Feedback, Referral, and Resolution Mechanism (FRRM)

March 2024 Newsletter

FRRM Community Awareness and Feedback Session in Nakivale Settlement in March 2024. ©Photo / UNHCR RMCU

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 18,348 calls and 2,992 new queries during March 2024 representing a 0.7% increase compared to February 2024. 1,508 (50.4%) new queries came from females and 1,484 (49.6%) from males.

At the helpline level, 1,709 (57.1%) queries were resolved using FAQs. The remaining 1,283 (42.9%) 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 762 Category 3 referrals (requests for assistance) during the month and this included 396 from those received within the month and 366 from the previous month's backlog across all locations. Overall, among referrals received during the month, 32.3% were resolved, 44.3% were still being actioned on and 23.3% remained unopened.

Nakivale Settlement registered the highest number of new queries (661) in the month. Kyaka II Settlement followed with 611 new queries; Kampala - Urban Settlement with 475 new queries; Kyangwali Settlement with 264 new queries; and Rwamwanja Settlement with 255 new queries.

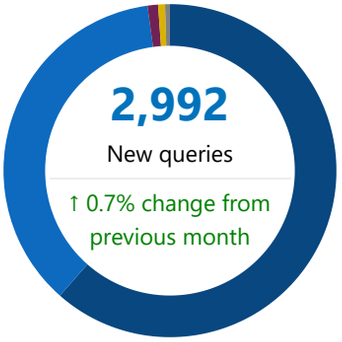
Compared to February 2024, by sector, Durable Solutions (Resettlement, Local integration and Voluntary repatriation) registerd 483 new queries indicating a 6.2% increase. This was followed by Community Based Protection with 461 new queries and a 6.0% increase; Health and Nutrition with 356 new queries and a 9.2% increase; Legal and Physical Protection with 314 new queries and a 3.1% decrease; Food Assistance with 288 new queries and a 53.2% increase.

50.4%
of callers in March were **women and girls**

57.1%
of the calls were resolved directly **by the helpline**

42.9%
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)	14	0.5%	↓ -44.0%
2 Information request answered directly using standard FAQs	1,695	56.7%	↓ -3.1%
3 Request for support and assistance through a referral	1,225	40.9%	↑ 6.0%
4 Calls relating to allegations of fraud, corruption	34	1.1%	↓ -2.9%
5 Calls regarding serious life-threatening cases	24	0.8%	↑ 300.0% (*)

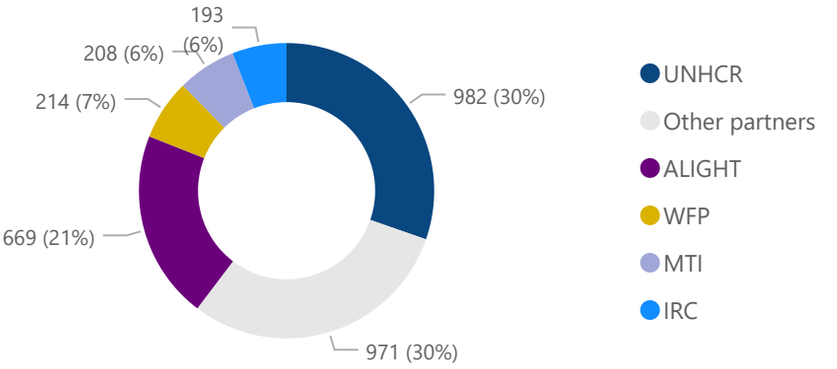
* This percentage does not reflect a spike in any specific life-threatening issues.

REFERRALS to UNHCR and PARTNERS

1,225
Number of Category 3 referrals received

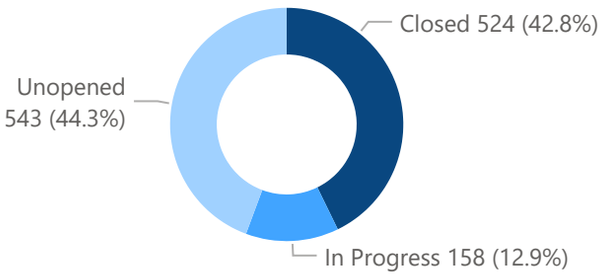
6.0%
Percentage change from the previous month

28
Number of agencies who received referrals

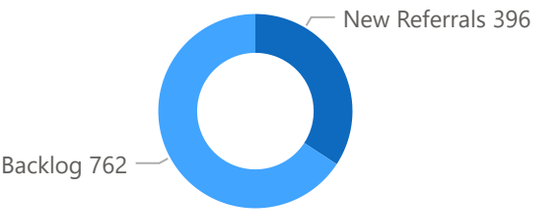


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by the end of month

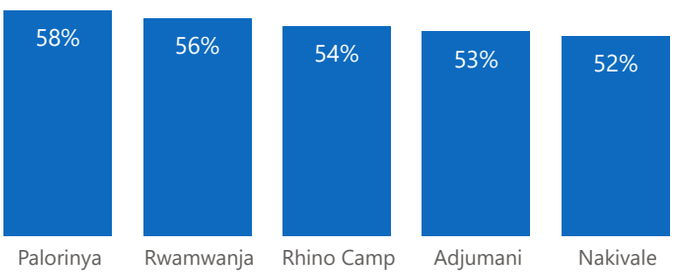


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

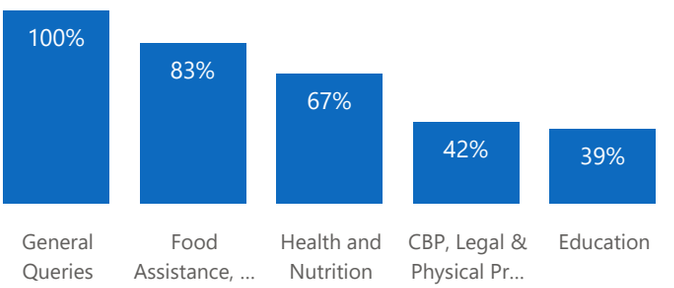


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

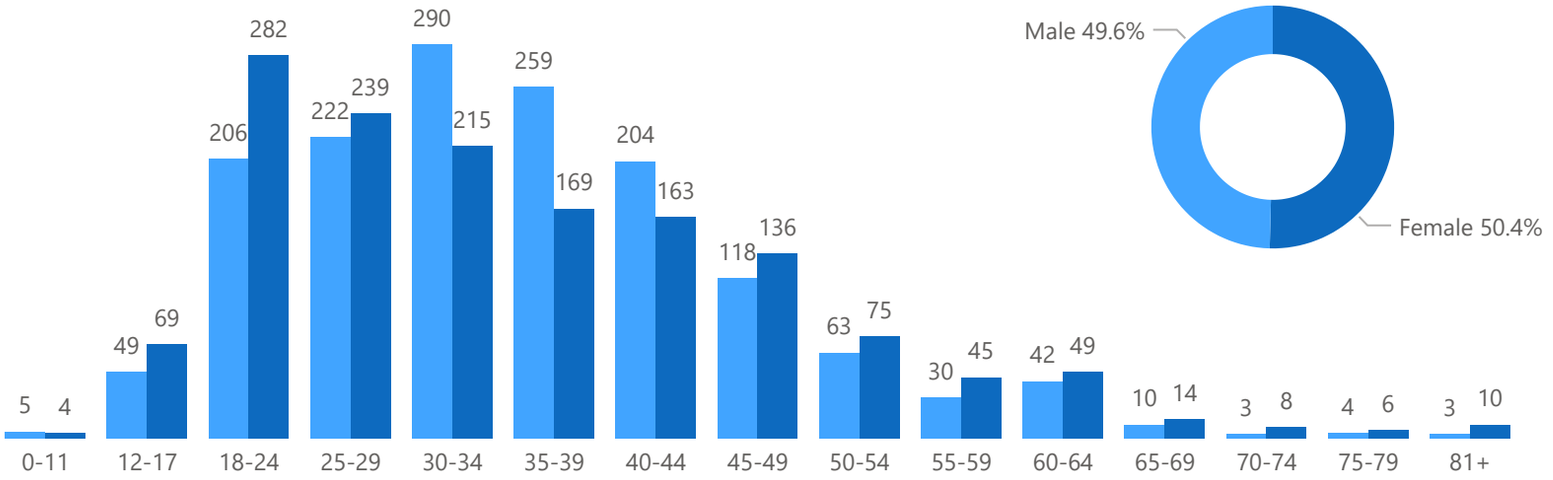


POSITIVE FEEDBACK RECEIVED

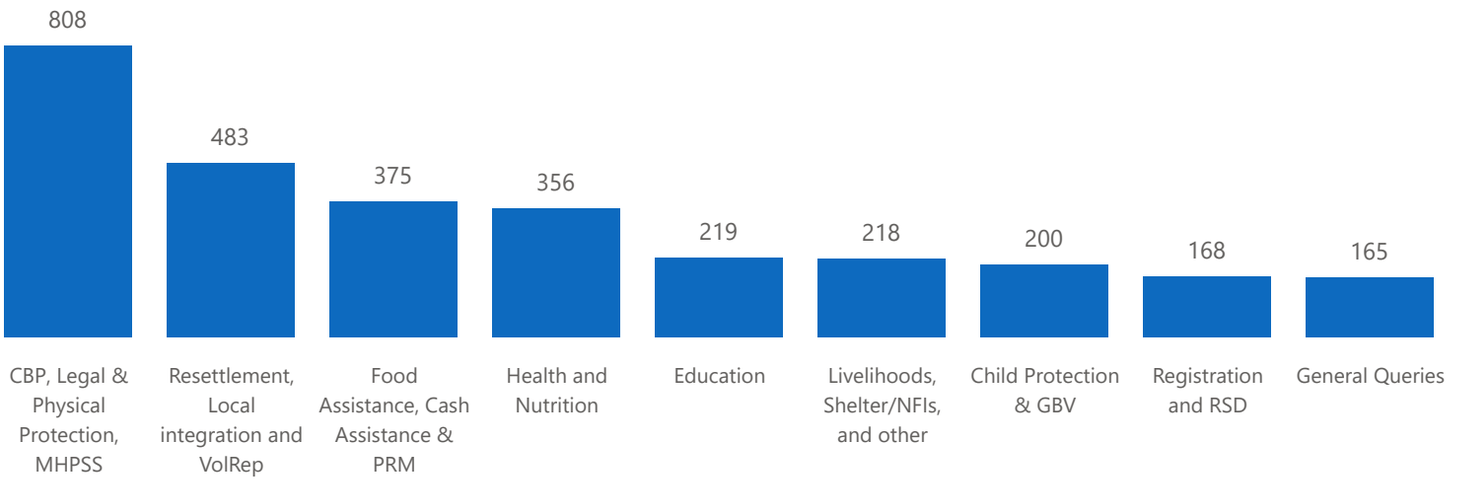
- The caller expressed appreciation to the FRRM helpline and the partner, WFP for the cash assistance she received on 28th March 2024. - **Community Based Protection, Kyangwali (29 Mar 2024)**
- The caller expressed her appreciation for the financial support she received from the partner, EMESCO. She has opened a restaurant business with that money is now self reliant. - **Livelihoods, Kyaka II (26 Mar 2024)**
- The caller on 23/2/2024 received PSN assistance from DRC which she had missed in December 2023 after raising the issue through the helpline. She is grateful to have received this assistance for now and hopes to receive this assistance for the other months she missed. - **Community Based Protection, Kyaka II (11 Mar 2024)**
- The FDSP would like to thank the helpline for the advice she received when she contacted them on March 6, 2024, regarding her health concerns. The information was helpful for her, and with the support of the AHA, she was able to acquire medication and she hopes to be fully treated. She is so thankful. - **Health and Nutrition, Kyangwali (12 Mar 2024)**
- The caller would like to express his gratitude to UNHCR, AHA, and EMESCO for supporting his wife with NFIs and hygiene kits including soap and buckets in 2023. - **Health and Nutrition, Kyaka II (14 Mar 2024)**
- The FDSP appreciated the partner, ALIGHT for the support with plastic sheeting. He also appreciated the FRRM helpline for sharing his issue with ALIGHT. - **Shelter, Sites and NFI's, Nakivale (14 Mar 2024)**
- The FDSP reported that she is a single and disabled mother and called to express her appreciation to the FRRM helpline. She has been able to get support from partnes after raising her issues through the helpline. - **Community Based Protection, Imvepi (29 Mar 2024)**

DEMOGRAPHICS, SECTORS AND LOCATIONS

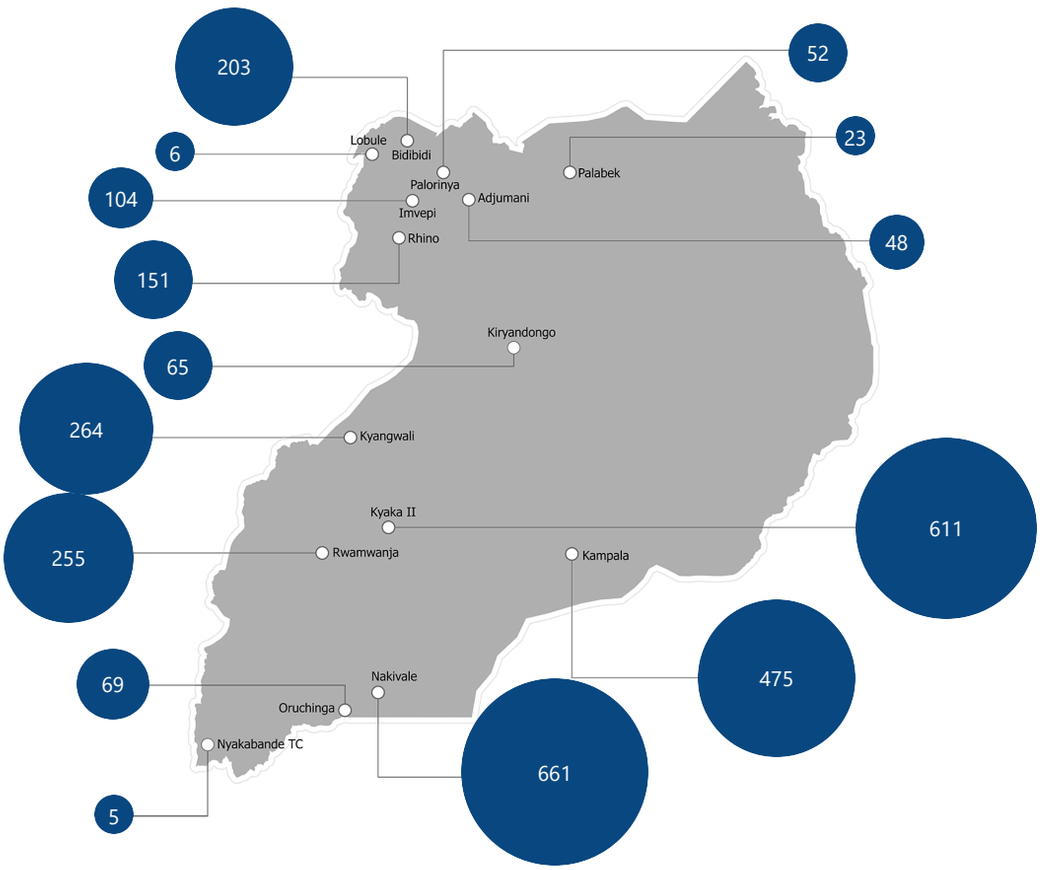
New Queries by Gender and Age Group



New Queries by Sector



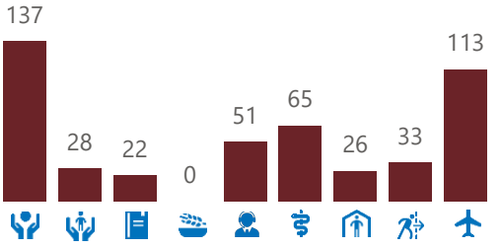
New Queries by Location



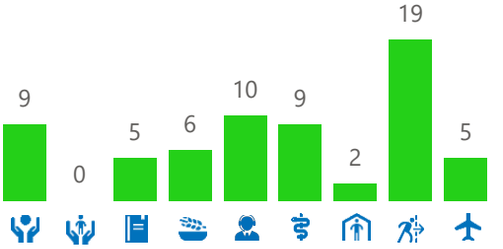
NEW QUERIES by SECTOR and LOCATION

- 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

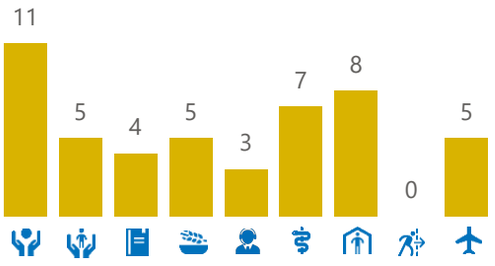
Kampala - Urban



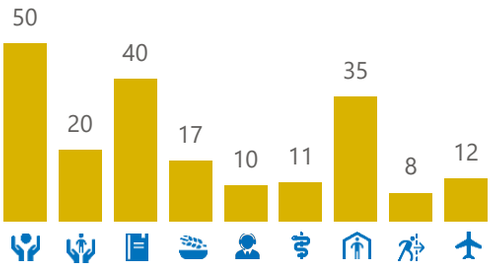
Kiryandongo - Mid West



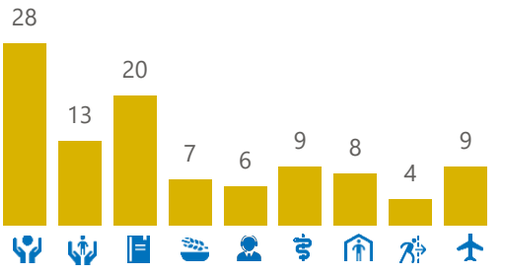
Adjumani - West Nile



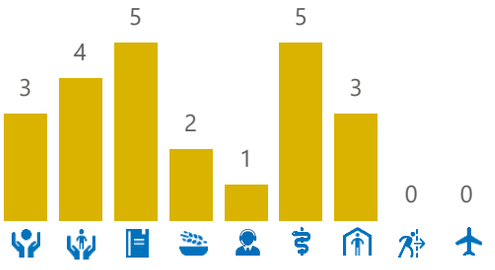
Bidibidi - West Nile



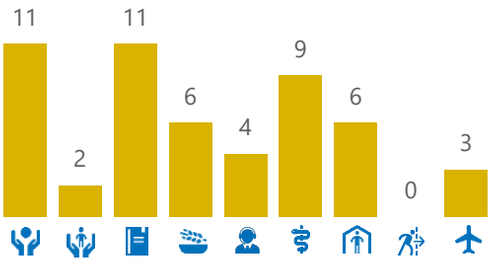
Impevi - West Nile



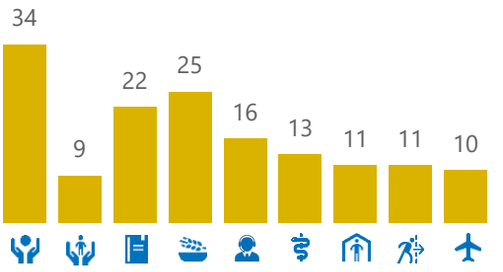
Palabek - West Nile



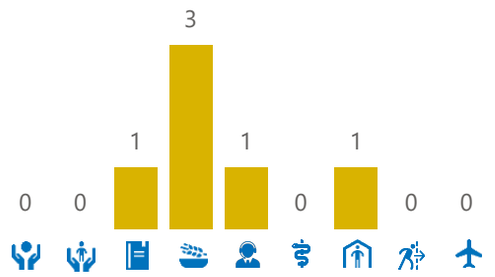
Palorinya - West Nile



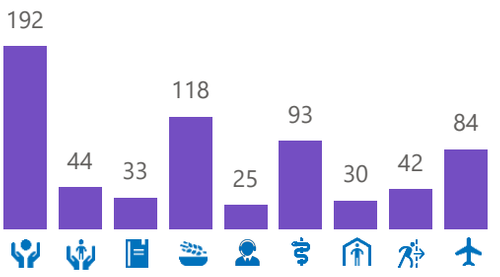
Rhino Camp - West Nile



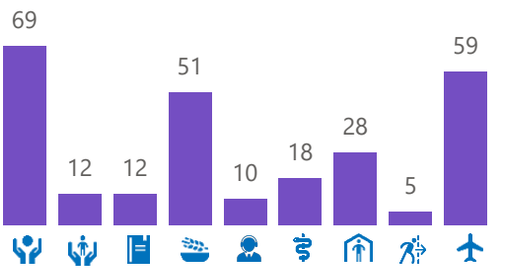
Lobule - West Nile



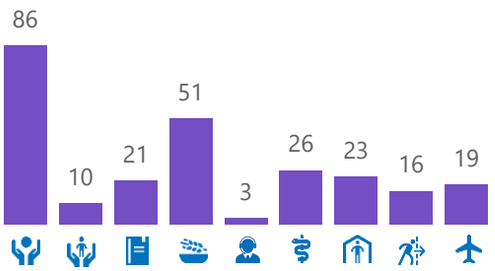
Nakivale - South West



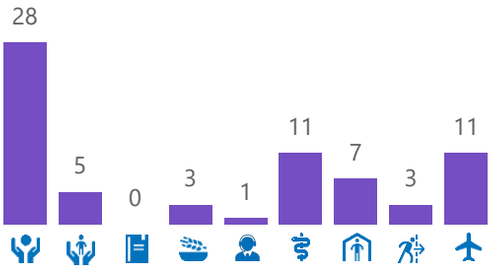
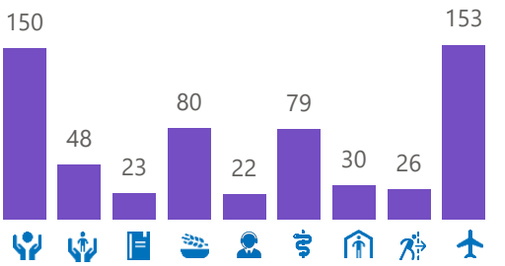
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West