

28th January 2022

Dear Members of the Independent Review Panel,

We would like to thank you for your feedback on our 2020 Accountability Report. Your comments are insightful, and we feel they represent an accurate analysis of our strengths and weaknesses. We would also like to thank you for your time in discussing the feedback with us and sharing ideas during the recent follow-up call.

The feedback document has been shared with the different teams across Educo in various ways, and the recommendations made in it will be taken on board and integrated into our action plans. We will also respond to all the comments in our next report.

As discussed with you in our follow-up call, these are the five main areas we will be following up on in our interim report:

1. **Becoming more specialized in core areas for impact and for internal processes (A1).** This will include updating on the implementation of our Social Impact Measurement System and on the development of all the elements that make up our Institutional Planning Cycle.
2. **Providing evidence of our key strategic indicators for success (A2).** In 2021 we published our Global Programmatic Framework 2021-2025, which is now available on our website [here](#). In our next report we will update on progress towards integrating this framework into our work and the implementation of the corresponding indicators.
3. **Identifying incentives for staff to participate in the processes necessary to fulfill all existing policy and reporting requirements (K3).** Over the past six months we have been working on strengthening the internal structures that ensure policy implementation, which we hope will help us to address this issue.
4. **Improving the accessibility of Educo's financial information (G1).** This will focus in particular on the information available online, to ensure that it is more user-friendly and accessible to stakeholders, in different languages and formats.
5. **Increasing the participation of stakeholders in the Suggestions, Complaints and Commendations (SCC) process (E3).** Over the past year we have carried out a comprehensive review of our SCC Policy and have been working on various tools to ensure that it is implemented in a systematic way across the organization. A full update on this work will be included in our next report.



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We consider the reporting process an important opportunity to reflect on our work, assess our achievements and setbacks, and identify how we can do better. It is an essential part of our commitment to learning and continuous improvement and to our drive to be more transparent and accountable to our stakeholders. We look forward to continuing to collaborate with Accountable Now over the coming year.

Yours sincerely,



Pilar Orenes
Executive Director, Educo



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