Feedback, Referral, and Resolution Mechanism (FRRM)

July 2024 Newsletter

Protection desk visit in Imvepi refugee settlement zone 3 in preparation for FRRM V3 pilot rollout. ©Photo / UNHCR RMCU

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 19,595 calls and 3,470 new queries during July 2024 representing a 14.6% increase compared to June 2024. 1,704 (49.1%) new queries came from females and 1,766 (50.9%) from males.

At the helpline level, 1,926 (55.5%) queries were resolved using FAQs. The remaining 1,544 (44.5%) 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 1,207 Category 3 referrals (requests for assistance) during the month and this included 502 from those received and closed within the month and 705 from the previous month's backlog across all locations. Overall, among referrals received during the month, 34.4% were resolved, 41.0% were still being actioned on and 24.6% remained unopened.

Nakivale Settlement registered the highest number of new queries (628) in the month. Kampala - Urban Settlement followed with 590 new queries; Kyaka II Settlement with 573 new queries; Bidibidi Settlement with 306 new queries; and Kyangwali Settlement with 287 new queries.

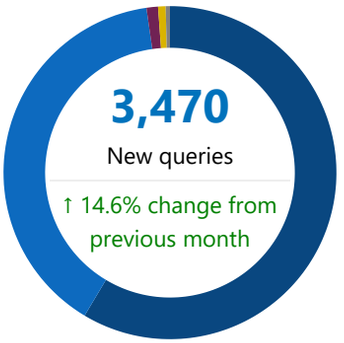
Compared to June 2024, by sector, Community Based Protection registerd 532 new queries indicating a 8.8% increase. This was followed by General Queries with 403 new queries and a 114.4% increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 388 new queries and a 7.4% decrease; Health and Nutrition with 375 new queries and a 7.4% increase; Legal and Physical Protection with 353 new queries and a 13.5% increase.

49.1% of callers in July were **women and girls**

55.5% of the calls were resolved directly **by the helpline**

44.5% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



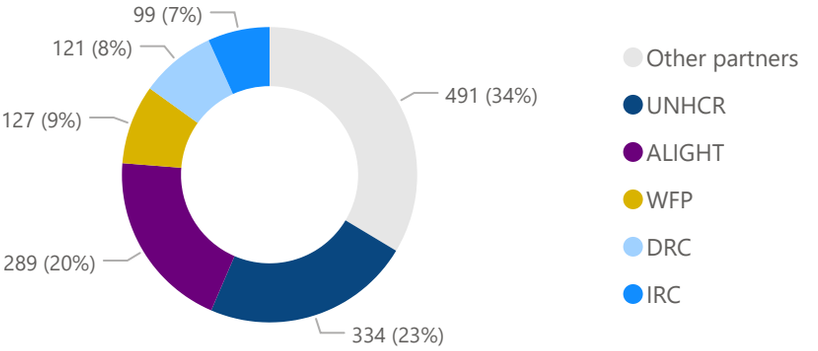
	Call Category	New queries	% of total queries	% change from previous month
1	General and/or positive feedback (no response required)	32	0.9%	↑ 14.3%
2	Information request answered directly using standard FAQs	1,894	54.6%	↑ 21.3%
3	Request for support and assistance through a referral	1,461	42.1%	↑ 4.1%
4	Calls relating to allegations of fraud, corruption	66	1.9%	↑ 164.0%
5	Calls regarding serious life-threatening cases	17	0.5%	↑ 70.0%

REFERRALS to UNHCR and PARTNERS

1,461
Number of Category 3 referrals received

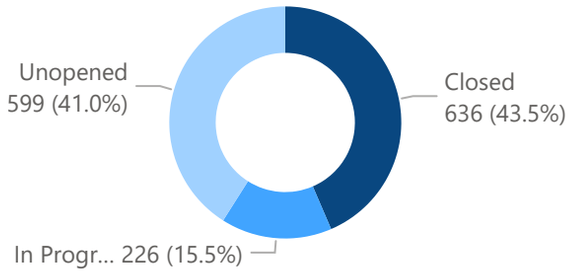
4.1%
Percentage change from the previous month

29
Number of agencies who received referrals

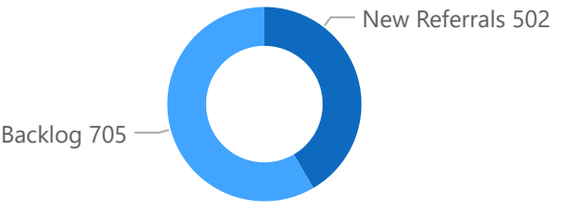


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting

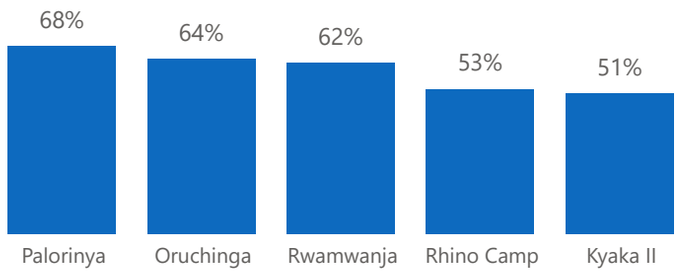


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

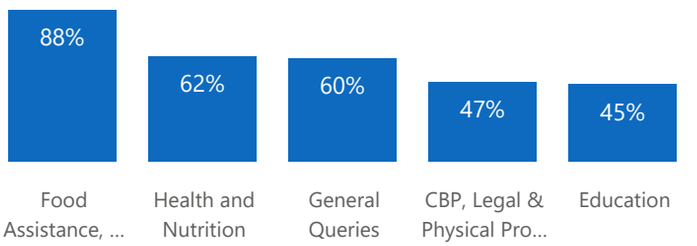


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

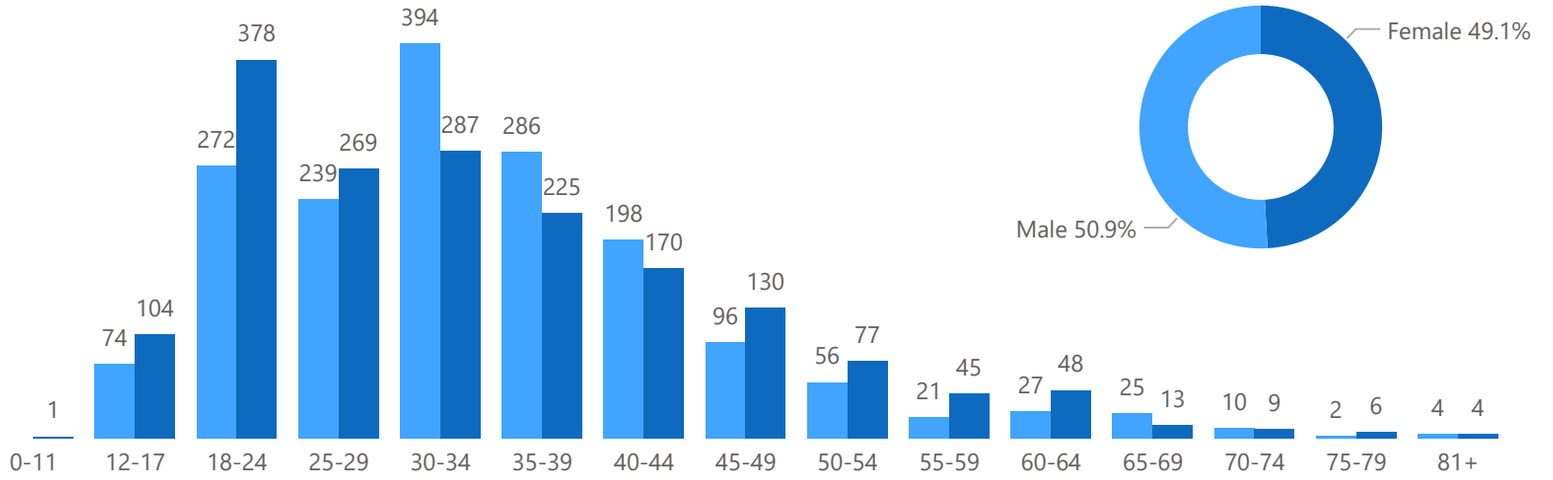


POSITIVE FEEDBACK RECEIVED

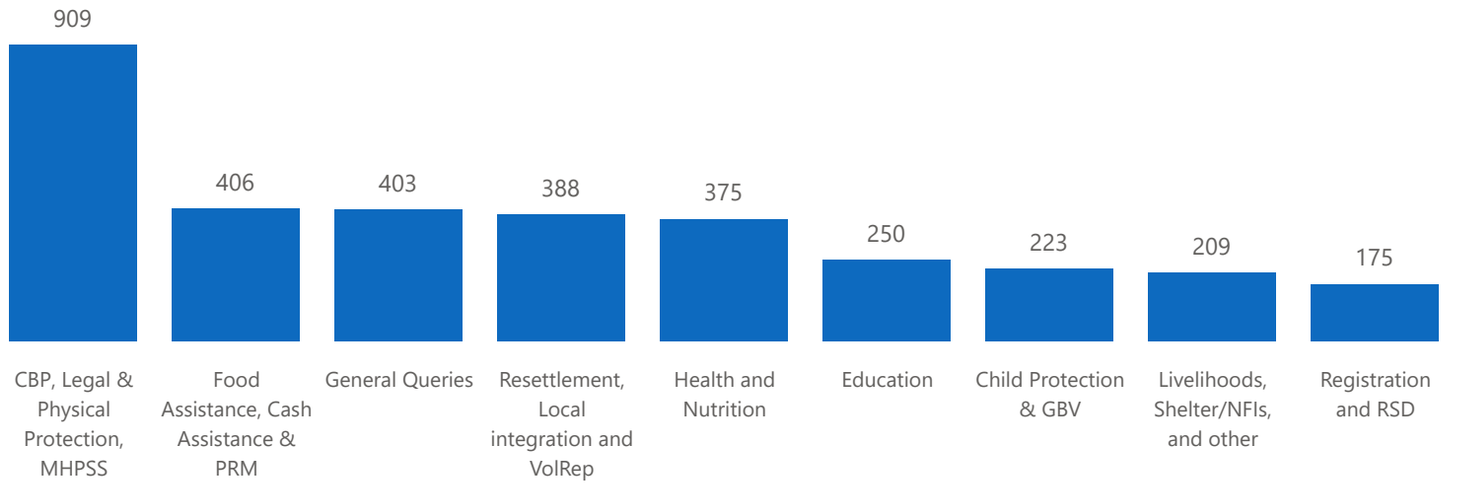
- The caller expressed his appreciation to UNHCR, its partners, and IFRRM helpline for the services provided to refugees. - **General Queries, Rwamwanja, (17 Jul 2024)**
- The caller, reported a case of a missing child through the FRRM helpline. It was addressed to the partner, ALIGT who followed up and supported with finding of the child. The caller was grateful. - **Child Protection, Kyaka II, (19 Jul 2024)**
- The caller thanked the helpline for addressing her issue to the partner, ALIGHT who linked her to FCA for educational support as an orphan. - **Child Protection, Kyaka II, (03 Jul 2024)**
- The FDSP appreciated the FRRM helpline for the medical support accorded to her from their health center after contacting the helpline. - **Health and Nutrition, Bidibidi, (26 Jul 2024)**
- The FDSP called to appreciate the FRRM and the partner DRC for giving her cash assitance that she used to cover her second term school fees. - **Education, Nakivale, (01 Jul 2024)**
- Through the FRRM helpline, the FDSP was supported to obtain a plot of land by OPM after a long wait and she is grateful. - **Shelter, Sites and NFIs, Kyaka II, (26 Jul 2024)**
- The partner, IRC was appreciated for providing medical support to the caller after her request was raised through the FRRM helpline. - **Health and Nutrition, Imvepi, (24 Jul 2024)**
- The FDSP is grateful to the helpline and the partner, ALIGHT for addressing her shelter need as a PSN. She is grafetul that she now has a proper shelter where she lives with her children. - **Community Based Protection, Kyangwali, (05 Jul 2024)**
- The partner, LWF was appreciated by the FDSP for following and working on securing his releas from police custody. He appreciated the FRRM for addressing his matter to LWF as well. - **Legal and Physical Protection, Kiryandongo, (19 Jul 2024)**

DEMOGRAPHICS, SECTORS AND LOCATIONS

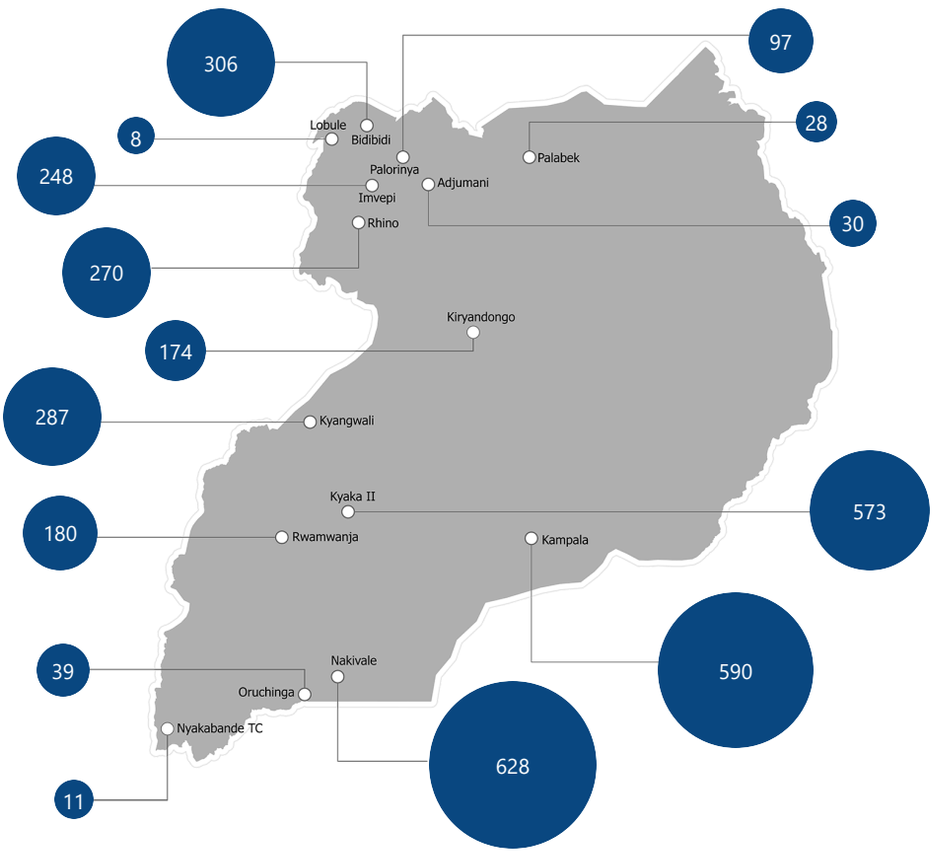
New Queries by Gender and Age Group



New Queries by Sector



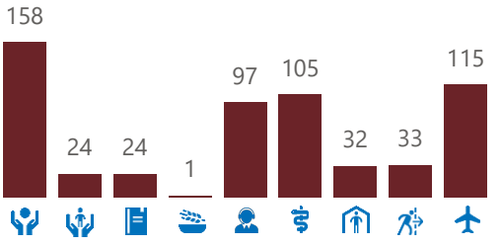
New Queries by Location



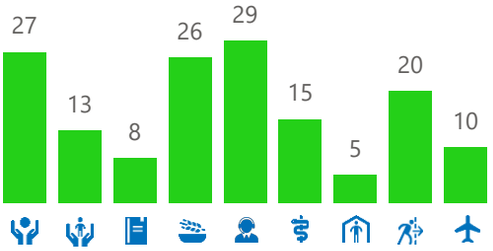
NEW QUERIES by SECTOR and LOCATION

- 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

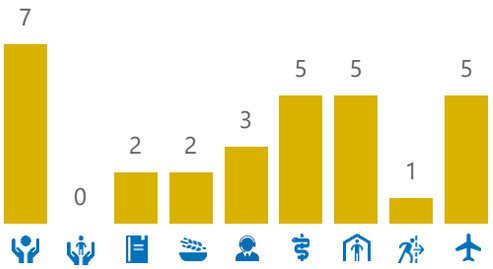
Kampala - Urban



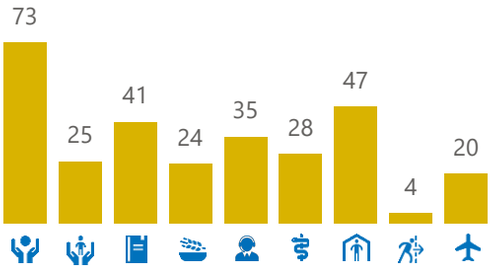
Kiryandongo - Mid West



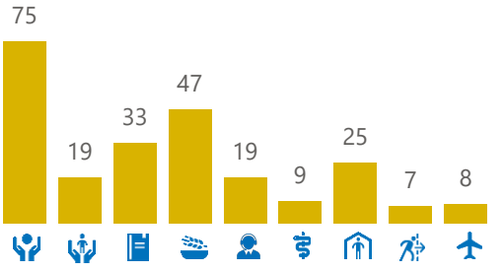
Adjumani - West Nile



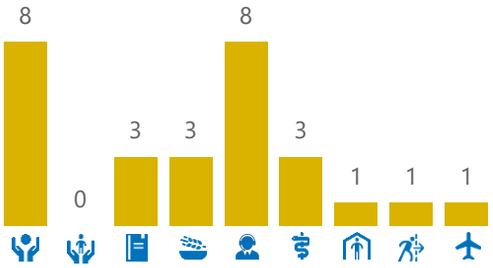
Bidibidi - West Nile



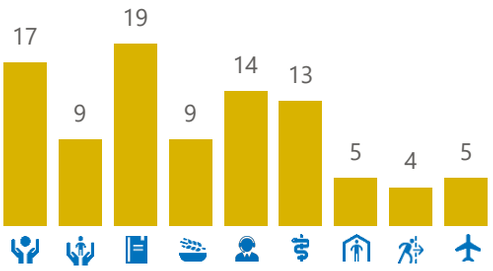
Impevi - West Nile



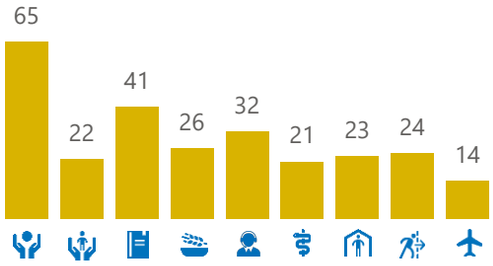
Palabek - West Nile



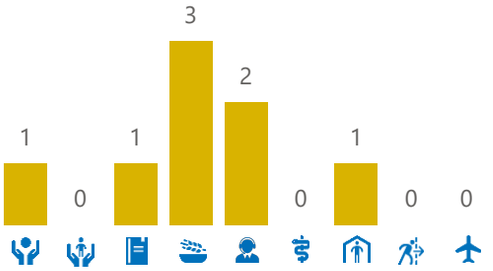
Palorinya - West Nile



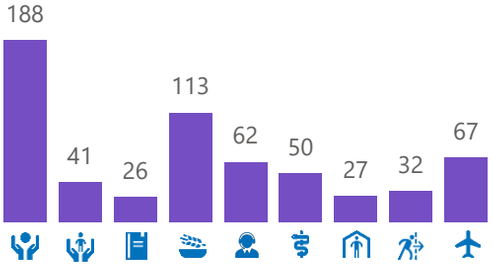
Rhino Camp - West Nile



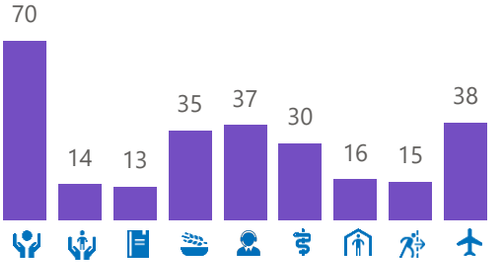
Lobule - West Nile



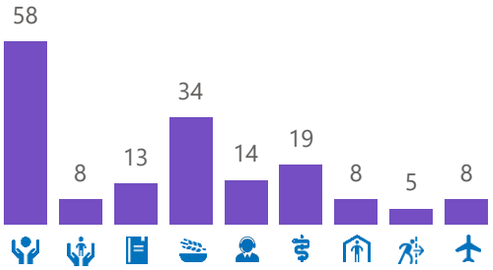
Nakivale - South West



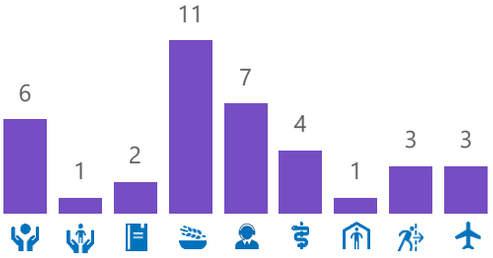
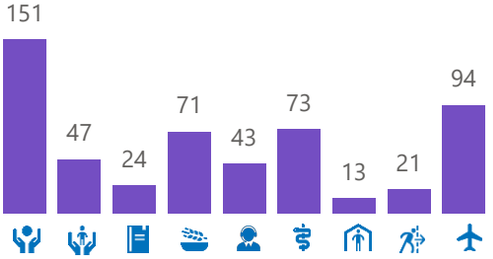
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West