Feedback, Referral, and Resolution Mechanism (FRRM)

April 2024 Newsletter

FRRM Presentation at the Refugee Engagement Forum (REF) in Kampala in April 2024. ©Photo / UNHCR RMCU

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 8,899 calls and 3,151 new queries during April 2024 representing a 5.4% increase compared to March 2024. 1,631 (51.8%) new queries came from females and 1,520 (48.2%) from males.

At the helpline level, 1,849 (58.7%) queries were resolved using FAQs. The remaining 1,302 (41.3%) 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 3,007 Category 3 referrals (requests for assistance) during the month and this included 503 from those received within the month and 2,504 from the previous month's backlog across all locations. Overall, among referrals received during the month, 40.0% were resolved, 38.4% were still being actioned on and 21.6% remained unopened.

Kyaka II Settlement registered the highest number of new queries (713) in the month. Nakivale Settlement followed with 673 new queries; Kampala - Urban Settlement with 493 new queries; Rwamwanja Settlement with 260 new queries; and Kyangwali Settlement with 255 new queries.

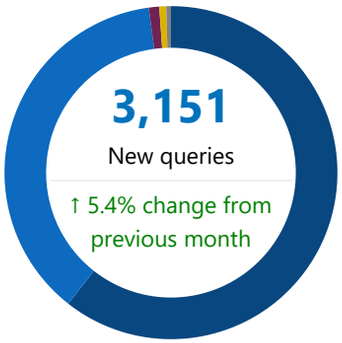
Compared to March 2024, by sector, Durable Solutions (Resettlement, Local integration and Voluntary repatriation) registerd 467 new queries indicating a 3.3% decrease. This was followed by Community Based Protection with 431 new queries and a 5.5% decrease; Food Assistance with 421 new queries and a 46.2% increase; Legal and Physical Protection with 345 new queries and a 9.9% increase; Education with 320 new queries and a 46.1% increase.

51.8% of callers in April were **women and girls**

58.7% of the calls were resolved directly **by the helpline**

41.3% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



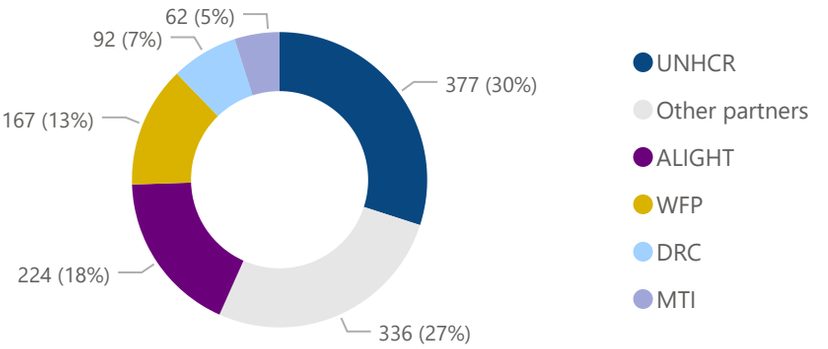
Call Category	New queries	% of total queries	% change from previous month
1 General and/or positive feedback (no response required)	21	0.7%	↑ 50.0%
2 Information request answered directly using standard FAQs	1,828	58.0%	↑ 7.9%
3 Request for support and assistance through a referral	1,258	39.9%	↑ 2.8%
4 Calls relating to allegations of fraud, corruption	31	1.0%	↓ -8.8%
5 Calls regarding serious life-threatening cases	13	0.4%	↓ -45.8%

REFERRALS to UNHCR and PARTNERS

1,258
Number of Category 3 referrals received

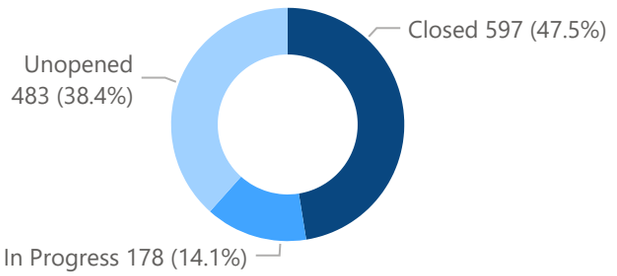
2.8%
Percentage change from the previous month

29
Number of agencies who received referrals

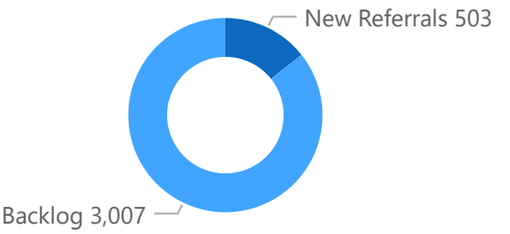


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by the end of month

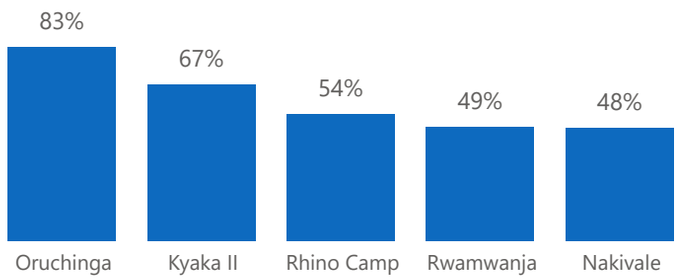


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

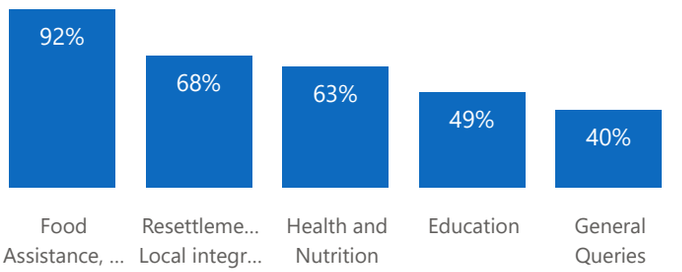


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

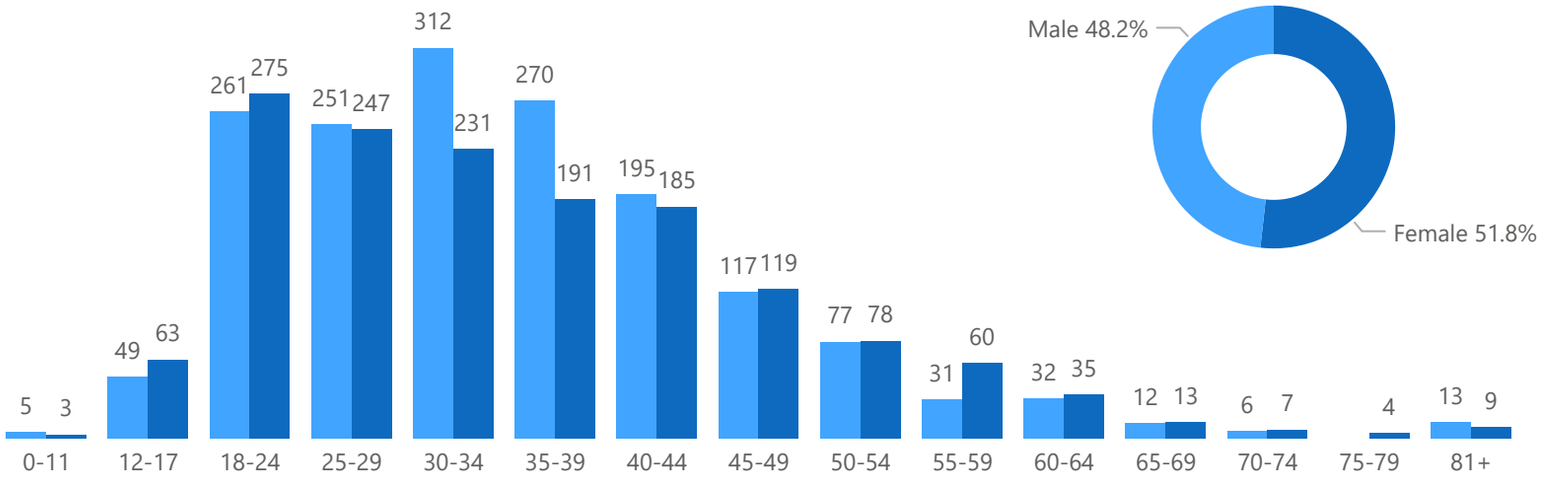


POSITIVE FEEDBACK RECEIVED

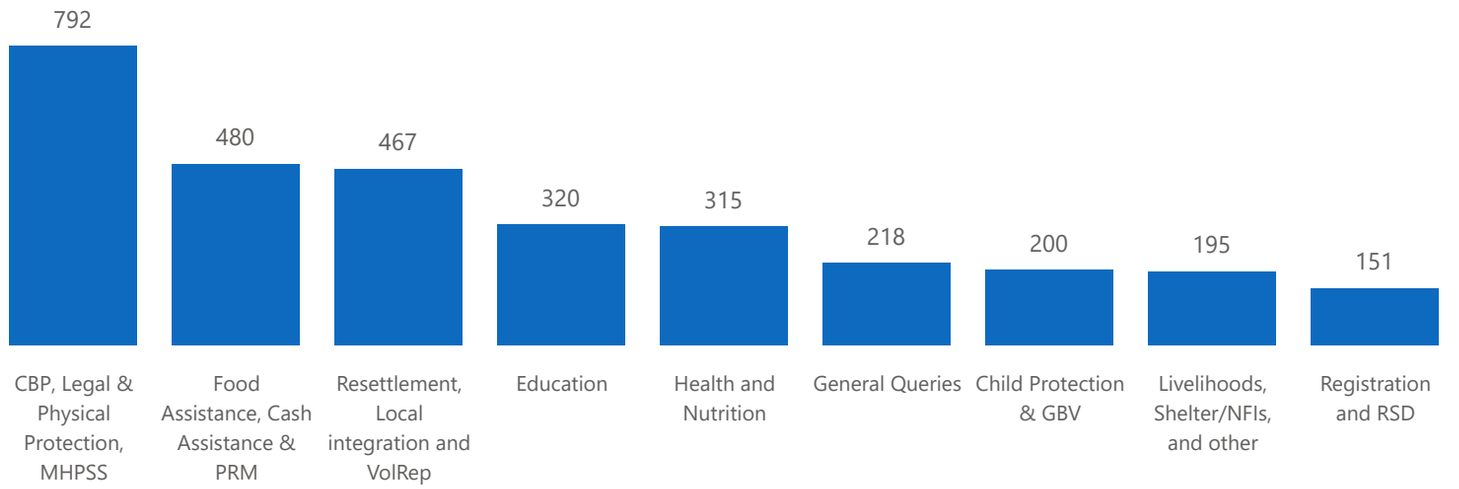
- FDSP called to appreciate the helpline for enabling them reach out and freely express themselves - **General Queries, Imvepi (17 Apr 2024)**
- The caller called to appreciate the FRRM agents and the partner, DRC for the good work that they are doing because his concern that he reported to the helpline is being looked upon and he's going to be supported. - **Community Based Protection, Rhino Camp (16 Apr 2024)**
- FDSP raised a health issue through the FRRM helpline on April 3, 2024. The partner, AHA contacted him and set up an appointment for a medical evaluation on April 8, 2024. He is grateful that his concern acknowledged and given attention. - **Health and Nutrition, Kampala (03 Apr 2024)**
- The caller expressed her gratitude to the FRRM, the partner, FCA, and UNHCR who have supported her child with all required fees at Bujubuli High School from S2 to S6 from 2018 to date. - **Education, Kyaka II (03 Apr 2024)**
- The caller expressed deep appreciation to the UNHCR and its partners, particularly the Government of Uganda and OPM, for the historic decision to grant refugee status to over 12,000 Eritrean asylum seekers. He described this action as unprecedented in history and is thankful for it. - **Registration, Kampala (10 Apr 2024)**
- The FDSP expressed appreciation regarding a case he raised through the FRRM helpline. He is grateful to the police, FRRM and the partner, ALIGHT for the legal assistance availed to him. - **Legal and Physical Protection, Rwamwanja (03 Apr 2024)**
- The FDSP called to express his appreciation for the support in getting his cash assistance after his case was escalated through the FRRM helpline. - **Food Assistance, Kyangwali (25 Apr 2024)**

DEMOGRAPHICS, SECTORS AND LOCATIONS

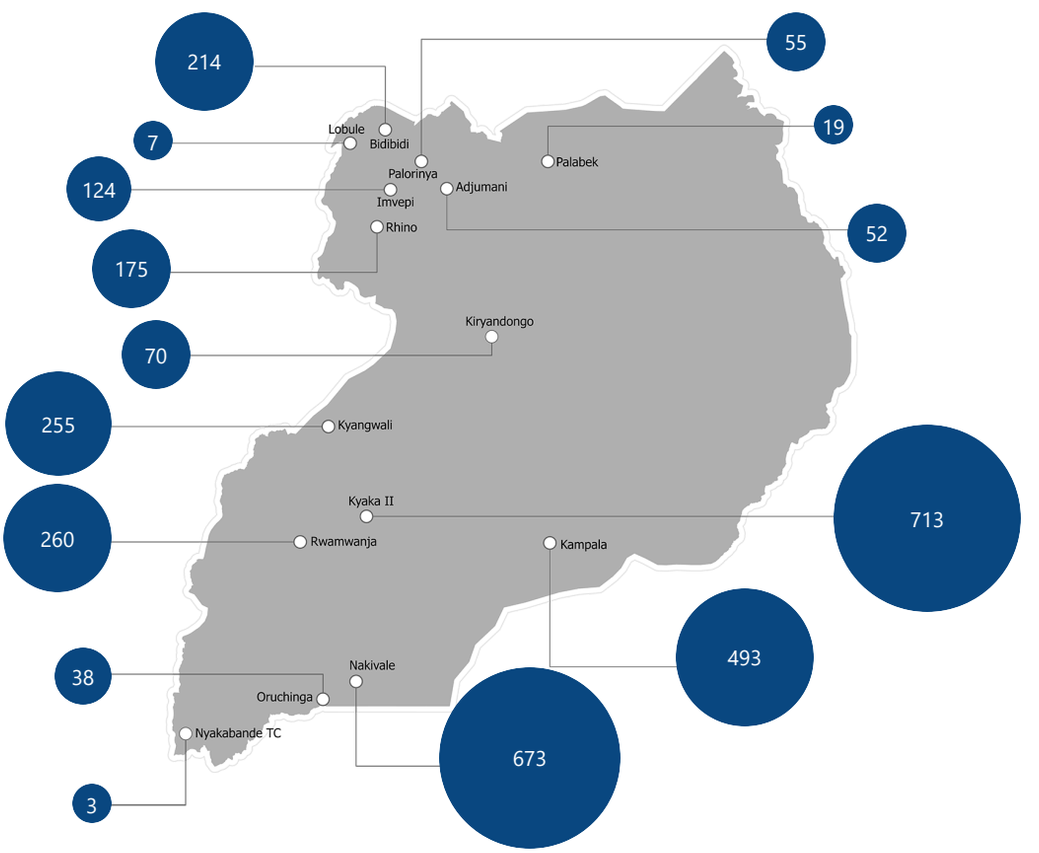
New Queries by Gender and Age Group



New Queries by Sector



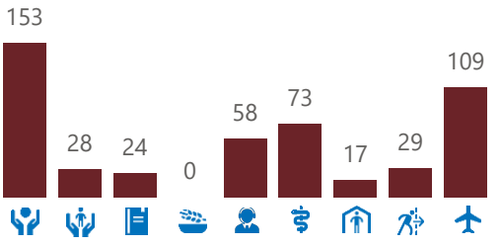
New Queries by Location



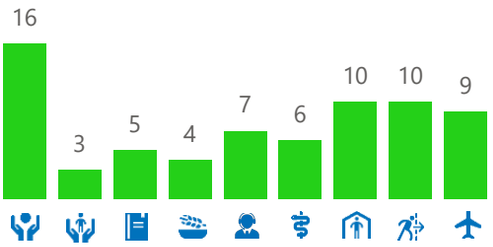
NEW QUERIES by SECTOR and LOCATION

- 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

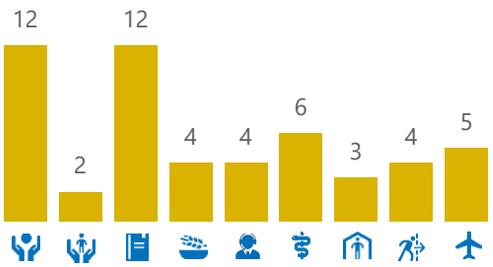
Kampala - Urban



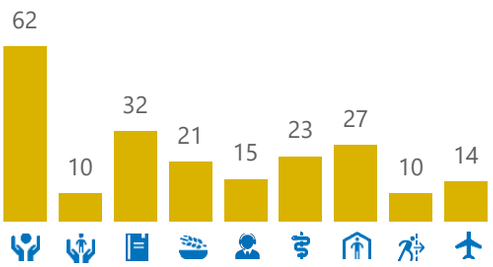
Kiryandongo - Mid West



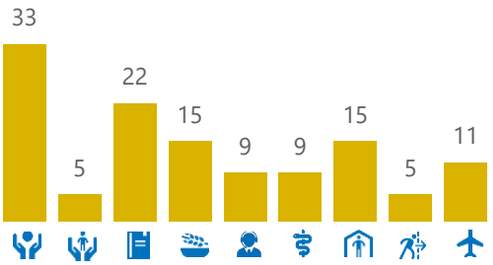
Adjumani - West Nile



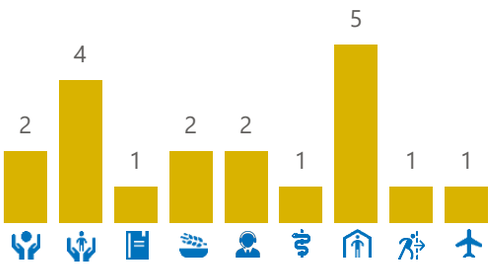
Bidibidi - West Nile



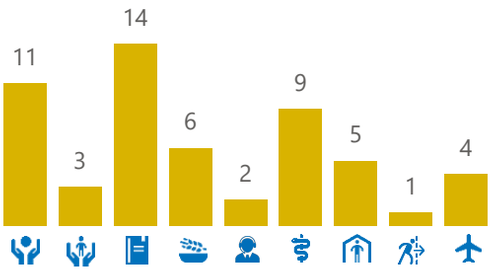
Impevi - West Nile



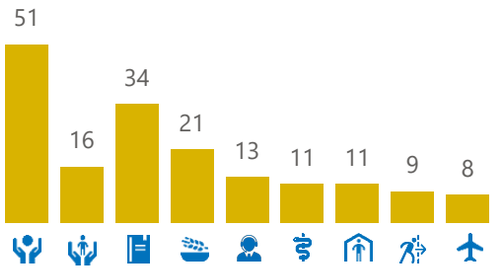
Palabek - West Nile



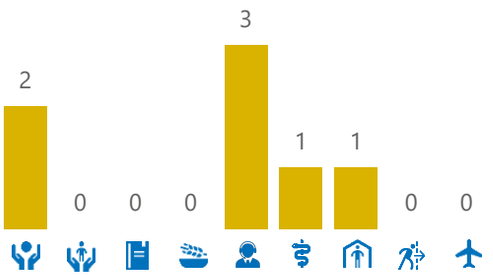
Palorinya - West Nile



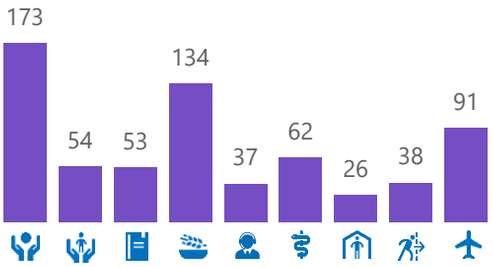
Rhino Camp - West Nile



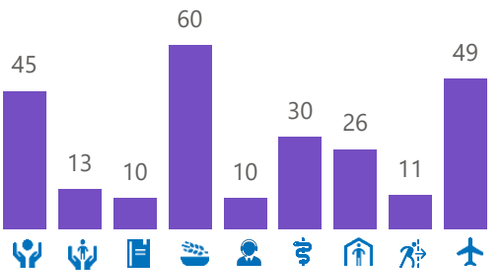
Lobule - West Nile



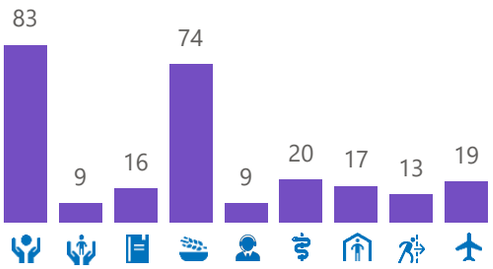
Nakivale - South West



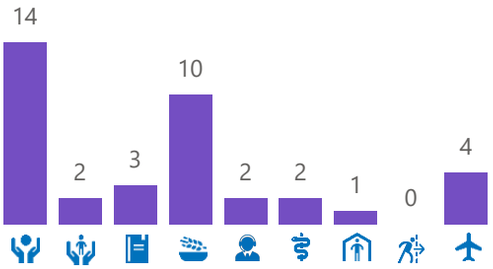
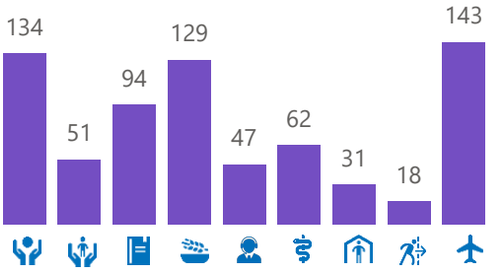
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West