

24<sup>th</sup> January 2025

Dear Members of the Accountable Now Independent Review Panel,

We would like to thank you for your feedback on our 2023 Accountability Report. We feel that your comments are insightful and constructive and will help us critically assess different aspects of our work. We have shared the comments internally so that they can be taken into account in planning and decision-making processes. Thanks also for the opportunity to discuss the feedback with you in our recent follow-up call. We have highlighted some of the key points discussed below.

**Most significant achievements and impacts this year and how this have been validated with our stakeholders (Q1)**

We are pleased with the positive feedback on our impact measurement system. We are working to determine what the eventual scope of the impact measurement system will be, so that the measurements we get are as accurate as possible whilst ensuring the most efficient use of resources. It is still early days to report on the results of the first measurements, but we hope to be able to provide more information on this in our next report. We are also still working on how to communicate the results with different stakeholders; we realize this is a key part of the impact measurement system and we thank you for your encouragement to focus on this aspect.

**Learning from reported incidents, complaints and grievances received in the past year (Q3)**

Again, we appreciate the positive assessment of our dual approach to handling feedback and complaints, and of our transparency in reporting on the complaints received. It is reassuring to know that this approach is valued, and we are encouraged to continue working in this way. We take on board your comments about further socialization of the whistleblowing mechanisms amongst external stakeholders; this is something we will continue to prioritize, and we will be analyzing the complaints received over the next few years with this aspect in mind.

**Practicing a dynamic approach to accountability internally (Q4)**

Regarding the Child-Centered Leadership program, we hope to provide more information about the results of the program in our next report, including the indicators for measuring the results of the program. The direct audience of the program is currently Educo staff and local partners.

In terms of the annual organizational culture survey, we take note of your comments. The results of the survey are analyzed and presented to staff, and one of our annual KPIs focusses on analyzing the information provided by the survey. The results of the survey are also taken into account in planning processes, both when putting together the Global Organizational Development Plan and in country office

level planning. However, ensuring internal accountability to staff for the information gathered through the survey is something we would like to improve, to make sure that we close the feedback loop and are able to demonstrate more clearly the changes that the organizational survey brings about.

**Practicing dynamic accountability towards external stakeholders (Q5)**

We appreciate your recognition of our drive to be accountable to children, ensuring that children's and adolescent's voices are at the center of what we do. We also take note of the recommendation to focus next year's response on how we are being accountable to local partners. This is a useful proposal and fits with in with the work we are currently doing towards localization, which is set out in the third item in our action plan (defining and adopting Educo's localization model). We will follow up on this in next year's report.

We appreciate your support in providing feedback, pointing us towards resources, and putting us in touch with other organizations to share experiences. We remain committed to strengthening our accountability practices and look forward to continuing our partnership with Accountable Now.

Yours sincerely,



Pilar Orenes

Pilar Orenes  
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