manager next in line. However, the report omits information whether and how management responds to incidents throughout the whole confederation. Moreover, no information on the number and kind of incidents of corruption in 2015/2016 is provided.

Actions taken