Feedback, Referral, and Resolution Mechanism (FRRM)

2023 Annual Newsletter

FRRM awareness session with refugee leaders in Adjumani. Photo ©UNHCR

HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 48,754 new queries from January to December 2023 representing a 39% increase compared to 2022. 23,848 (48.9%) new queries came from females and 24,906 (51.1%) from males. In 2023, FRRM helpline received 221,262 calls in total including answered, dropped and follow-up calls.

At the helpline level, 34,818 (71.4%) queries were resolved using FAQs. The remaining 13,936 (28.6%) 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 12,132 Category 3 referrals (requests for assistance) during the year and this included 9,357 from those received within the year and 2,775 from the previous year's backlog across all locations. Overall, among referrals received during the year, 70.4% were resolved, 17.3% were still being actioned on and 12.3% remained unopened.

Nakivale Settlement registered the highest number of new queries (10,710) in the year. Kyaka II Settlement followed with 9,450 new queries; Bidibidi Settlement with 6,491 new queries; Rwamwanja Settlement with 6,005 new queries; and Kampala - Urban Settlement with 5,146 new queries.

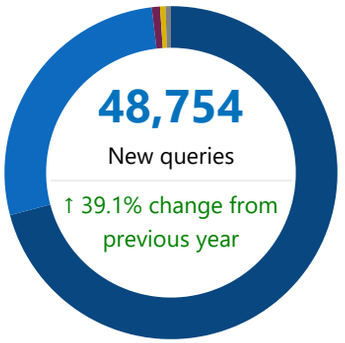
Compared to 2022, by sector, Food Assistance registerd 16,385 new queries indicating a 290.1% increase. This was followed by Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 4,815 new queries and a 36.8% increase; Community Based Protection with 4,616 new queries and a 12.8% decrease; Health & Nutrition with 3,814 new queries and a 7.0% decrease; Legal and Physical Protection with 3,606 new queries and a 26.0%% increase.

48.9% of callers in 2023 were **women and girls**

71.4% of the calls were resolved directly **by the helpline**

28.6% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



	Call Category	New queries	% of total queries	% change from previous year
1	General and/or positive feedback (no response required)	256	0.5%	↓ -4.5%
2	Information request answered directly using standard FAQs	34,562	70.9%	↑ 74.5%
3	Request for support and assistance through a referral	13,292	27.3%	↓ -8.8%
4	Calls relating to allegations of fraud, corruption	388	0.8%	↑ 1.0%
5	Calls regarding serious life-threatening cases	256	0.5%	↑ 652.9% (*)

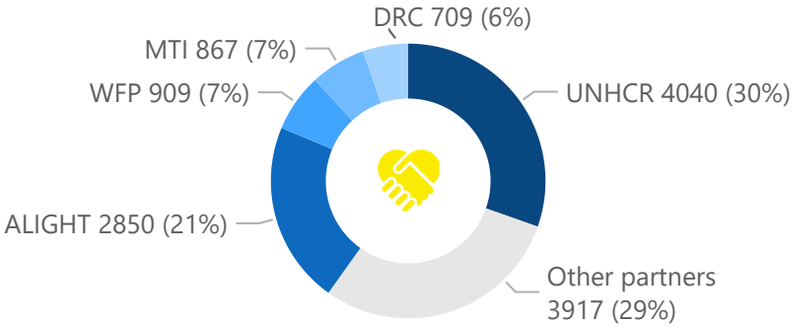
* The spike in the Category 5 is due to the extension of its scope in 2023 to ensure better protection outcomes for life-threatening cases.

REFERRALS to UNHCR and PARTNERS

13,292
Number of Category 3 referrals received

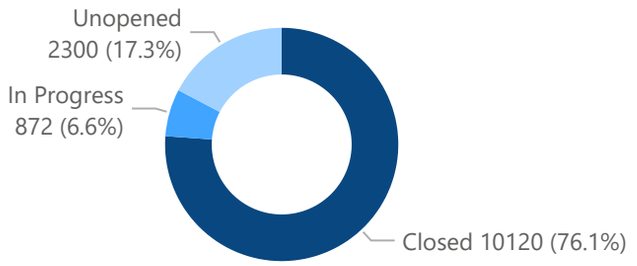
-8.8%
Percentage change from the previous year

42
Number of agencies who received referrals

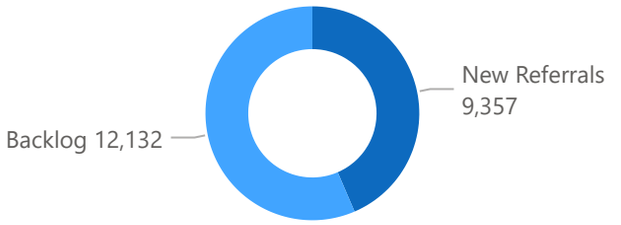


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by the end of year

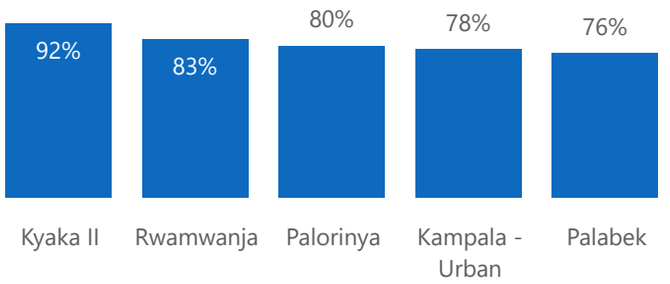


Category 3 referrals resolved by UNHCR and partners in the current year that were placed within the year and from the backlog

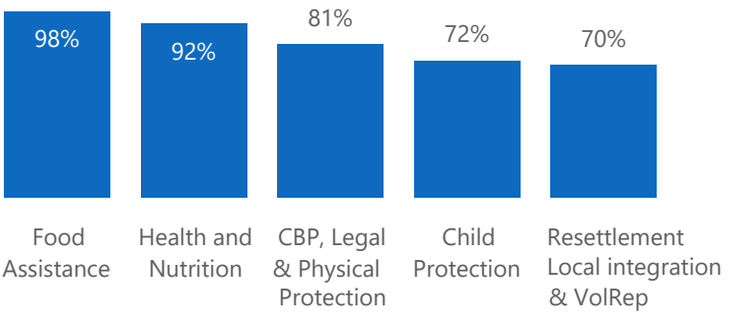


ANNUAL SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

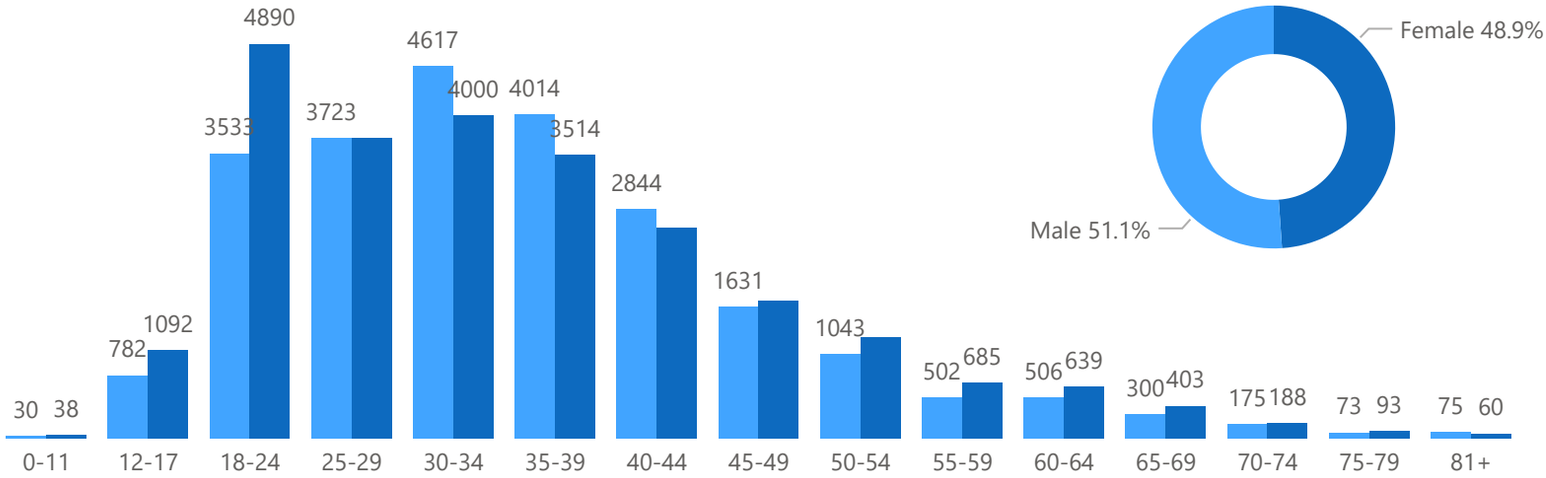


POSITIVE FEEDBACK RECEIVED

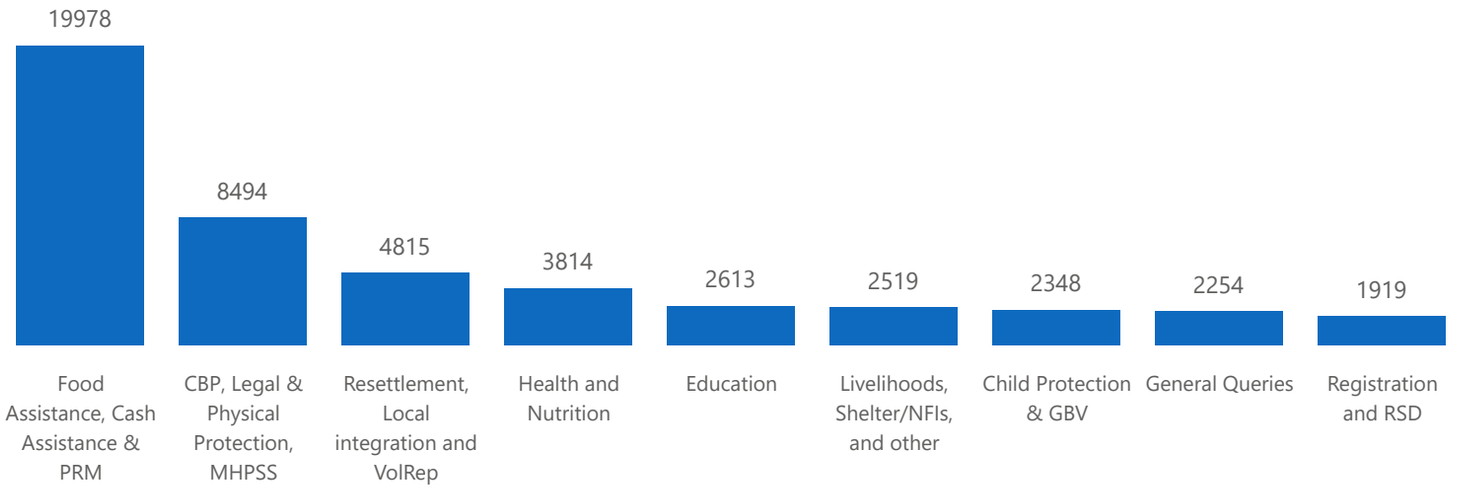
- The caller appreciated the partner DRC for giving him construction materials as he is now having a proper shelter. - **Community Based Protection, Imvepi (05 Jun 2023)**
- The caller expressed her gratitude to the FRRM team that guided her to DRC regarding her security concern as she was attended to and supported by the partner. - **Legal and Physical Protection, Rhino Camp (31 Oct 2023)**
- The caller expressed his gratitude to the partner, WIU for giving him an opportunity to teach Children in Kinekitaka village as there are no schools in the area. He was able to start teaching as a volunteer upon acceptance from the partner. - **Education, Kyangwali (24 Nov 2023)**
- The FDSP called to appreciate MTI Mbarara referral hospital doctors for coming to Rurongo in Oruchinga settlement on 10th January 2023 to examine her child who was sick. - **Health and Nutrition, Oruchinga (11 Jan 2023)**
- The FDSP called to appreciate the helpline and the partner, FCA for granting him a scholarship for secondary level education. - **Education, Palorinya (15 May 2023)**
- The caller is appreciated the services offered by UNHCR and its partners. He said services like education, food, registration, and construction of new houses for new arrivals have been done very well by both UNHCR and its partner organizations like ALIGHT and SCI and he is grateful for that. - **General Queries, Rwamwanja (23 Jan 2023)**
- The FDSP called to appreciate the partner, IRC for the good services they are providing to refugees at the health centers in the settlement. - **Health and Nutrition, Bidibidi (03 Oct 2023)**

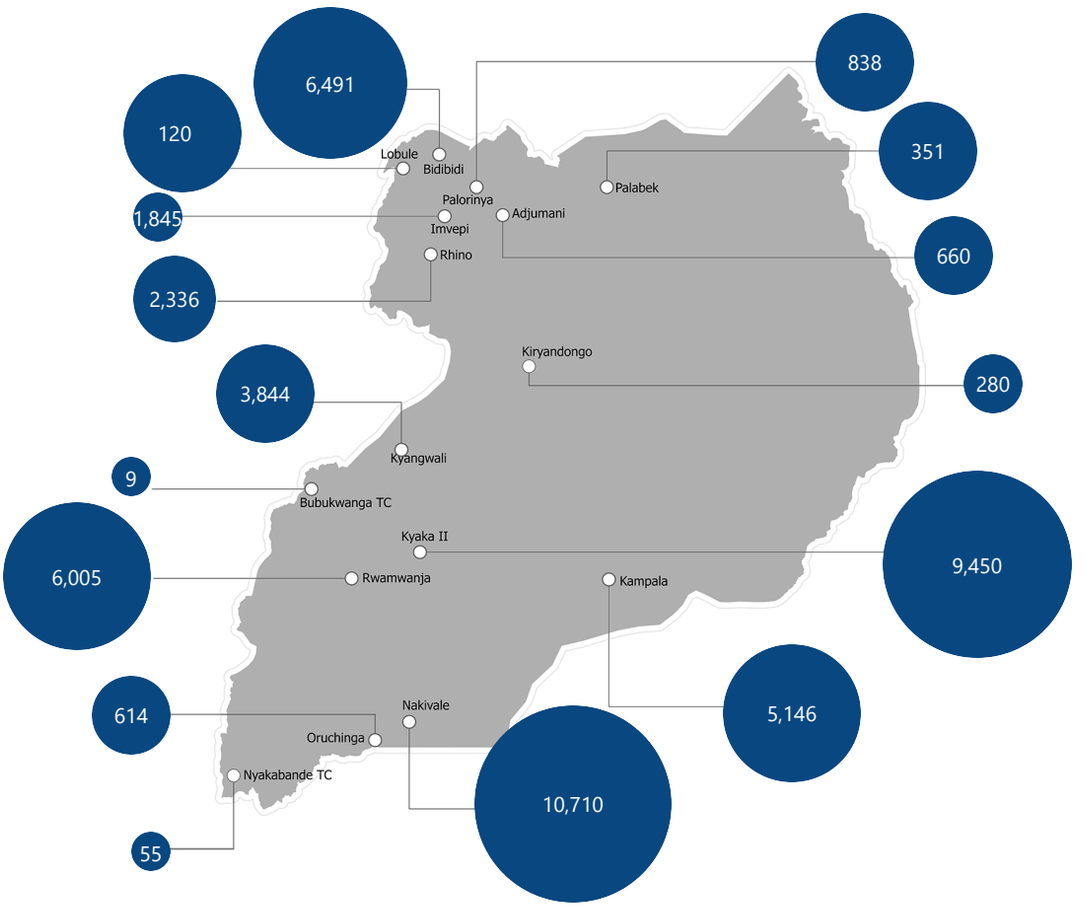
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

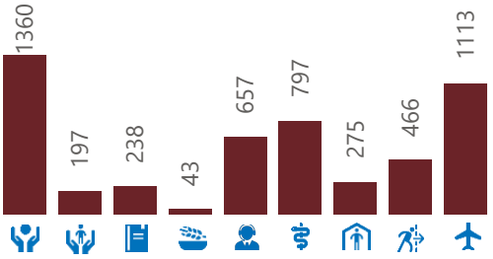




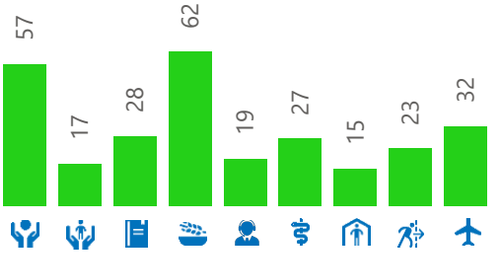
NEW QUERIES by SECTOR and LOCATION

- 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

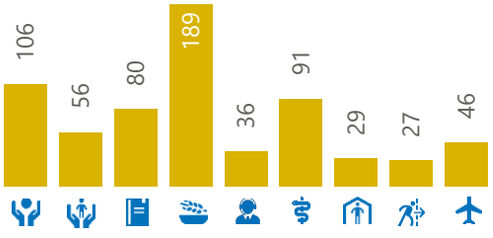
Kampala - Urban



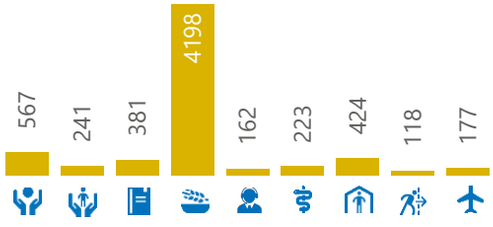
Kiryandongo - Mid West



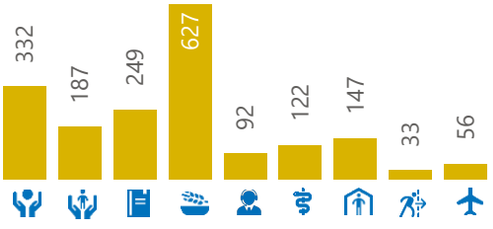
Adjumani - West Nile



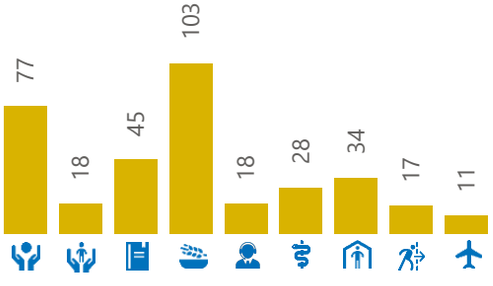
Bidibidi - West Nile



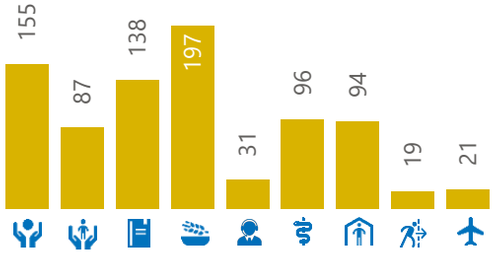
Impevi - West Nile



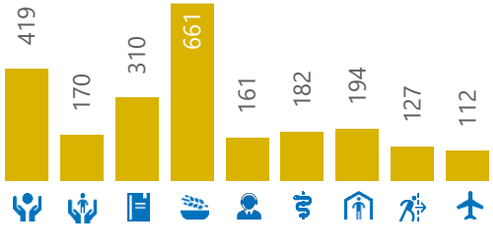
Palabek - West Nile



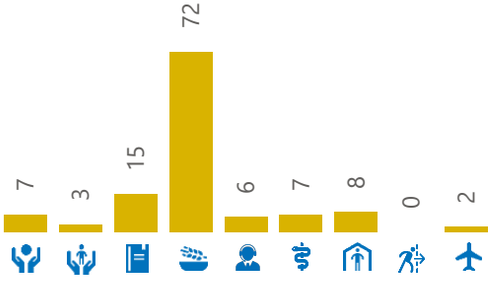
Palorinya - West Nile



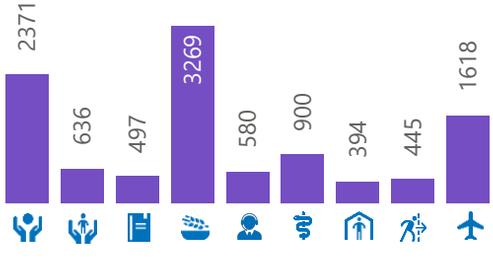
Rhino Camp - West Nile



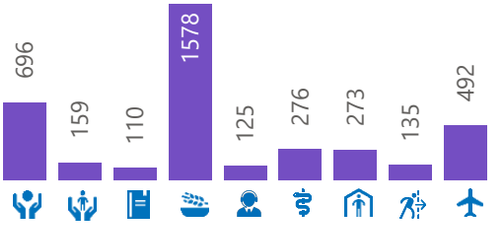
Lobule - West Nile



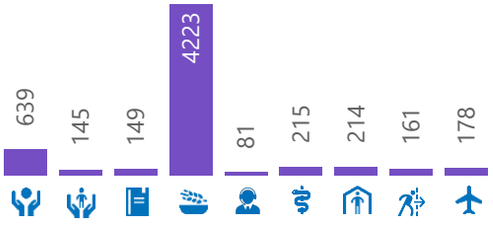
Nakivale - South West



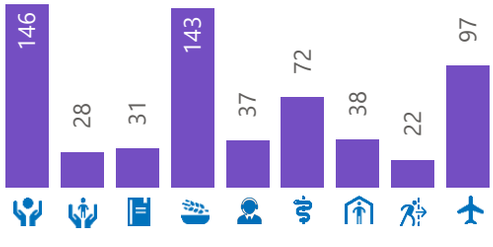
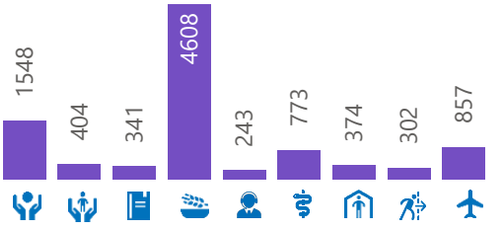
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West