Feedback, Referral, and Resolution Mechanism (FRRM)

May 2024 Newsletter

FRRM V3 Community Engagement in Imvepi Settlement in May 2024. ©Photo / UNHCR RMCU

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 10,244 calls and 4,473 new queries during May 2024 representing a 42% increase compared to April 2024. 2,071 (46.3%) new queries came from females and 2,402 (53.7%) from males.

At the helpline level, 2,751 (61.5%) queries were resolved using FAQs. The remaining 1,722 (38.5%) 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 1,795 Category 3 referrals (requests for assistance) during the month and this included 791 from those received within the month and 1,004 from the previous month's backlog across all locations. Overall, among referrals received during the month, 47.5% were resolved, 30.9% were still being actioned on and 21.6% remained unopened.

Nakivale Settlement registered the highest number of new queries (836) in the month. Kyaka II Settlement followed with 822 new queries; Kampala - Urban Settlement with 706 new queries; Rhino Camp Settlement with 399 new queries; and Kyangwali Settlement with 394 new queries.

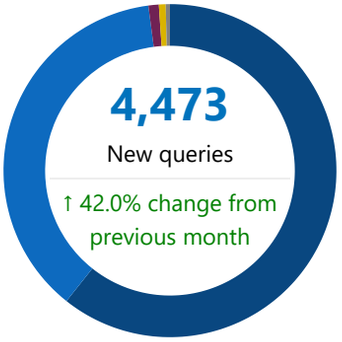
Compared to April 2024, by sector, General Queries registerd 767 new queries indicating a 251.8% increase (this increase was triggered by the national census). This was followed by Food Assistance with 612 new queries and a 44.7% increase; Community Based Protection with 567 new queries and a 32.8% increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 504 new queries and a 7.9% increase; Health and Nutrition with 428 new queries and a 35.9% increase.

46.3%
of callers in May were **women and girls**

61.5%
of the calls were resolved directly **by the helpline**

38.5%
of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



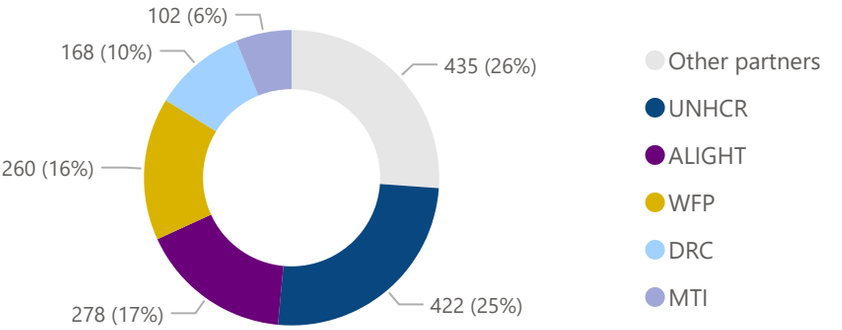
Call Category	New queries	% of total queries	% change from previous month
1 General and/or positive feedback (no response required)	28	0.6%	↑ 33.3%
2 Information request answered directly using standard FAQs	2,723	60.9%	↑ 48.9%
3 Request for support and assistance through a referral	1,665	37.2%	↑ 32.5%
4 Calls relating to allegations of fraud, corruption	44	1.0%	↑ 41.9%
5 Calls regarding serious life-threatening cases	13	0.3%	↑ 0.0%

REFERRALS to UNHCR and PARTNERS

1,665
Number of Category 3 referrals received

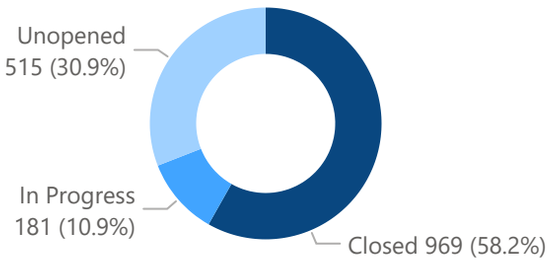
32.5%
Percentage change from the previous month

29
Number of agencies who received referrals

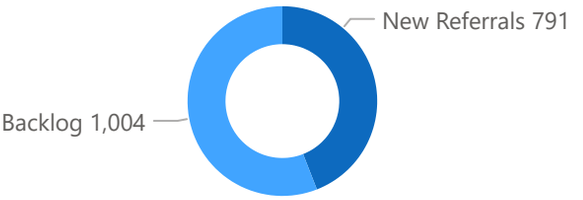


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by the end of month

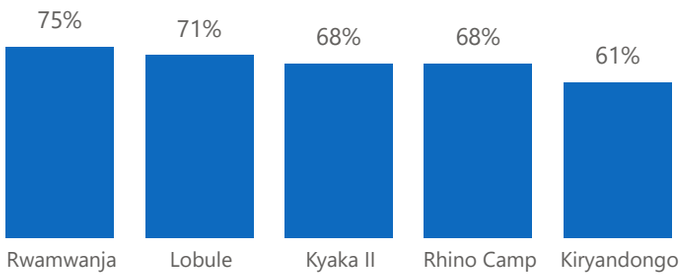


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

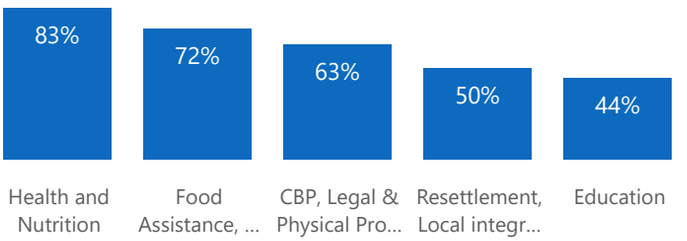


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

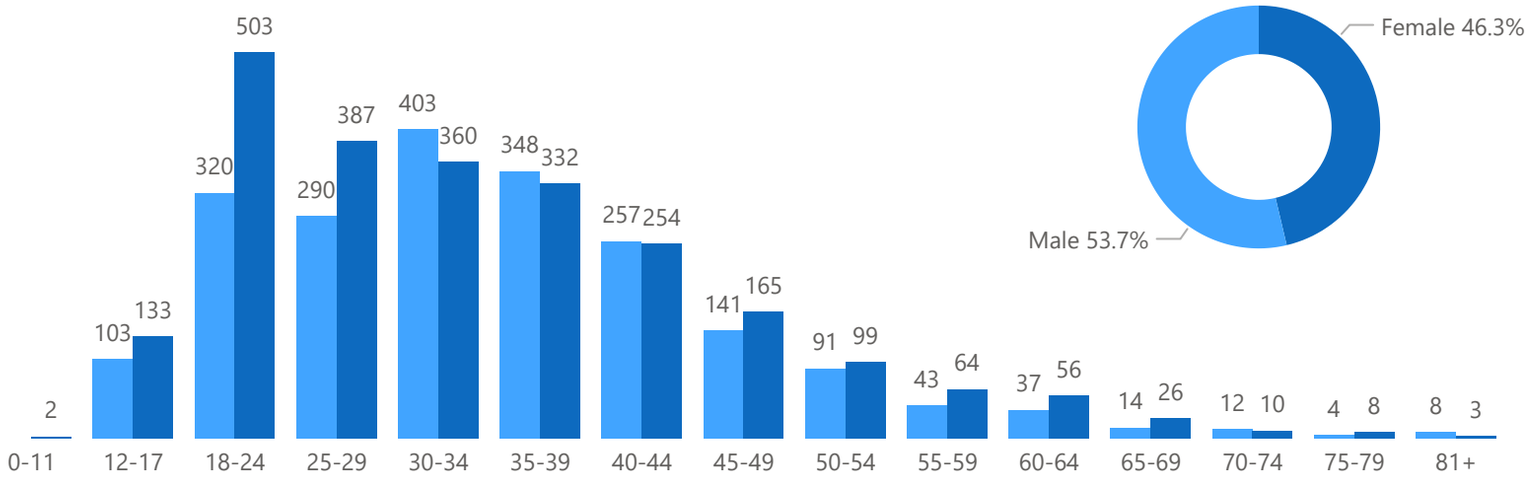


POSITIVE FEEDBACK RECEIVED

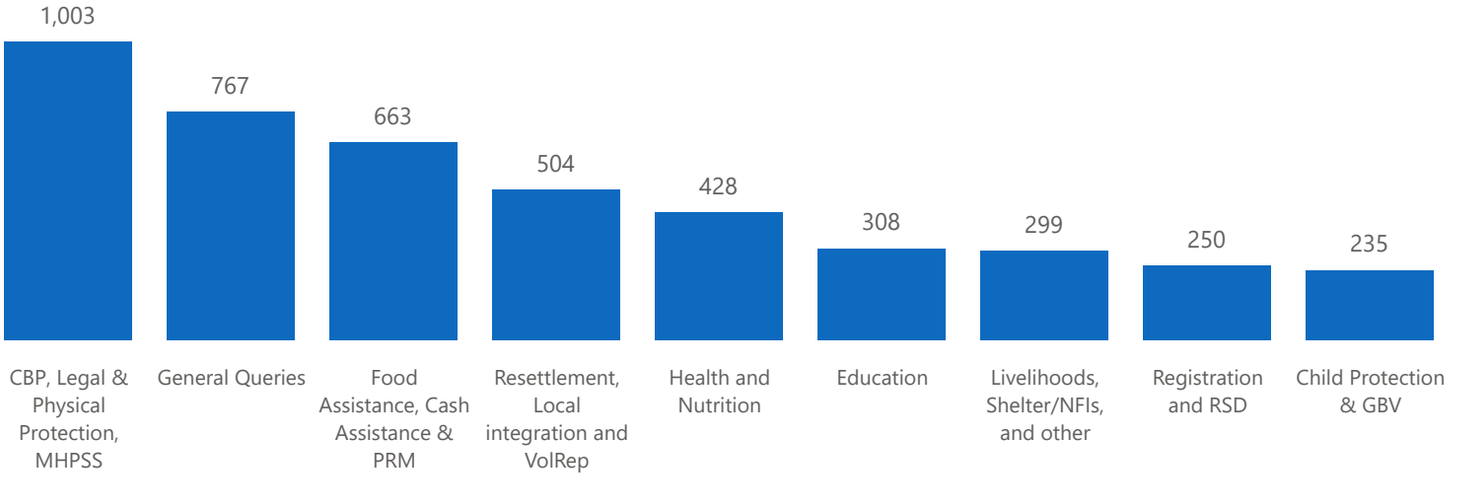
- The caller expressed gratitude to the FRRM helpline for their continued support in relaying their issues to partners for support. He requested for support through FRRM and he was allocated a plot during the month and the partner, ALIGHT will further provide plastic sheets as well. - **Shelter and NFI's, Oruchinga, (15 May 2024)**
- The caller had a legal issue which was addressed through UNHCR after raising it throug the helpline. She thanked the FRRM for the hard work and continous support. - **Legal and Physical Protection, Bidibidi, (30 May 2024)**
- The caller had challenges receiving monthly cash assistance, she contacted the FRRM helpline and her issue was addressed to WFP. She was supported and now receives her cash. She is grateful for this support. - **Food Assistance, Nakivale, (13 May 2024)**
- The partner, ALIGHT is appreciated for distributing NFIs including soap to PSNs in May 2024. He is grateful. - **Community Based Protection, Kyangwali, (29 May 2024)**
- The FDSP would like to express her gratitude towards the helpline for having addressed her shelter concern to ALIGHT as her house has now been built. - **Community Based Protection, Rwamwanja, (24 May 2024)**
- The caller, a Ugandan national called to compliment the helpline team for the work done in supporting FDSPs. He also appreciated the community awareness sessions held on FRRM and wishes the whole team good luck. - **General Queries, Kampala - Urban, (28 May 2024)**
- The FDSP expressed appreciation to the partner Humanity & Inclusion (HI) for the wheelchair provided to her child. The partner, ALIGHT and UNHCR were also appreciated for coordinating with HI. - **Community Based Protection, Kyaka II, (31 May 2024)**

DEMOGRAPHICS, SECTORS AND LOCATIONS

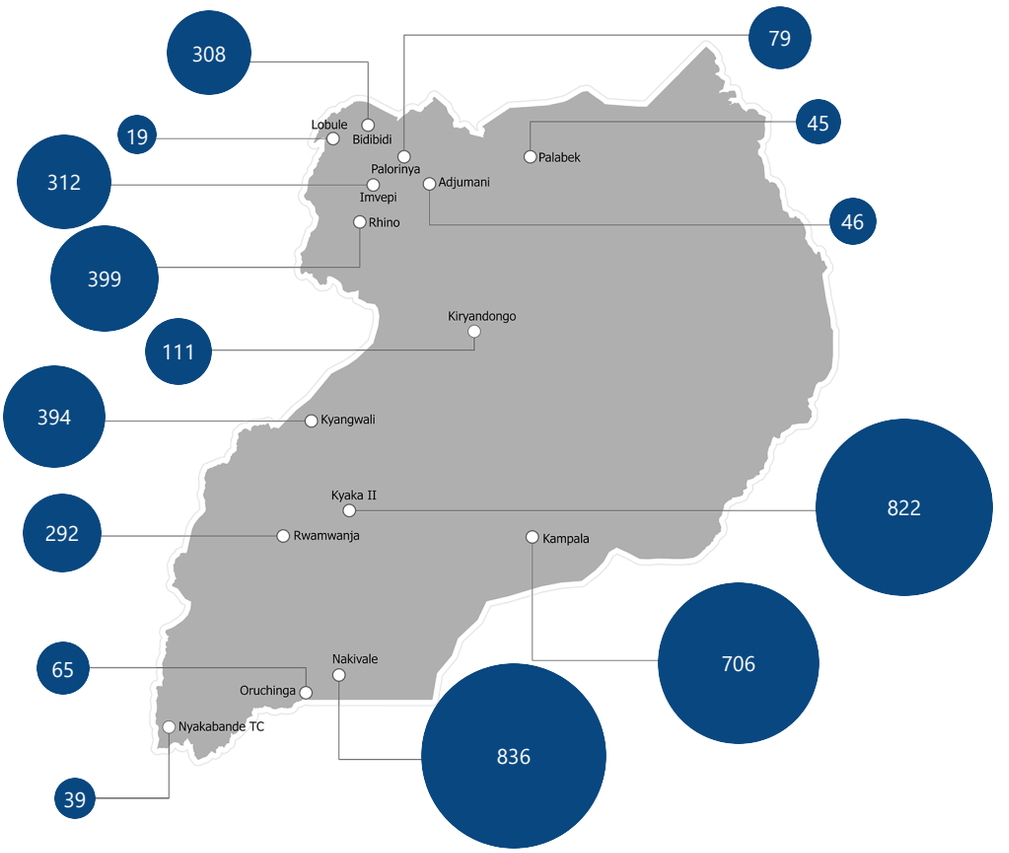
New Queries by Gender and Age Group



New Queries by Sector



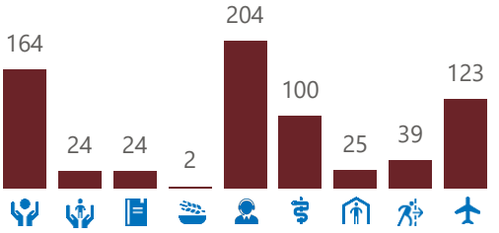
New Queries by Location



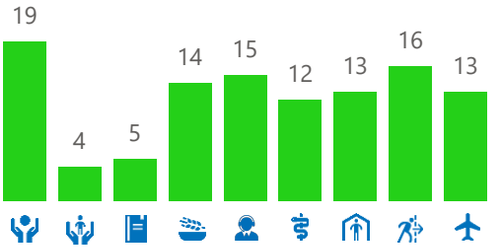
NEW QUERIES by SECTOR and LOCATION

- 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

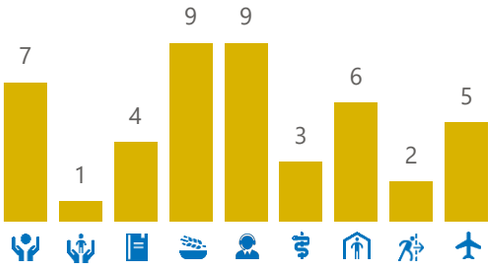
Kampala - Urban



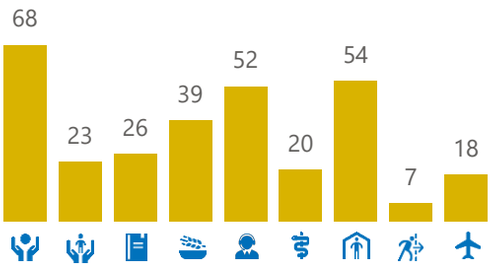
Kiryandongo - Mid West



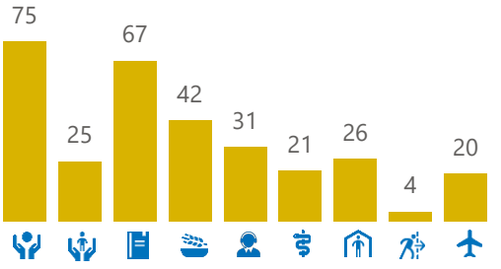
Adjumani - West Nile



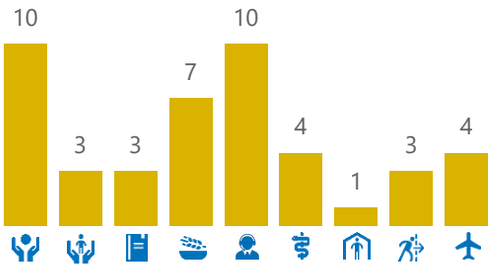
Bidibidi - West Nile



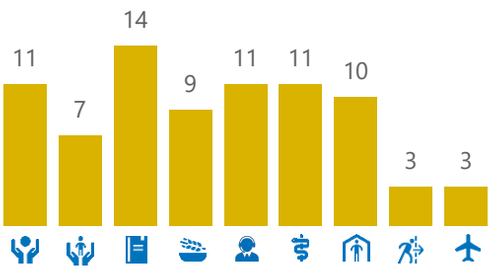
Impevi - West Nile



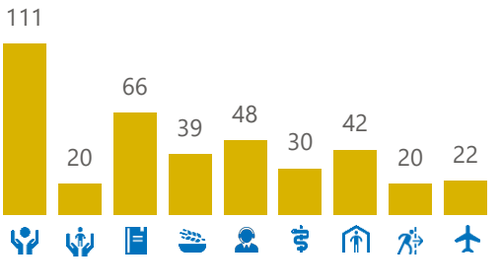
Palabek - West Nile



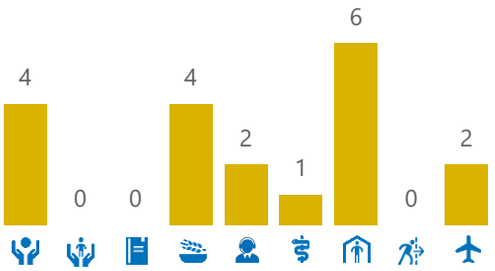
Palorinya - West Nile



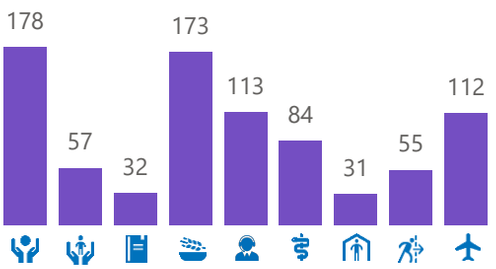
Rhino Camp - West Nile



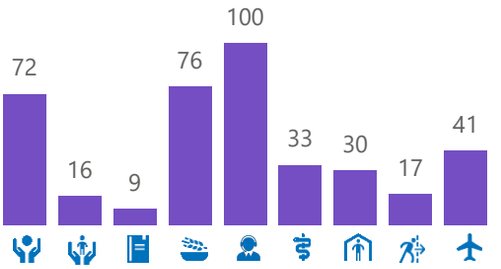
Lobule - West Nile



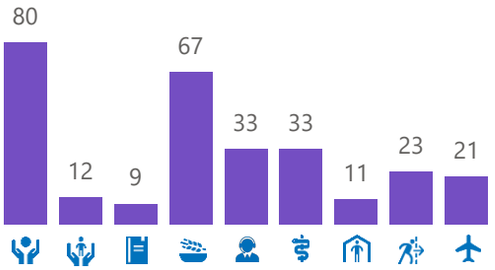
Nakivale - South West



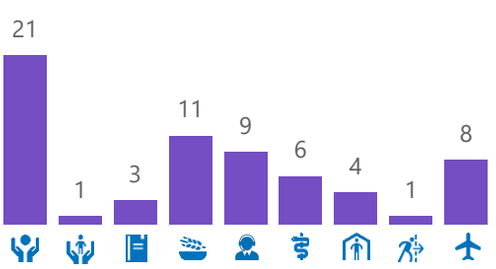
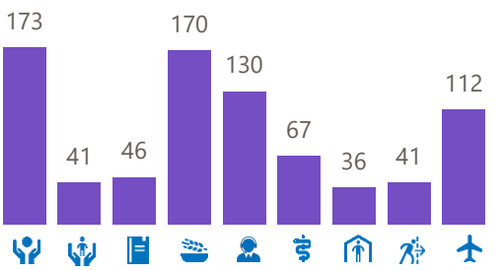
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West