



# Feedback, Referral, and Resolution Mechanism (FRRM)

## August 2024 Newsletter



A section of the FRRM helpline staff on duty at the FRRM call center in Kampala. ©Photo / UNHCR / Frank Walusimbi

### MONTHLY HIGHLIGHTS



The Inter-agency FRRM helpline received a total of **23,976** calls and **4,296** new queries during August 2024 representing a **23.8%** increase compared to July 2024. **2,068 (48.1%)** new queries came from females and **2,228 (51.9%)** from males.



At the helpline level, **2,783 (64.8%)** queries were resolved using FAQs. The remaining **1,513 (35.2%)** 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 **1,266** Category 3 referrals (requests for assistance) during the month and this included **429** from those received and closed within the month and **837** from the previous month's backlog across all locations. Overall, among referrals received during the month, **29.4%** were resolved, **41.6%** were still being actioned on and **29.0%** remained unopened.



**Kampala - Urban Settlement** registered the highest number of new queries (**955**) in the month. **Nakivale Settlement** followed with **861** new queries; **Kyaka II Settlement** with **691** new queries; **Bidibidi Settlement** with **337** new queries; and **Kyangwali Settlement** with **326** new queries.



Compared to **July 2024**, by sector, General Queries registered **1,076** new queries indicating a **167.0%** increase, which is attributed to inquiries received in response to a bulk SMS sent to the community to create awareness on the Multi-Sectoral Needs Assessment (MSNA) that was rolled out. This was followed by Community Based Protection with **612** new queries and a **15.7%** increase; Food Assistance with **453** new queries and a **29.4%** increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with **434** new queries and a **11.6%** increase; Health and Nutrition with **331** new queries and a **11.5%** decrease.



**48.1%**  
of callers in August were  
women and girls

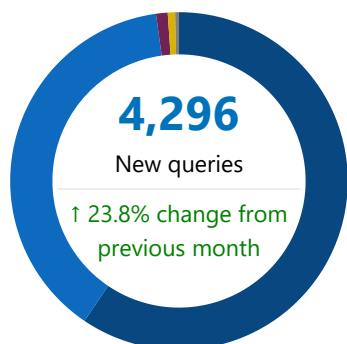


**64.8%**  
of the calls were resolved  
directly **by the helpline**



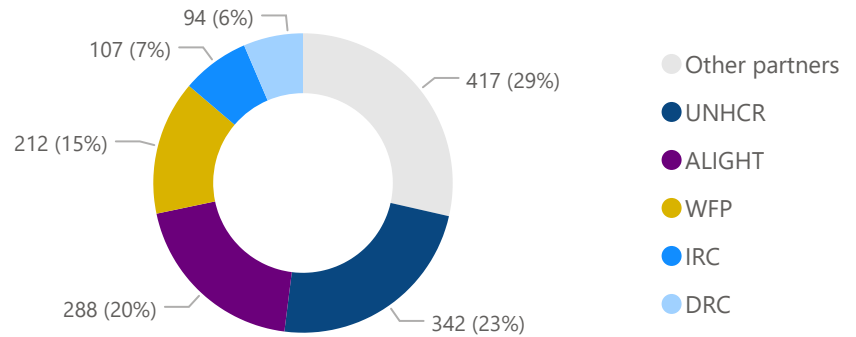
**35.2%**  
of the calls were referred to  
**UNHCR and partners**

### SUMMARY STATISTICS



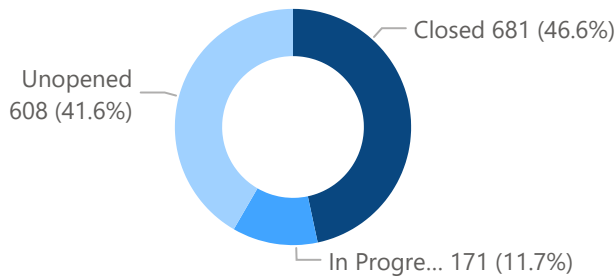
Call Category	New queries	% of total queries	% change from previous month
1 General and/or positive feedback (no response required)	23	0.5%	↓ -28.1%
2 Information request answered directly using standard FAQs	2,760	64.2%	↑ 45.7%
3 Request for support and assistance through a referral	1,460	34.0%	↓ -0.1%
4 Calls relating to allegations of fraud, corruption	47	1.1%	↓ -28.8%
5 Calls regarding serious life-threatening cases	6	0.1%	↓ -62.5%

- 1,460  
Number of Category 3 referrals received
- 0.1%  
Percentage change from the previous month
- 30  
Number of agencies who received referrals

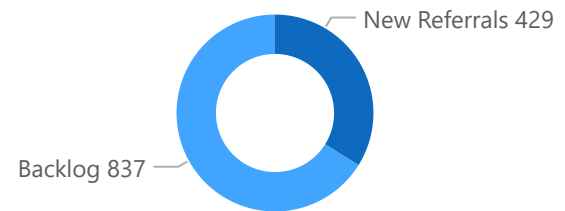


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting

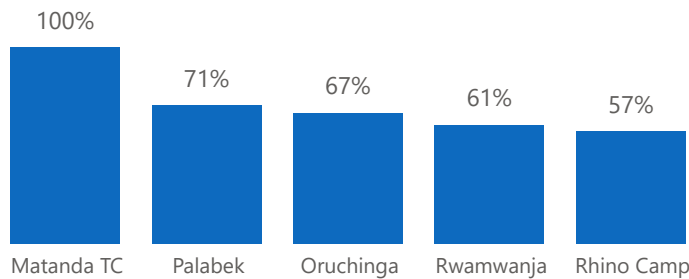


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

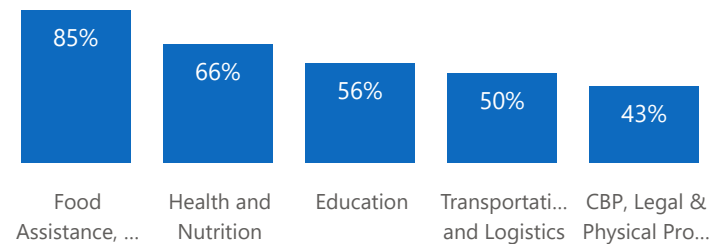


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



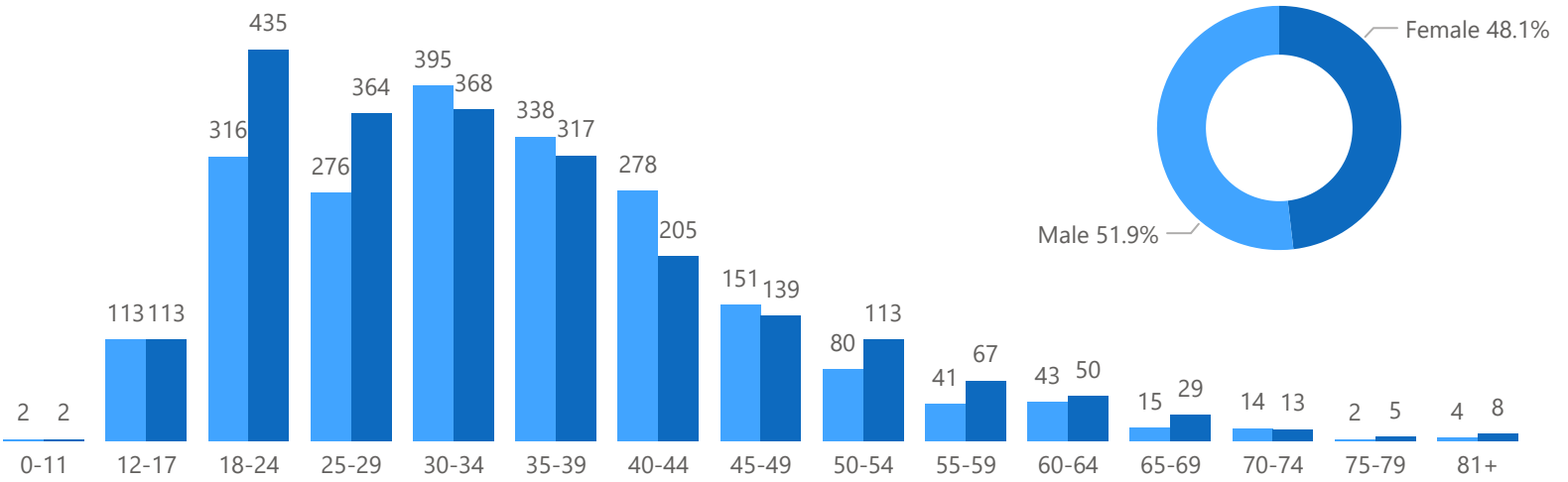
Top five sectors with highest percentage of closed referrals



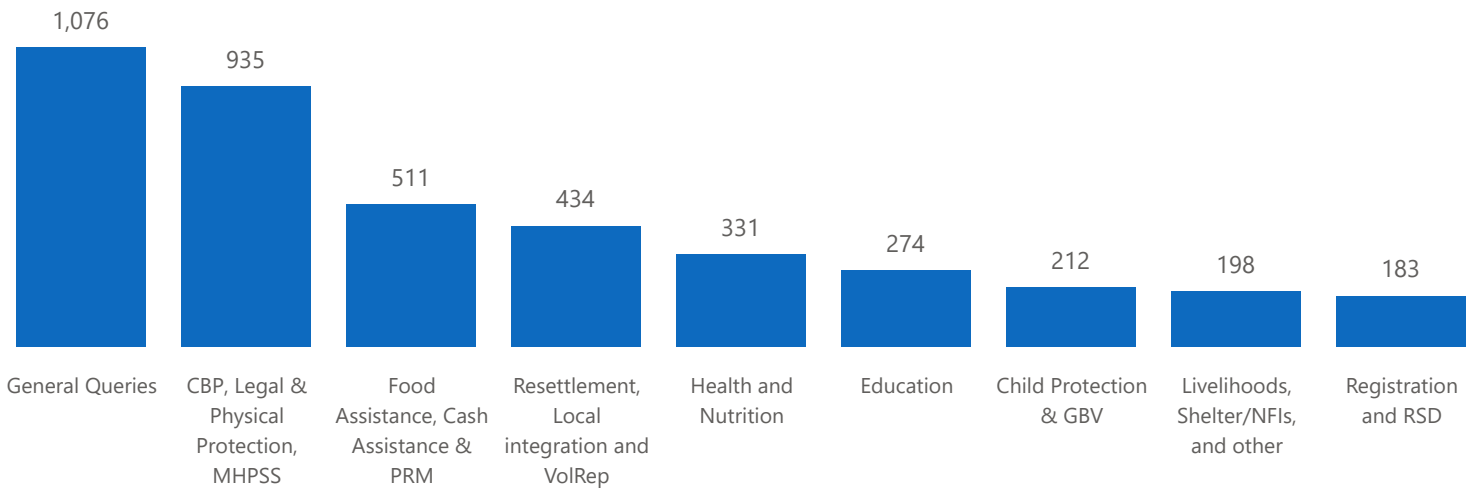
POSITIVE FEEDBACK RECEIVED

- FDSP thanked the FRRM helpline for addressing her children's school development fees request to the partner, FCA who linked to her to DRC. The two children were supported and she is grateful. - **Education, Nakivale, (05 Aug 2024)**
- The caller expressed his appreciation to the partner, ALIGHT who followed up on her FRRM case and provided financial support for NFIs and other building materials that he required. - **Shelter, Sites and NFIs, Kyaka II, (07 Aug 2024)**
- Kabalagala police station was appreciated by the caller for supporting him to amicably address a case of theft that he reported to them. - **Legal and Physical Protection, Kampala, (12 Aug 2024)**
- The FDSP called to extend her gratitude for the assistance she got from, from the partner LWF in relation to a request for shelter support raised through the FRRM helpline. - **Community Based Protection, Kyangwali, (14 Aug 2024)**
- After contacting the FRRM helpline, the caller's health issue was addressed to the partner, MTI who got in touch and assisted her. She is grateful to the helpline and MTI for the medical support provided. - **Health and Nutrition, Rhino Camp, (22 Aug 2024)**
- The caller, had not received monthly cash assistance for 3 months, he called the helpline for support and he has finally received the payment. He is grateful to WFP, UNHCR and the FRRM helpline. - **Food Assistance, Rwamwanja, (22 Aug 2024)**
- The caller expressed gratitude to the helpline for the helpful guidance provided during his Canadian job application process. He received a response from the Canadian government guiding him on next steps including visa processing. - **Durable Solutions, Kiryandongo, (28 Aug 2024)**
- The caller thanked the helpline for referring her child's medical case to the partner, AHA who contacted her and scheduled for further medical support at the national referral hospital. She is grateful to both the helpline and AHA. - **Health and Nutrition, Imvepi, (29 Aug 2024)**

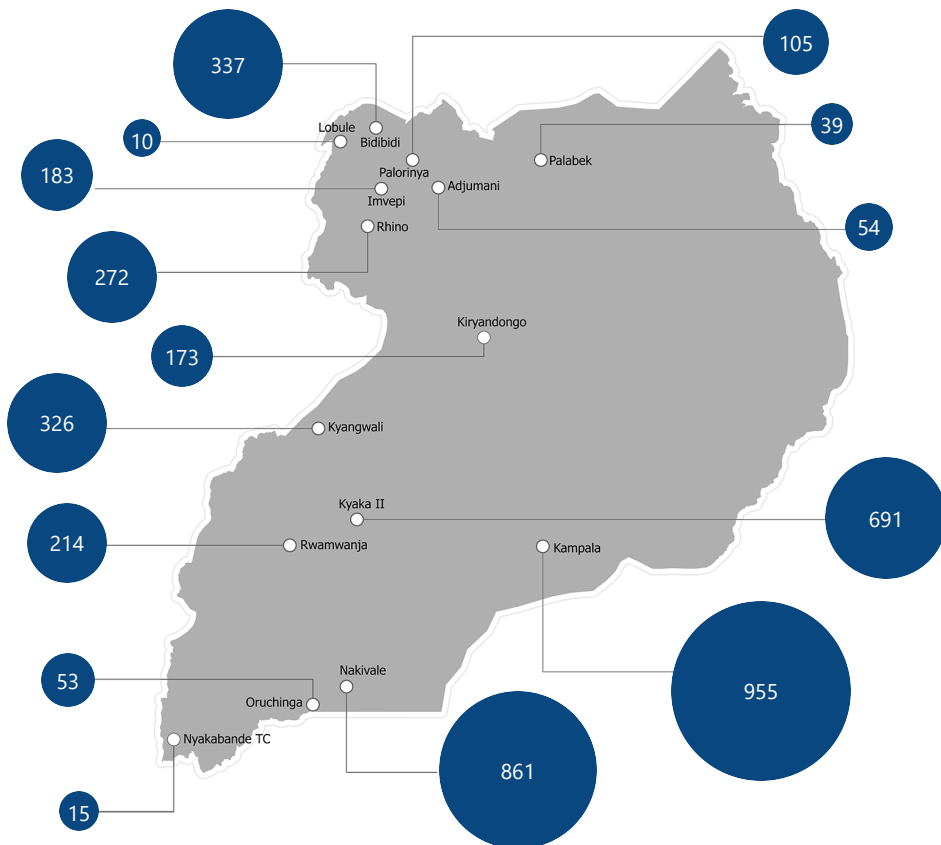
New Queries by Gender and Age Group












New Queries by Sector

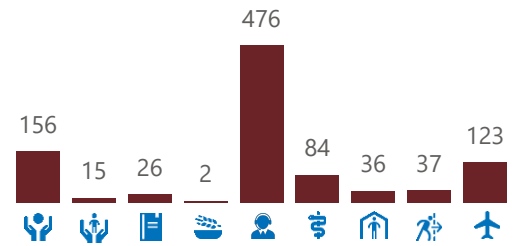


New Queries by Location

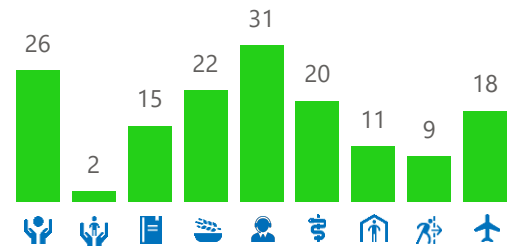


-  CBP, Legal & Physical Protection, MHPSS
-  Child Protection & GBV
-  Education
-  Food , Cash Assistance & PRM
-  General Queries
-  Health and Nutrition
-  Livelihoods, Shelter/NFIs, and other
-  Registration and Refugee Status Determination
-  Resettlement, Local Integration and Voluntary Repatriation

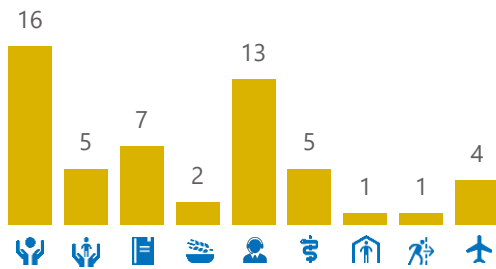
Kampala - Urban



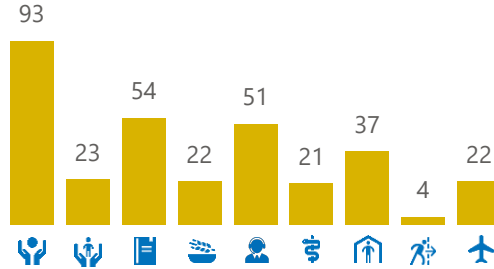
Kiryandongo - Mid West



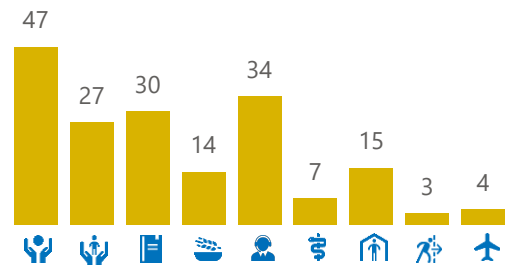
Adjumani - West Nile



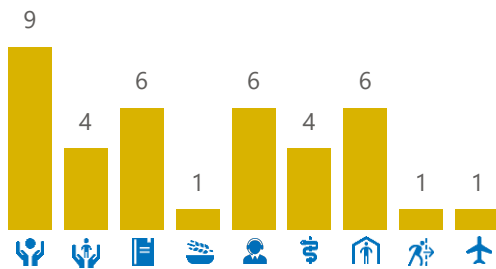
Bidibidi - West Nile



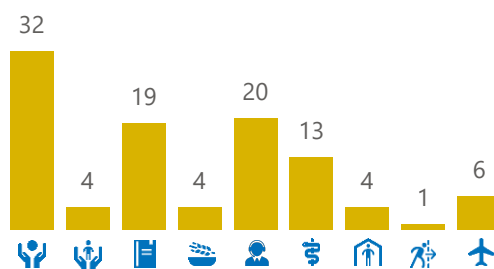
Impevi - West Nile



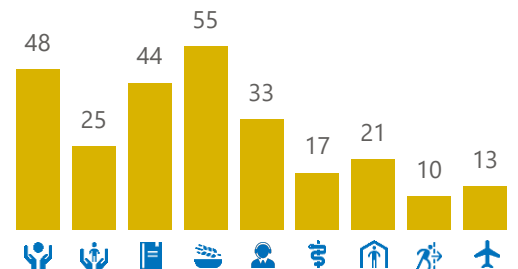
Palabek - West Nile



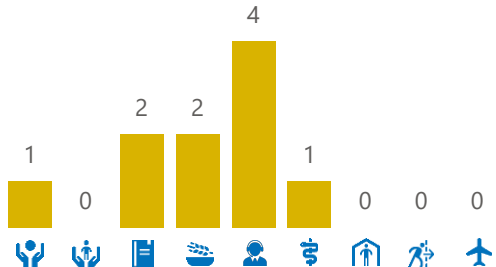
Palorinya - West Nile



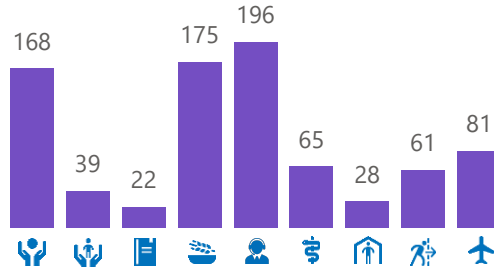
Rhino Camp - West Nile



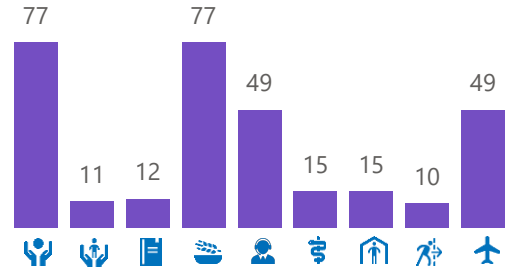
Lobule - West Nile



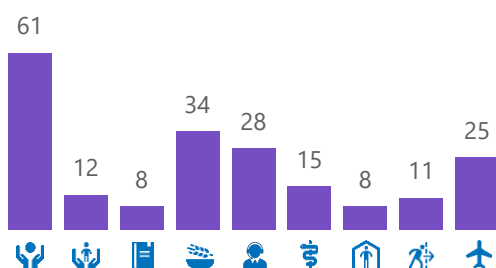
Nakivale - South West



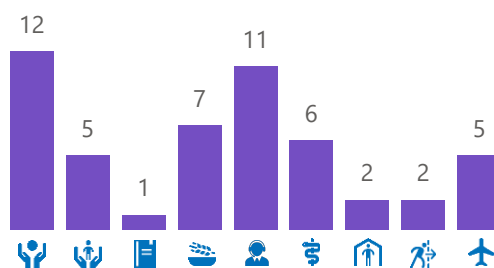
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West

