

CAFOD Complaints Manager Contact List

Updated December 2017

Africa

Country	Published Complaint Manager	Second Complaints Manager
Democratic Republic of Congo	Bernard Balibuno, Country Representative E-mail: bbalibuno@cafod.org.uk Tel: +243 097 000 1901	James Marchant Deputy Head of Region - Africa E-mail: jmarchantfconmee@cafod.org.uk Tel: +44 (0)20 7095 5213
Eritrea	John Birchenough Head of Humanitarian Programmes - Africa E-mail: jbirchenough@cafod.org.uk Tel: +44 (0)20 7095 5230	Matthew Carter Head of Emergency Response E-mail: mcarter@cafod.org.uk Tel: +44 (0)20 7095 5236
Ethiopia	Conor Molloy Ethiopia Country Representative E-mail: cmolloy@cst-together.org Tel: +251 (0)986 894 650	Fergus Conmee Head of Region - Africa E-mail: fconmee@cafod.org.uk Tel: +44 (0)20 7095 5224
Kenya	Catherine Ogolla Country Representative E-mail: cogolla@cafod.or.ke Tel: +254 20 387 1548	James Marchant Deputy Head of Region - Africa E-mail: jmarchant@cafod.org.uk Tel: +44 (0)20 7095 5213
Liberia	Kayode Akintola Country Representative E-mail: kakintola@cafod.org.uk Tel: +232 78 541 552	James Marchant Deputy Head of Region - Africa E-mail: jmarchantfconmee@cafod.org.uk Tel: +44 (0)20 7095 5213
Niger	Moise Liboto Makuta Country Representative E-mail: mmakuta@cafod.org Tel: +227 97591113	James Marchant Deputy Head of Region - Africa E-mail: jmarchantfconmee@cafod.org.uk Tel: +44 (0)20 7095 5213

Nigeria	Fergus Conmee Head of Region - Africa E-mail: fconmee@cafod.org.uk Tel: +44 (0)20 7095 5224	Maria Gonzalez Head of Programmes E-mail: mgonzalez@cafod.org.uk Tel: +44 (0)20 7095 5299
Malawi	Verity Johnson Country Representative E-mail: vjohnson@cafod.org.zw Tel: +263 473 7191	James Marchant Deputy Head of Region - Africa E-mail: jmarchant@cafod.org.uk Tel: +44 (0)20 7095 5213
Mozambique	Gabriele Bertani Country Representative E-mail: gabertani@cafod.org.uk Tel: +258 2141 5984	Clare Dixon Head of Region - Latin America, Caribbean and Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 (0)20 7095 5250
Sierra Leone	Kayode Akintola Country Representative E-mail: kakintola@cafod.org.uk Tel: +232 789 840 99	James Marchant Deputy Head of Region - Africa E-mail: jmarchant@cafod.org.uk Tel: +44 (0)20 7095 5213
South Sudan	Cathy Hynds Country Representative E-mail: chynds@cafod.org.uk Tel: +211 912120318	Fergus Conmee Head of Region - Africa E-mail: fconmee@cafod.org.uk Tel: +44 (0)20 7095 5224
Sudan	Michel Monginda Mondengele Country Representative E-mail: mmonginda@cafod.org.uk Tel: + 249 9121 31562	Fergus Conmee Head of Region - Africa E-mail: fconmee@cafod.org.uk Tel: +44 (0)20 7095 5224
Swaziland	Verity Johnson Country Representative E-mail: vjohnson@cafod.org.zw Tel: +263 473 7191	James Marchant Deputy Head of Region - Africa E-mail: jmarchant@cafod.org.uk Tel: +44 (0)20 7095 5213

Uganda	Catherine Ogolla Country Representative E-mail: cogolla@cafod.or.ke Tel: +254 20 387 1548	James Marchant Deputy Head of Region - Africa E-mail: jmarchant@cafod.org.uk Tel: +44 (0)20 7095 5213
Zambia	Mwila Mulumbi Country Representative E-mail: mmulumbi@cafod.org.uk Tel: +260 967 181 26	James Marchant Deputy Head of Region - Africa E-mail: jmarchant@cafod.org.uk Tel: +44 (0)20 7095 5213
Zimbabwe	Verity Johnson Country Representative E-mail: vjohnson@cafod.org.zw Tel: +263 473 7191	James Marchant Deputy Head of Region - Africa E-mail: jmarchant@cafod.org.uk Tel: +44 (0)20 7095 5213

Asia & the Middle East

Country	Published Complaint Manager	Second Complaints Manager
Afghanistan	Dominic Carroll Country Representative E-mail: dcarroll@cafod.org.uk Tel: +44 (0)20 7095 5280	Janet Symes Head of Region – Asia & Middle East E-mail: jsymes@cafod.org.uk Tel: +44 (0)20 7733 5260
Bangladesh	Dominic Carroll Country Representative E-mail: dcarroll@cafod.org.uk Tel: +44 (0)20 7095 5280	Janet Symes Head of Region – Asia & Middle East E-mail: jsymes@cafod.org.uk Tel: +44 (0)20 7733 5260
Cambodia	Cassandra Mok Regional Representative E-mail: cmok@cafod.org.uk Tel: +855 17 555 271	Janet Symes Head of Region – Asia and Middle East E-mail: jsymes@cafod.org.uk Tel: +44 (0)20 7733 5260

Iraq	Alan Thomlinson Emergency Response Manager E-mail: athomlinson@cafod.org.uk Tel: +44 (0)20 7095 5221	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: 44 (0)20 7733 5288
Israel	Mary Lucas Country Representative E-mail: mlucas@cafod.org.uk Tel: +44 (0)20 7095 5224	Janet Symes Head of Region – Asia and Middle East E-mail: jsymes@cafod.org.uk Tel: +44 (0)20 7733 5260
Jordan	Alan Thomlinson Emergency Response Manager E-mail: athomlinson@cafod.org.uk Tel: +44 (0)20 7095 5221	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: 44 (0)20 7733 5288
Lebanon (development)	Mary Lucas Country Representative E-mail: mlucas@cafod.org.uk Tel: +44 (0)20 7095 5224	Janet Symes Head of Region – Asia and Middle East E-mail: jsymes@cafod.org.uk Tel: +44 (0)20 7733 5260
Lebanon (emergency response)	Alan Thomlinson Emergency Response Manager E-mail: athomlinson@cafod.org.uk Tel: +44 (0)20 7095 5221	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: 44 (0)20 7733 5288
Myanmar	Cassandra Mok Regional Representative, South-East Asia E-mail: cmok@cafod.org.uk Tel: +855 17 555 271	Janet Symes Head of Region – Asia and Middle East E-mail: Jsymes@cafod.org.uk Tel: +44 (0)20 7733 5260

Nepal	Yael Eshel Emergency Programme Manager E-mail: yeshel@cafod.org.uk Tel: +44 (0)20 7095 5225	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: +44 (0)20 7733 5288
occupied Palestinian territory	Mary Lucas Country Representative E-mail: mlucas@cafod.org.uk Tel: +44 (0)20 7095 5224	Janet Symes Head of Region – Asia and Middle East E-mail: jsymes@cafod.org.uk Tel: +44 (0)20 7733 7900
Philippines	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: +44 (0)20 7733 5288	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: +44 (0)20 7733 5288
Sri Lanka	Mary Lucas Country Representative E-mail: mlucas@cafod.org.uk Tel: +44 (0)20 7095 5224	Janet Symes Head of Region – Asia and Middle East E-mail: jsymes@cafod.org.uk Tel: +44 (0)20 7733 5260
Syria	Alan Thomlinson Emergency Response Manager E-mail: athomlinson@cafod.org.uk Tel: +44 (0)20 7095 5221	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: +44 (0)20 7733 5288
Turkey	Alan Thomlinson Emergency Response Manager E-mail: athomlinson@cafod.org.uk Tel: : ++44 207 095 5221	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: 44 207 733 5288

N.B. asia@cafod.org.uk and middleeast@cafod.org.uk will be managed by the Regional Support Officer and forwarded to the appropriate Programme Manager.

Europe

Country	Published Complaint Manager	Second Complaints Manager
Greece	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: 44 207 733 5288	Matthew Carter Head of Emergency Response Group E-mail: mcarter@cafod.rg.uk Tel: +44 207 733 5236
Serbia	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: 44 207 733 5288	Matthew Carter Head of Emergency Response Group E-mail: mcarter@cafod.rg.uk Tel: +44 207 733 5236

Latin America & the Caribbean

Country	Published Complaint Manager	Second Complaints Manager
Bolivia	Barbara Davies Country Representative E-mail: bdavies@cafod.org.uk Tel: +44 207 095 5255	Clare Dixon Head of Region – Latin America, Caribbean & Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5250
Brazil	Cecilia Iorio Country Representative, E-mail: ciorio@cafod.org.uk Tel: + 44 207 095 5643	Clare Dixon Head of Region – Latin America, Caribbean & Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5250
Colombia	Barbara Davies Country Representative E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5255	Clare Dixon Head of Region – Latin America, Caribbean & Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5250
El Salvador	Montserrat Fernandez / Winston Berrios Programme Managers E-mail: mfernandez@cafod.org.uk / wberrios@cafod.org.uk Tel: +505 8787 9883 / +505 8612 9635	Clare Dixon Head of Region – Latin America, Caribbean & Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5250
Guatemala	Montserrat Fernandez / Winston Berrios Programme Managers E-mail: mfernandez@cafod.org.uk / wberrios@cafod.org.uk Tel: +505 8787 9883 / +505 8612 9635	Clare Dixon Head of Region – Latin America, Caribbean & Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5250

Haiti	Giovanna Reda Head of Humanitarian Programme – Asia, Middle East, Latin America, the Caribbean and Mozambique E-mail: greda@cafod.org.uk Tel: 44 207 733 5288	Matthew Carter Head of Emergency Response Group E-mail: mcarter@cafod.org.uk Tel: +44 207 733 5236
Honduras	Montserrat Fernandez / Winston Berrios Programme Managers E-mail: mfernandez@cafod.org.uk / wberrios@cafod.org.uk Tel: +505-8787 9883 / +505 8612-9635	Clare Dixon Head of Region – Latin America, Caribbean & Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5250
Nicaragua	Montserrat Fernandez / Winston Berrios Programme Managers E-mail: mfernandez@cafod.org.uk / wberrios@cafod.org.uk Tel: +505-8787 9883 / +505 8612-9635	Clare Dixon Head of Region – Latin America, Caribbean & Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5250
Peru	Barbara Davies Country Representative E-mail: bdavies@cafod.org.uk Tel: +44 207 095 5255	Clare Dixon Head of Region – Latin America, Caribbean & Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5250
Latin America - General	Clare Dixon Head of Region - Latin America, Caribbean and Mozambique E-mail: cdixon@cafod.org.uk Tel: +44 207 095 5250	Maria Gonzalez Head of Programmes E-mail: mgonzalez@cafod.org.uk Tel: +44 207 095 5299

N.B.: *In the case that the Programme / Country or Head of Region is the same person about whom you wish to make a complaint, or the country is not listed, please contact Maria Gonzalez on mgonzalez@cafod.org.uk or tel. +44 (0)20 7095 5299. You may also contact accountability@cafod.org.uk, or CAFOD's Executive Director, Chris Bain on cbain@cafod.org.uk.*