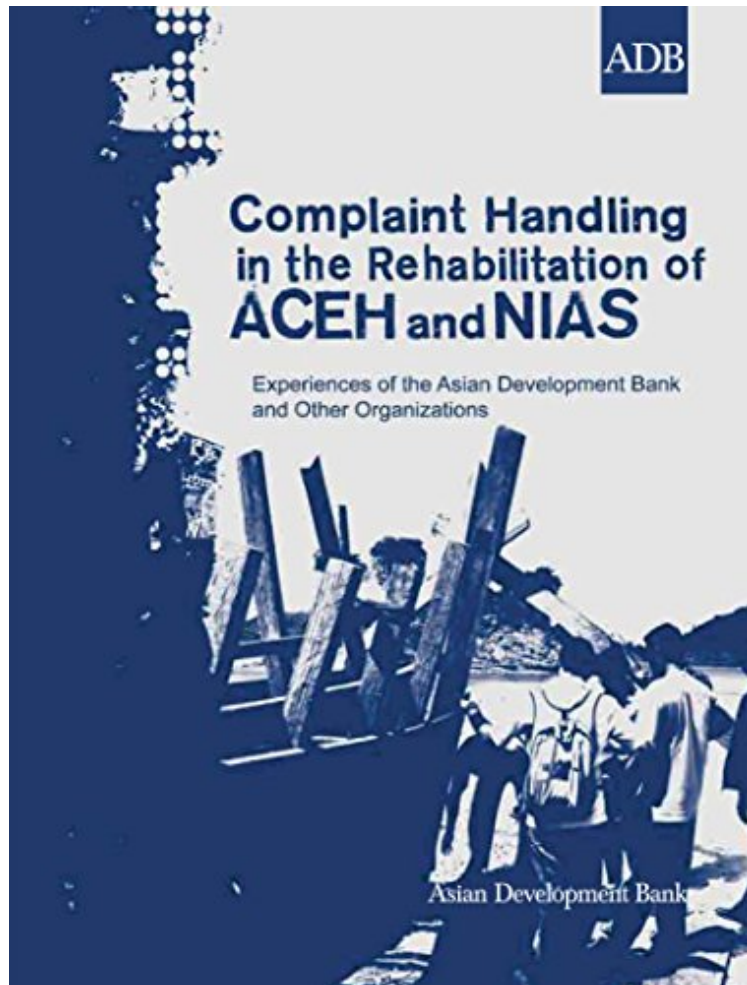


(Mobile pdf) Complaint Handling in the Rehabilitation of Aceh and Nias: Experiences of the Asian Development Bank and Other Organizations

## Complaint Handling in the Rehabilitation of Aceh and Nias: Experiences of the Asian Development Bank and Other Organizations

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An effective system for complaint handling is a key element of a good development project. This reader presents the

experiences and lessons learned in handling complaints under the Asian Development Bank-assisted Earthquake and Tsunami Emergency Support Project in Indonesia, and similar initiatives supported by other organizations, in the rehabilitation of Aceh and Nias following the disasters there in December 2004 and March 2005. The book will contribute to capacity building for complaint handling within local governments in Aceh and Nias as well as provide a wider sharing of experiences within governments and nongovernment organizations in Indonesia and beyond. A summary of lessons and recommendations draws together common strands from the 18 papers presented.