Feedback, Referral, and Resolution Mechanism (FRRM)

June 2024 Newsletter

Partner Participants at the FRRM V3 Pre-pilot Engagement in Kyaka II Settlement in June 2024. ©Photo / UNHCR RMCU

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 19,129 calls and 3,029 new queries during June 2024 representing a 32.2% reduction compared to May 2024. 1,520 (50.2%) new queries came from females and 1,509 (49.8%) from males.

At the helpline level, 1,590 (52.5%) queries were resolved using FAQs. The remaining 1,439 (47.5%) 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 984 Category 3 referrals (requests for assistance) during the month and this included 512 from those received and closed within the month and 472 from the previous month's backlog across all locations. Overall, among referrals received during the month, 36.5% were resolved, 40.3% were still being actioned on and 23.2% remained unopened.

Kyaka II Settlement registered the highest number of new queries (571) in the month. Nakivale Settlement followed with 532 new queries; Kampala - Urban Settlement with 399 new queries; Bidibidi Settlement with 311 new queries; and Rhino Camp Settlement with 276 new queries.

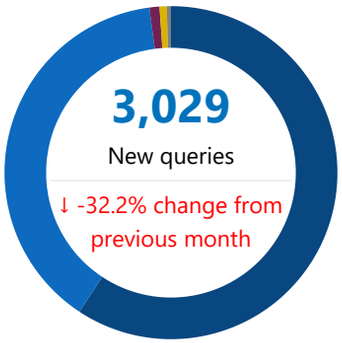
Compared to May 2024, by sector, Community Based Protection registerd 489 new queries indicating a 13.5% decrease. This was followed by Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 419 new queries and a 16.7% decrease; Health and Nutrition with 349 new queries and a 18.5% decrease; Food Assistance with 313 new queries and a 48.9% decrease; Legal and Physical Protection with 310 new queries and a 24.6% decrease.

50.2% of callers in June were **women and girls**

52.5% of the calls were resolved directly **by the helpline**

47.5% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



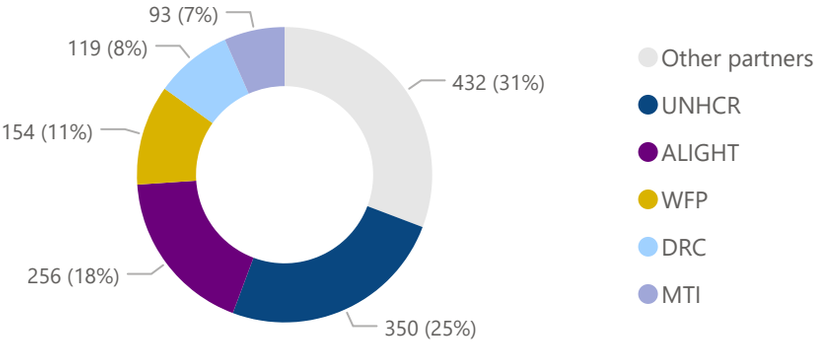
Call Category	New queries	% of total queries	% change from previous month
1 General and/or positive feedback (no response required)	28	0.9%	↑ 0.0%
2 Information request answered directly using standard FAQs	1,562	51.6%	↓ -42.6%
3 Request for support and assistance through a referral	1,404	46.4%	↓ -15.5%
4 Calls relating to allegations of fraud, corruption	25	0.8%	↓ -43.2%
5 Calls regarding serious life-threatening cases	10	0.3%	↓ -23.1%

REFERRALS to UNHCR and PARTNERS

1,404
Number of Category 3 referrals received

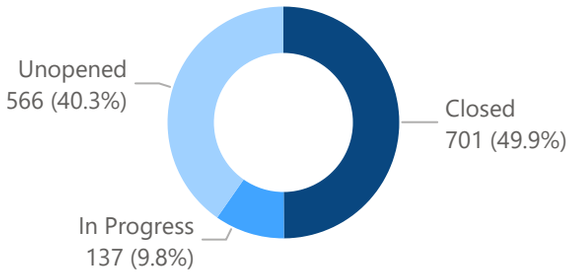
-15.5%
Percentage change from the previous month

30
Number of agencies who received referrals

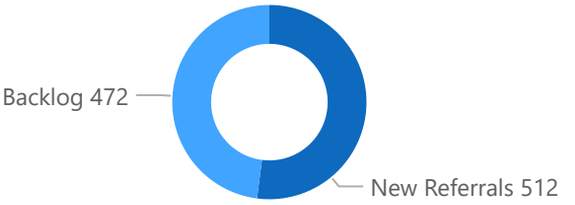


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting

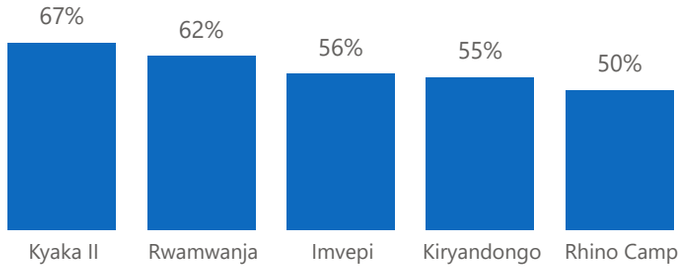


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

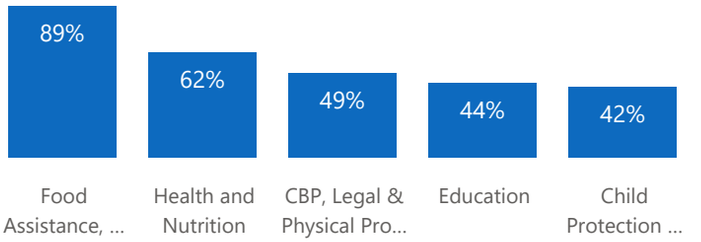


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

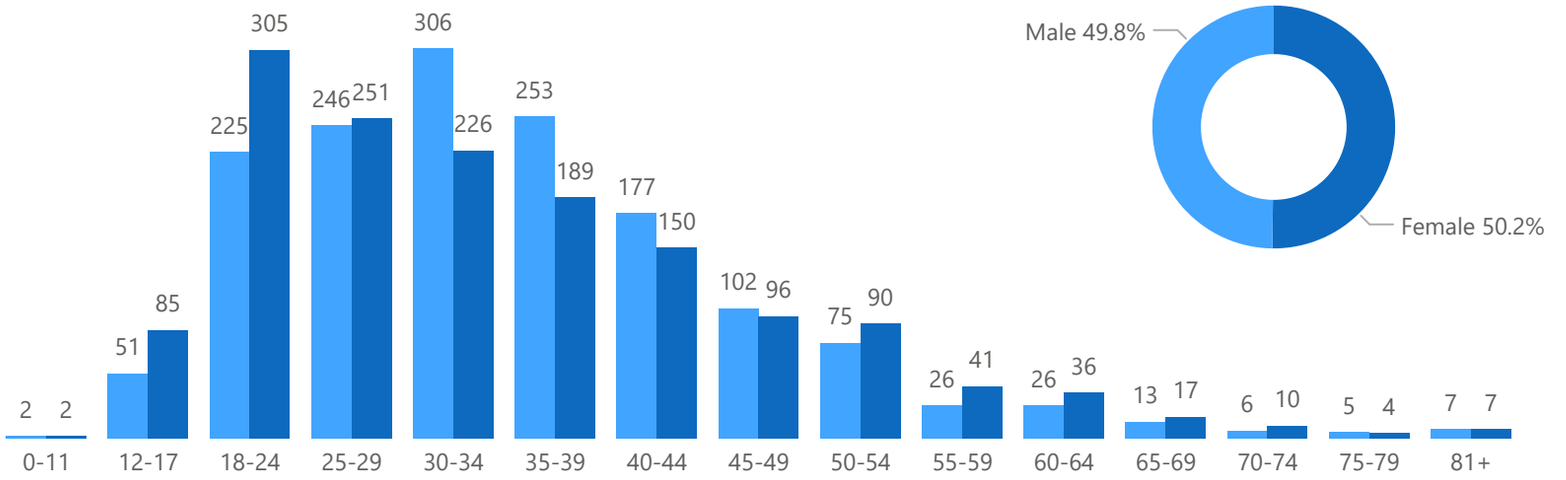


POSITIVE FEEDBACK RECEIVED

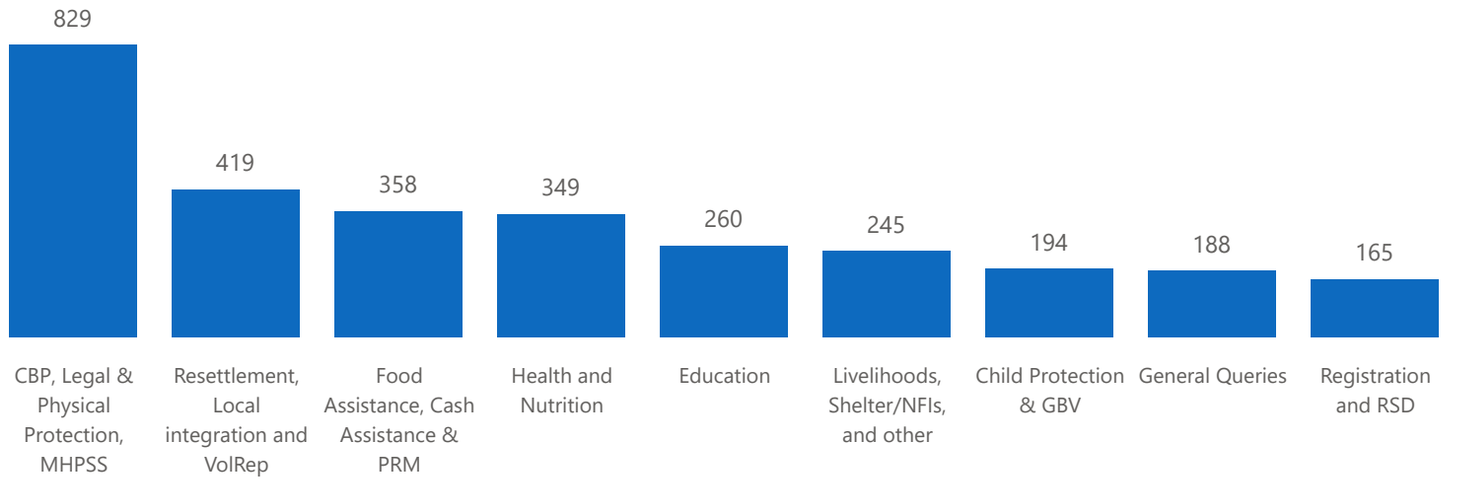
- FDSP called to appreciate the FRRM helpline and the partner, DRC for considering him for ECHO cash support. - **Community Based Protection, Rhino Camp, (06 Jun 2024)**
- FDSP called to appreciate the IFRRM helpline for referring her case to DRC who followed up and supported to have her son release from police detention. - **Legal and Physical Protection, Imvepi, (11 Jun 2024)**
- FDSP expressed gratitude to the FRRM helpline for forwarding her request for support with business cash grants to the partner, NRC. She received the money and appreciates NRC. - **Livelihoods, Bidibidi, (01 Jun 2024)**
- The caller appreciates WFP for the food assistance provided in response to a referral made through the FRRM helpline. - **Food Assistance, Rwamwanja, (02 Jun 2024)**
- The caller thanked the partner, ALIGHT for helping him get released from prison after a case of his arrest was raised through the helpline. - **Legal and Physical Protection, Nakivale, (12 Jun 2024)**
- The caller would like to express his gratitude to MTI, UNHCR, and FRRM for the support given to him. He received proper medication through MTI after his case was referred to them via the helpline. - **Health and Nutrition, Kyaka II, (13 Jun 2024)**
- The caller thanked the FRRM helpline and the partner, FCA for their support to the community by funding education services. - **Education, Kyangwali, (13 Jun 2024)**
- The caller expressed gratitude to the legal teams from ALIGHT and UNHCR for the support provided to secure his release from police detention. - **Legal and Physical Protection, Kyaka II, (25 Jun 2024)**
- The caller expressed warm gratitude to the partner, NSAMIZI and UNHCR for having restored water in their zone, Juru. - **WASH, Nakivale, (18 Jun 2024)**

DEMOGRAPHICS, SECTORS AND LOCATIONS

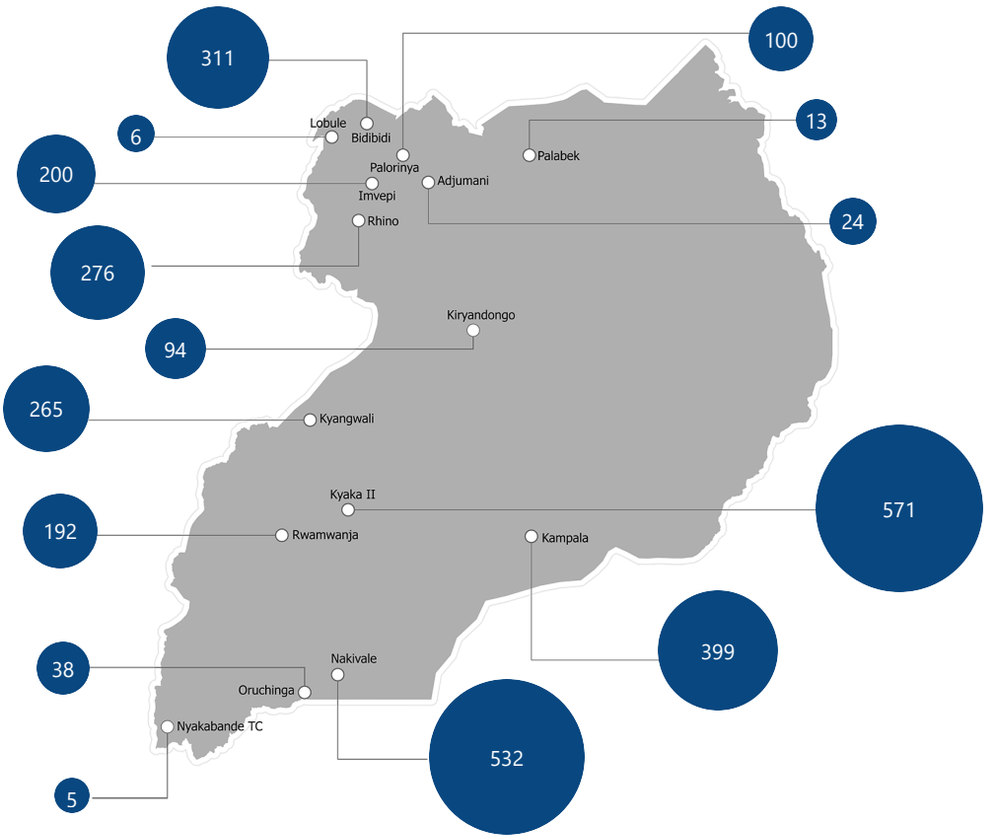
New Queries by Gender and Age Group



New Queries by Sector



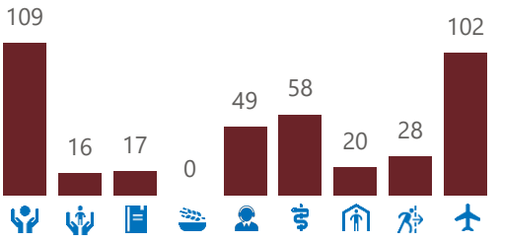
New Queries by Location



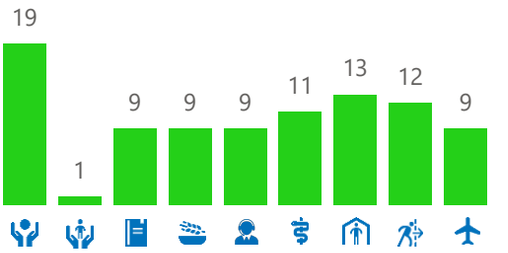
NEW QUERIES by SECTOR and LOCATION

- 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

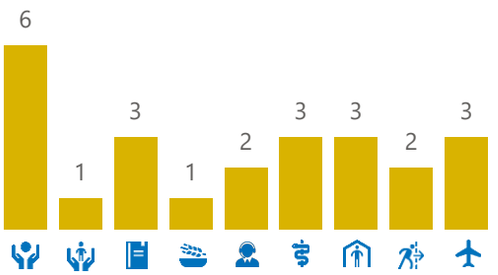
Kampala - Urban



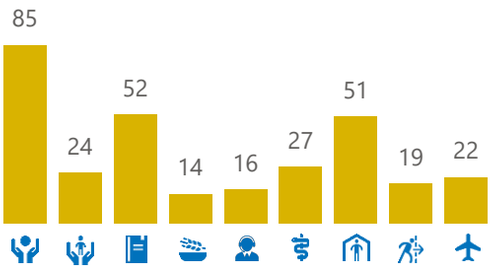
Kiryandongo - Mid West



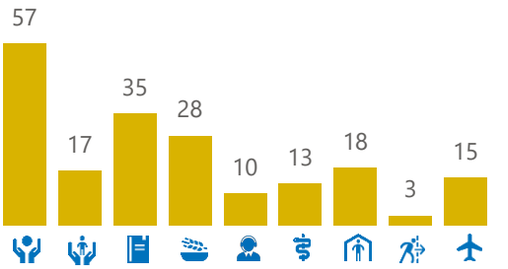
Adjumani - West Nile



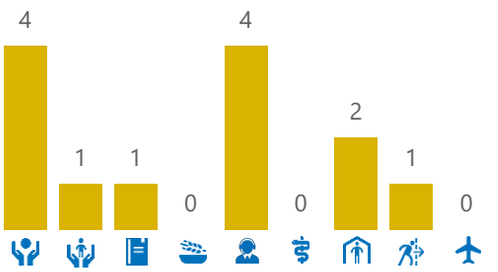
Bidibidi - West Nile



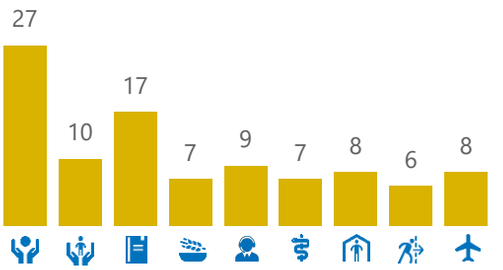
Impevi - West Nile



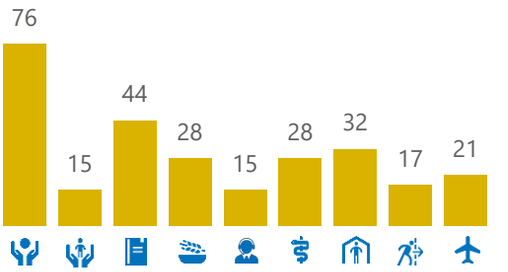
Palabek - West Nile



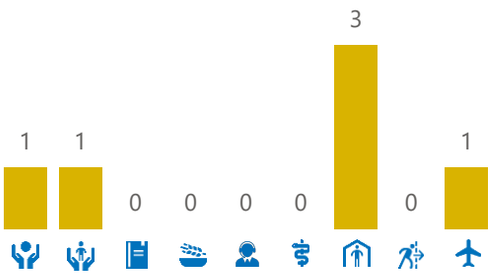
Palorinya - West Nile



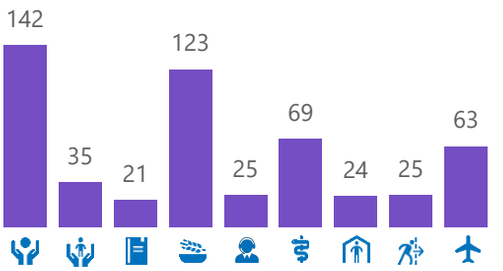
Rhino Camp - West Nile



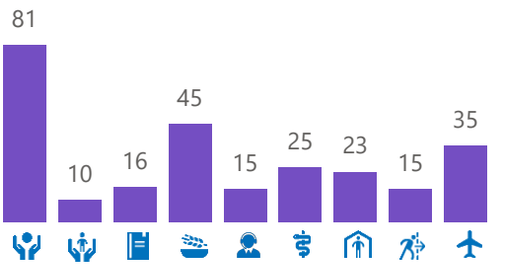
Lobule - West Nile



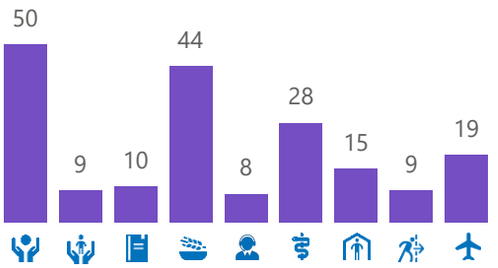
Nakivale - South West



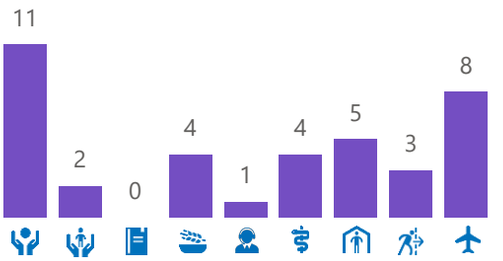
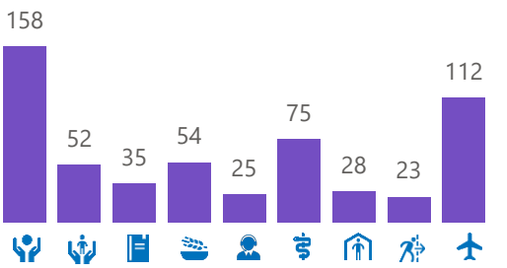
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West