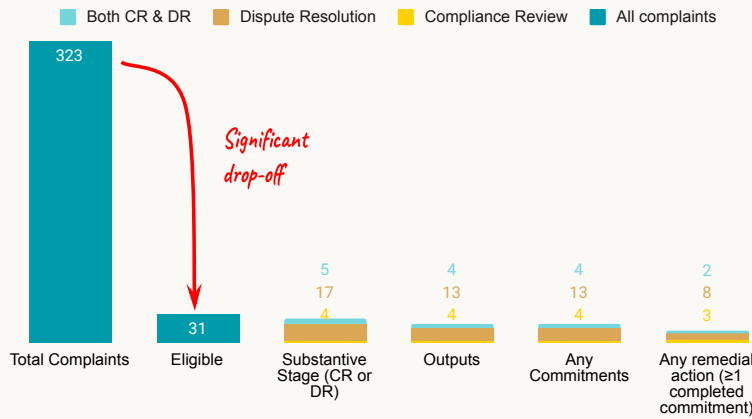
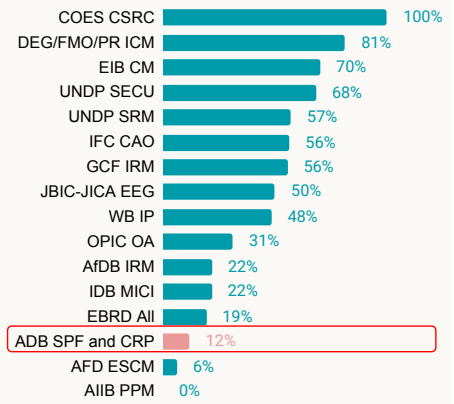


# ADB Complaints Mechanism Outcomes Analysis

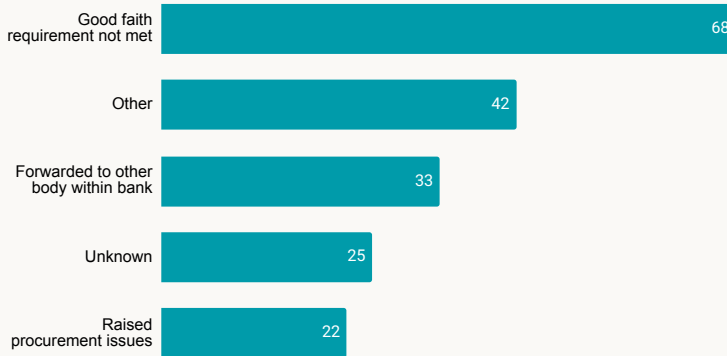
## Outcomes Across All Complaints



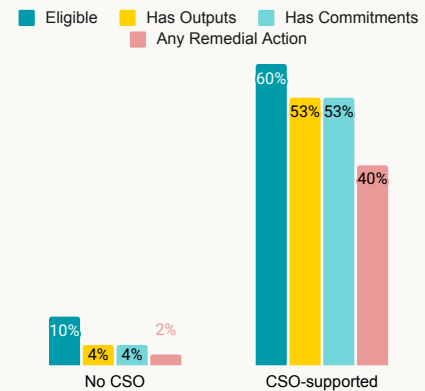
## Eligibility Rates



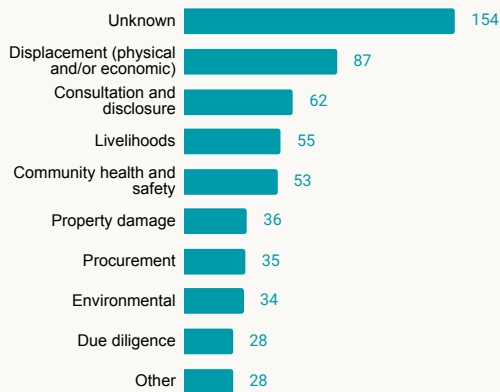
## Top 5 Eligibility Rejection Reasons



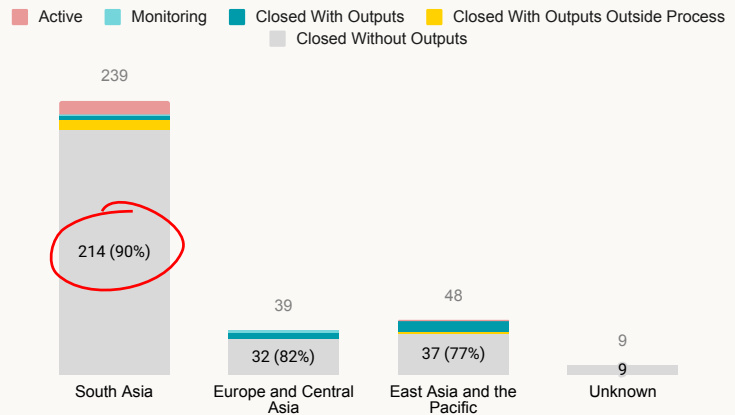
## CSO Support - A Power Imbalance Indicator?



## Top 10 Issues Raised Across Complaints

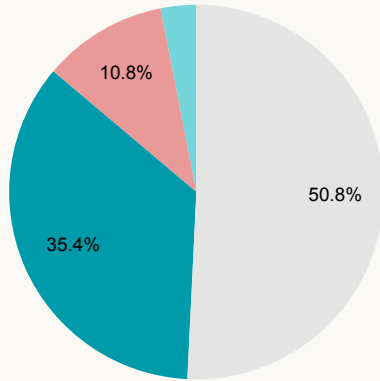


## Complaint Status by Region



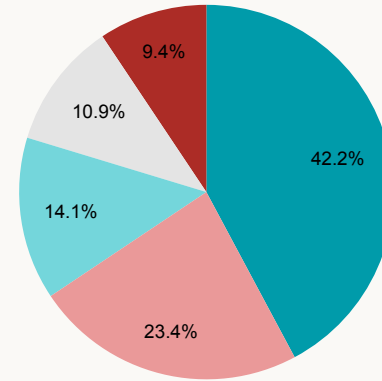
### Commitment Status for Dispute Resolution

Unknown Complete Incomplete In Progress

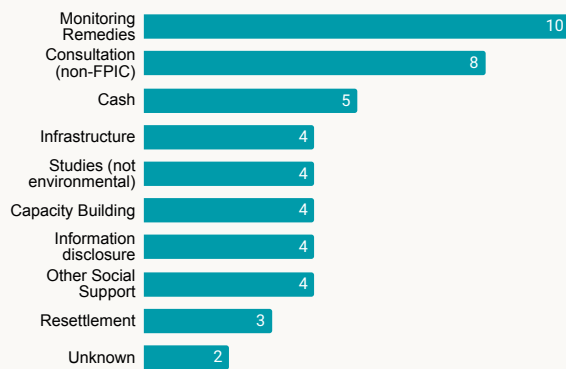


### Commitment Status for Compliance Review

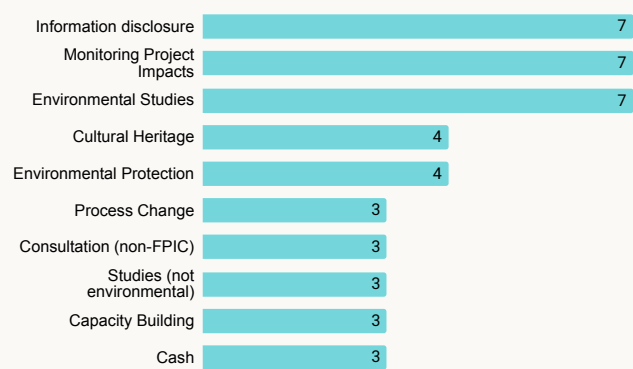
Complete Incomplete In Progress Unknown Cancelled



### Top 10 Commitment Types for Dispute Resolution



### Top 10 Commitment Types for Compliance Review



## Recommendations

**1. Address the eligibility barrier.** ADB's accountability mechanism receives a high number of complaints relative to its peers but has one of the lowest eligibility rates. A significant number of complaints are rejected because the complainant was required to first reach out to bank management. As a result, only a small number of complaints achieve any outputs from the process. It's unclear if there is any follow-up from the mechanism after it refers ineligible complainants to other parts of the Bank, and unclear whether those complainants achieve any outcomes as a result of raising their complaints. This requirement for eligibility should be removed and the mechanism should assess the merits of any complaints received. This is important for institutional transparency, accountability, and learning.

**2. Address power imbalances.** Outcomes for complaints that have CSO support do remarkably better than those that don't have it. This is especially true for complaints submitted to the ADB SPF CRP. We recognize there may be more reporting of CSO data for complaints with outputs, which is worth looking into, but our interviews with communities seem to support the data. In our interviews, communities cited that power imbalances were exacerbated when marginalized communities were involved. Some felt coerced into agreements and often felt that companies and government had more leverage, resources and influence, making it difficult to achieve fair outcomes. We recommend that the ADB's accountability mechanisms review possible discrepancies in outcomes for complainants who have CSO support and work to address power imbalances in instances where communities lack resources and are particularly vulnerable or marginalized.

**3. Thorough monitoring of commitments.** Over the past couple years, we've conducted dozens of interviews with communities using IAMs, including the ADB SPF CRP. A consistent theme we've heard is that there is a drop-off of attention and care in the implementation and monitoring of commitments coming out of these processes. For compliance review in particular, interviewees frequently cited lack of transparency or regular communications with the IAM during monitoring, inadequate monitoring of commitments to ensure commitments are being implemented, and insufficient or unsatisfactory delivery of outcomes. Our data for ADB SPF CRP reflects that at least one-third of commitments from compliance review are either incomplete or cancelled. We urge the ADB SPF CRP to take a stronger look at its monitoring and to place greater emphasis on ensuring that commitments are actually remediating the harm they are meant to address.

**4. Investigate discrepancies in outcomes for the South Asia Region.** In recent years, there has been a surge in complaints from the South Asia region, which also has the highest rejection rate resulting in 90% of complaints from this region being Closed Without Outputs. We strongly encourage the ADB SPF CRP to look into the exceedingly poor outcomes for complaints from this region, including complaints from Pakistan, India, Sri Lanka, Bangladesh, and Nepal. Depending on the findings, ADB SPF CRP may wish to engage in targeted outreach to support complainants from specific countries to better understand the eligibility criteria and how to submit a successful complaint.

**5. Track and disclose what's important.** By measuring and tracking outcomes from IAM processes, we believe more attention and resources can be focused on improving those outcomes. We encourage all IAMs, including the SPF CRP to improve its tracking and sharing out of commitments coming out of its accountability processes, the status of those commitments, and level of satisfaction with implementation from the perspective of the harmed community.

## Footnotes

1. Data is pulled from ADB SPF CRP's online case registry and annual reports. New complaints are updated through February 2024.