

RESEARCH INDICATES THAT CLIENTS ARE NOT INFORMED ON COMPLAINTS MECHANISMS

The Smart Campaign’s research in four countries—Benin, Georgia, Peru, and Pakistan—shows that the vast majority of client respondents were not told how to address problems or complaints. In Benin, only 14% of respondents recall being told whom to consult in case a problem arose. Even in Peru and Georgia, which are known for having strong microfinance and consumer protection regulatory environments, only 25% and 38% of clients, respectively, recall being told where or how to address concerns.

