Feedback, Referral, and Resolution Mechanism (FRRM)

January 2024 Newsletter

A section of the FRRM helpline based in Kampala with a dedicated team that speaks over 30 different languages. Photo ©UNHCR/Frank Walusimbi

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 20,651 calls and 2,945 new queries during January 2024 representing a 7.9% increase compared to December 2023. 1,400 (47.5%) new queries came from females and 1,545 (52.5%) from males.

At the helpline level, 2,055 (69.8%) queries were resolved using FAQs. The remaining 890 (30.2%) which included requests for assistance, reports of misconduct, and urgent protection cases were referred to UNHCR and partners for follow-up and assistance.
UNHCR and partners closed 704 Category 3 referrals (requests for assistance) during the month and this included 286 from those received within the month and 418 from the previous month's backlog across all locations. Overall, among referrals received during the month, 33.4% were resolved, 37.5% were still being actioned on and 29.1% remained unopened.

Nakivale Settlement registered the highest number of new queries (537) in the month. Kyaka II Settlement followed with 478 new queries; Kampala - Urban Settlement with 412 new queries; Kyangwali Settlement with 383 new queries; and Rwamwanja Settlement with 302 new queries.

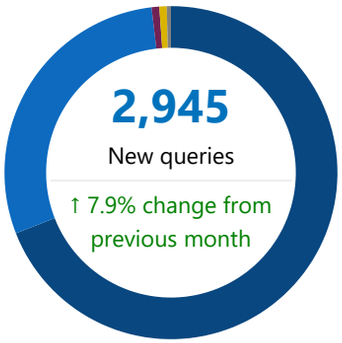
Compared to December 2023, by sector, Food Assistance registerd 499 new queries indicating a 84.8% increase. This was followed by Community Based Protection with 443 new queries and a 0.9% increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 336 new queries and a 81.6% increase; Health and Nutrition with 287 new queries and a 16.2% increase; General Queries with 277 new queries and a 102.2%% increase.

47.5% of callers in January were **women and girls**

69.8% of the calls were resolved directly **by the helpline**

30.2% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



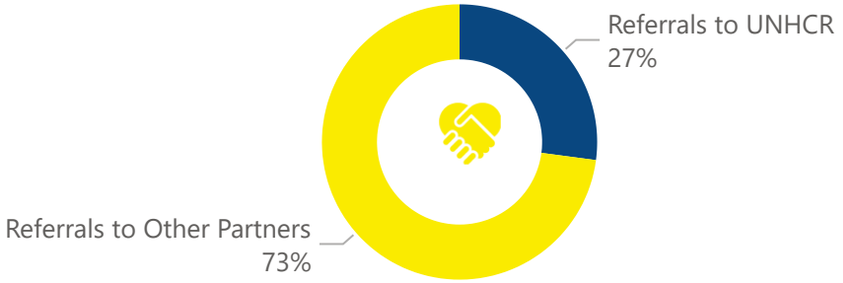
	Call Category	New queries	% of total queries	% change from previous month
1	General and/or positive feedback (no response required)	21	0.7%	↑ 10.5%
2	Information request answered directly using standard FAQs	2034	69.1%	↑ 12.1%
3	Request for support and assistance through a referral	856	29.1%	↑ 1.3%
4	Calls relating to allegations of fraud, corruption	22	0.7%	↓ -43.6%
5	Calls regarding serious life-threatening cases	12	0.4%	↑ 0.0%

REFERRALS to UNHCR and PARTNERS

856
Number of Category 3 referrals received

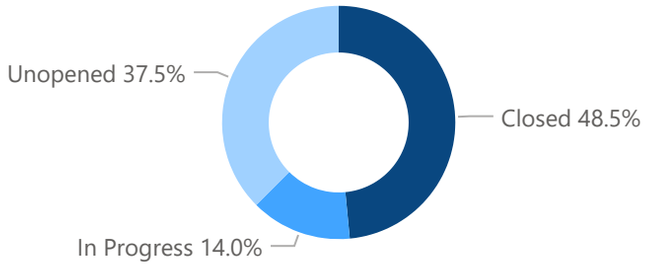
1.3%
Percentage change from the previous month

30
Number of agencies who received referrals

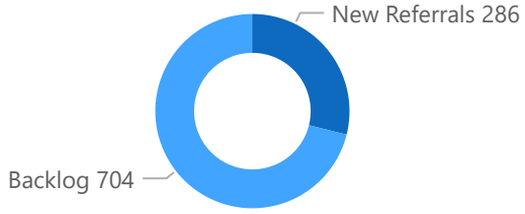


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by the end of month

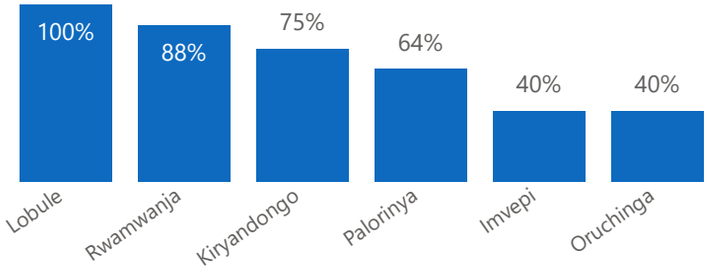


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

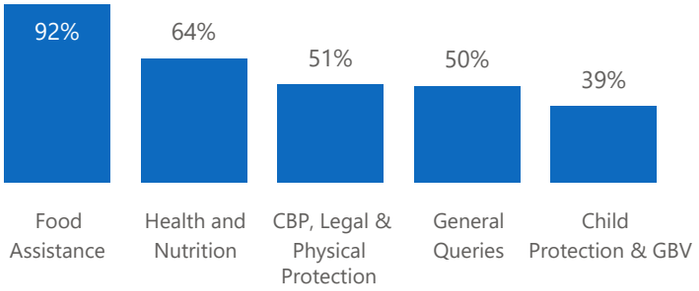


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

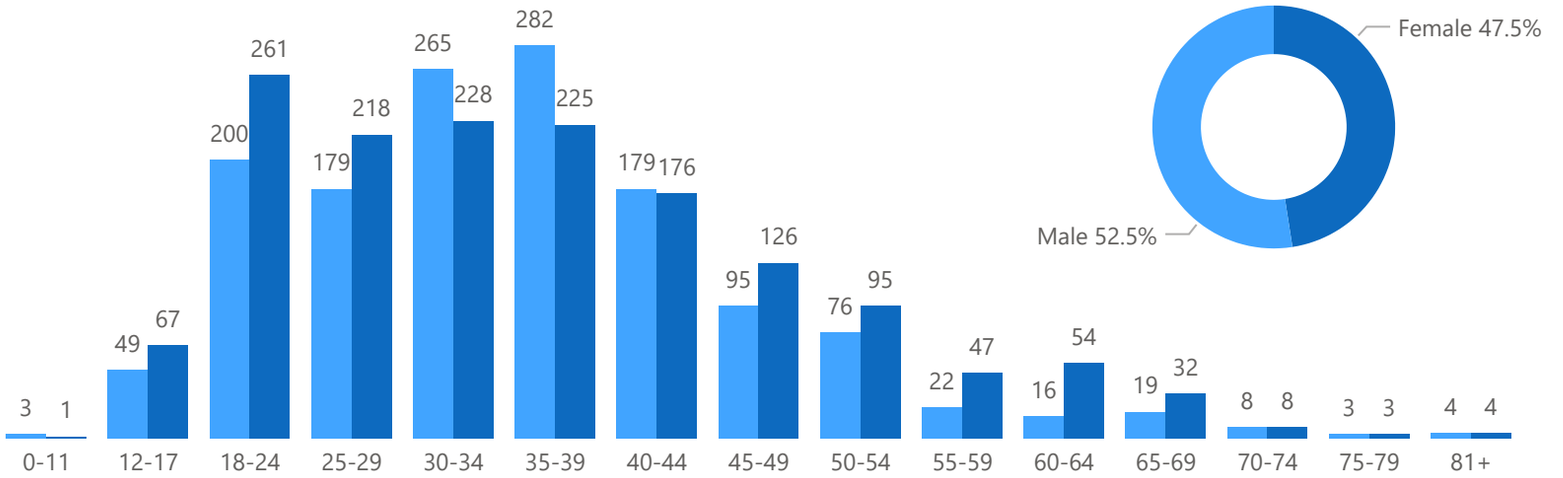


POSITIVE FEEDBACK RECEIVED

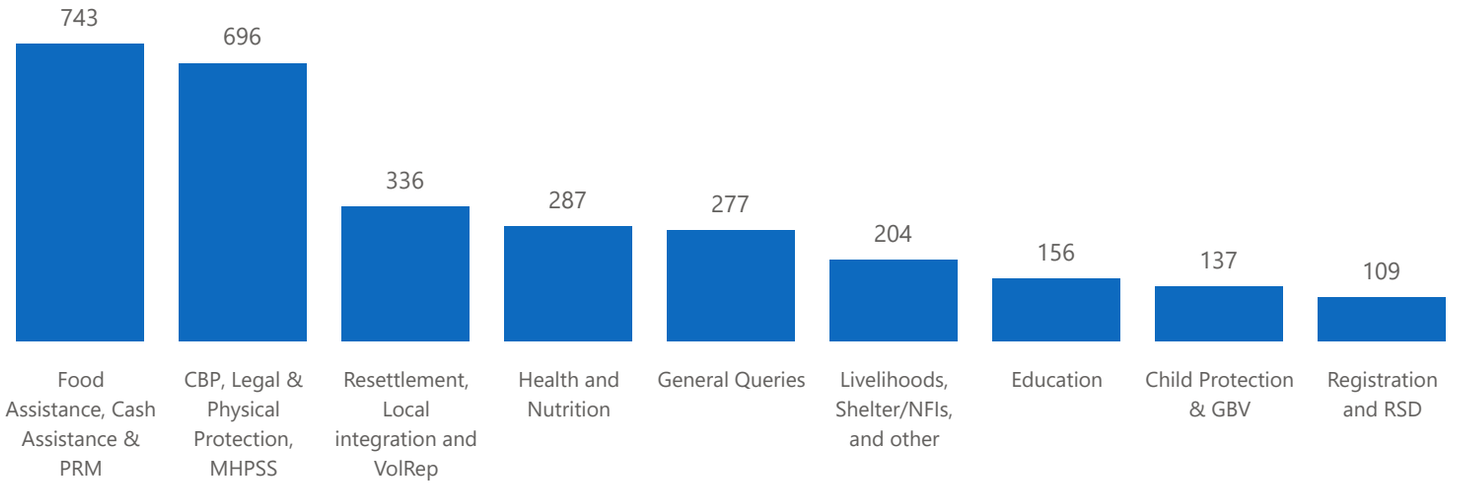
- The caller appreciated the helpline and the partner WFP for having recatgorized her food category from 3 to 2 and she has was able to receive her food ration for January 2024. - **Food Assistance, Nakivale (16 Jan 2024)**
- The caller appreciated the partner, IRC for repairing his shelter. - **Community Based Protection, Bidibidi (04 Jan 2024)**
- The caller expressed warm gratitude to the partner, AHA for helping him pay for a scan and provided medicines in relation to his medical condition. - **Health and Nutrition, Kampala (09 Jan 2024)**
- The FDSP expressed her gratitude to the partner, TPO for considering her as a PSN. She started receiving PSN's cash assistance in December 2023 and this has significantly helped her address a lot of problems her family was facing. - **Community Based Protection, Nakivale (02 Jan 2024)**
- The FDSP expressed gratitude to UNHCR and the partner, NRC for buying him a printer, a camera, and a Laptop in April 2023 and these items are helping him to work and meet for his needs. - **Livelihoods, Kampala (09 Jan 2024)**
- The FDSP called to thank the partner, WM Uganda for responding to and addressing a water related issue he had raised through the helpline. - **WASH, Impevi (16 Jan 2024)**
- The caller was not receiving monthly food rations for a while but was supported by the partner, WFP to receive her January 2024 ration and she is grateful. - **Food Assistance, Kyangwali (23 Jan 2024)**
- The FDSP was excited upon being notified by the partner, DCA of an opportunity to start work by the end of the month of January 2024. He is so grateful to the partner for this livelihood opportunity. - **Livelihoods, Rhino Camp (19 Jan 2024)**

DEMOGRAPHICS, SECTORS AND LOCATIONS

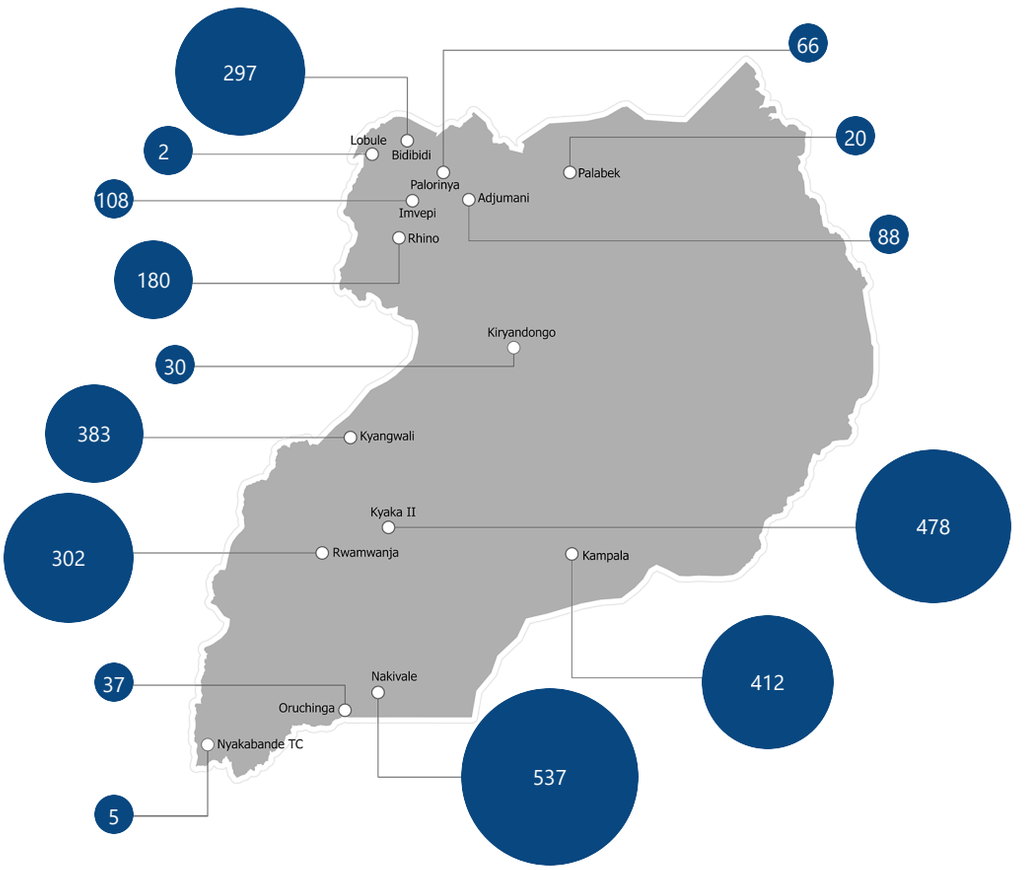
New Queries by Gender and Age Group



New Queries by Sector



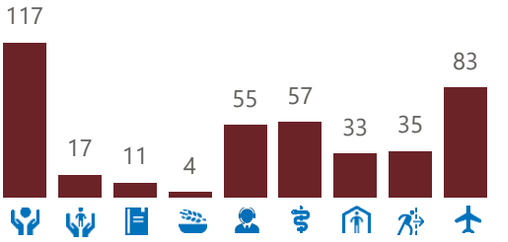
New Queries by Location



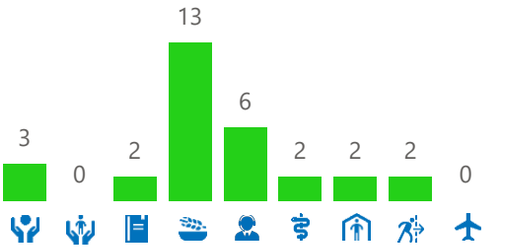
NEW QUERIES by SECTOR and LOCATION

- CBP, Legal & Physical Protection, MHPSS
- Child Protection & GBV
- Education
- Food , Cash Assistance & PRM
- General Queries
- Health and Nutrition
- Livelihoods, Shelter/NFIs, and other
- Registration and Refugee Status Determination
- Resettlement, Local Integration and Voluntary Repatriation

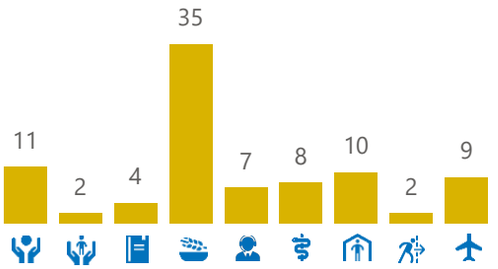
Kampala - Urban



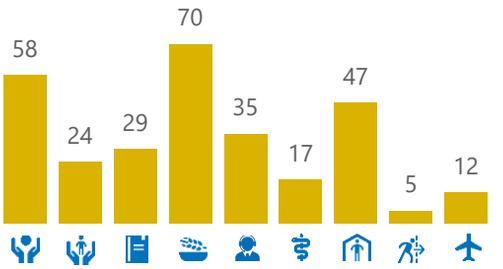
Kiryandongo - Mid West



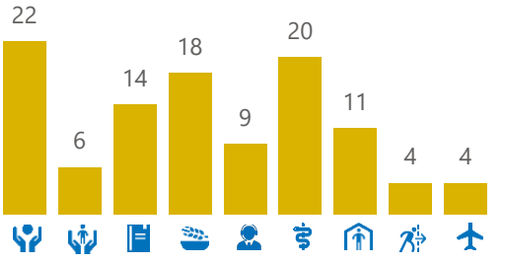
Adjumani - West Nile



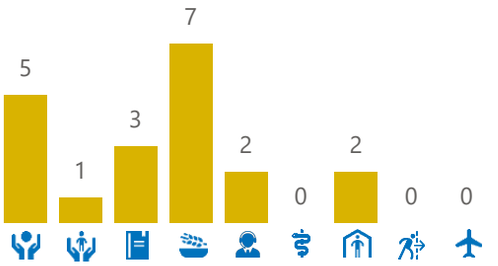
Bidibidi - West Nile



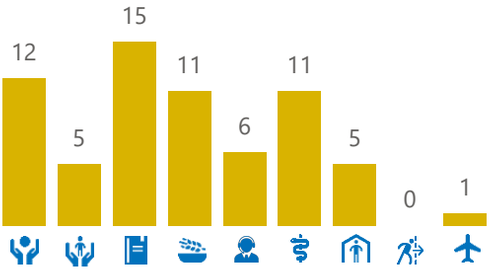
Impevi - West Nile



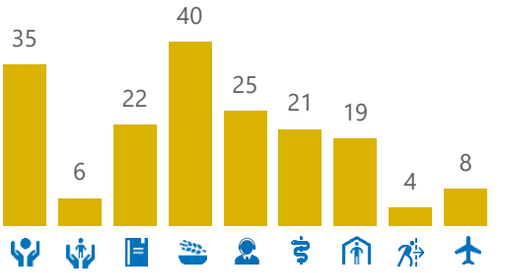
Palabek - West Nile



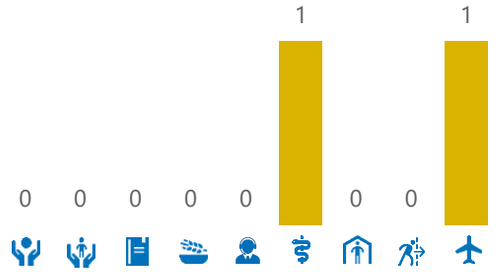
Palorinya - West Nile



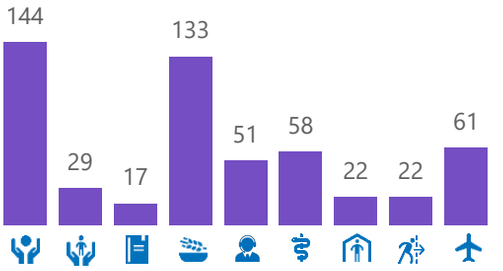
Rhino Camp - West Nile



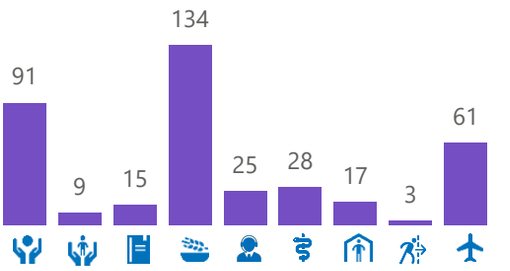
Lobule - West Nile



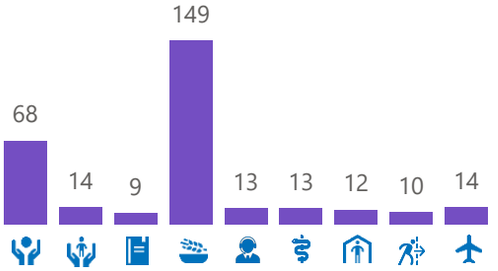
Nakivale - South West



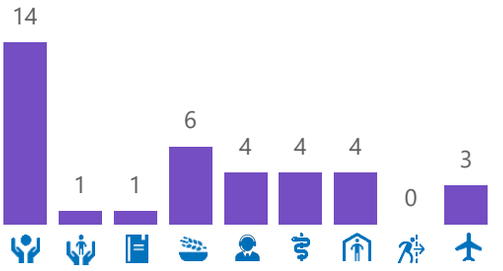
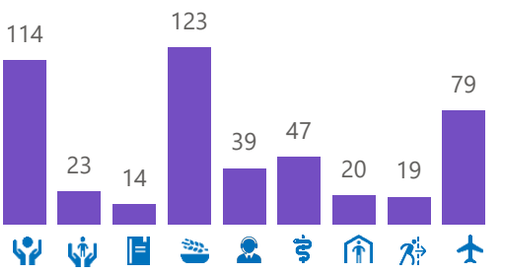
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West