

Improvement Analysis Restless Development

September 2018

Stakeholder identification and prioritisation (4.15)

Restless Development's main stakeholder group is young people in the countries in which Restless operates. However, as mentioned in the previous feedback letter, information on how Restless identifies and prioritises these young people is missing. Does Restless define youth based on a specific age range? Are youth prioritised based on gender or particular skills? How were the countries in which Restless operates chosen?

Some helpful information is provided on page 21 of the report about how Restless ensures they reach the most marginalised.

Further stakeholders include partners from civil society, government institutions, the private sector, and bilateral and multilateral partners.

Mechanisms for feedback and complaints (NGO2) + actions taken in response to corruption incidents (SO4)

The report points to Restless' [whistleblowing policy](#), which allows both internal and external stakeholders to raise concerns via a dedicated email address. Complaints can also be submitted directly to "relevant contacts within the agency". The general procedure for dealing with complaints under the policy is outlined, though more details about timelines and possible escalation steps are not included.

Several formal and informal mechanisms for stakeholders to provide feedback on programmes are also listed, and it is mentioned that in 2018/19 Restless will look into strengthening communities' confidence in and use of feedback mechanisms.

An example of complaints received by volunteers in the UK is provided, along with changes made to the volunteer programme in response. As for other incidents, the report states (on pg 36) that Restless Development is currently reviewing whether to publish incident numbers online, or whether this could cause more harm than good,



as reporting would not include details and would be at a superficial level. The number and nature of incidents are currently shared with the International Board, the People Board Committee, and all global Directors. Relevant incidents are also reported to donors and the Charity Commission. During 2017/18, Restless will review and update its systems for incident recording, management and communication.

The Panel believes there is a genuine commitment to improve in this area and strike the correct balance between meaningful reporting, transparency, and protecting individuals involved in incidents. However, it suggests that an overview of the number, nature and location of complaints could be provided – without details about individual incidents, and with notes about the number of complaints found to be unfounded if that is a concern – without harming individuals informed or the general image of the organisation. The same comments apply to SO4 regarding incidents of corruption.