UNHCR The UN Refugee Agency | Somalia

COMPLAINTS AND FEEDBACK MECHANISMS

October 2024, Newsletter

UNHCR Call centre in Mogadishu/Somalia. ©Photo / UNHCR IMU

MONTHLY HIGHLIGHTS

UNHCR Somalia Complaints and Feedback Mechanisms (CFM) received a total of **1,305 new queries from 1,195** individuals during October 2024 representing a **reduction of 14.3%** in total number of indivdiuals and also **reduction of 13.6%** in new queries compared to September 2024. **1,009 (77.3%)** of new queries were made by females while **296 (22.7%)** were made by males. Similary, **1,037 (79.5%)** of the queries in October 2024 were from IDPs, **94 (7.2%)** Refugees/Asylum Seeker, and remaining **174 (13.3%)** were from Refugee Returnee and Host Communities. Since the launch of UNHCR Helpline center, it has received a total of **1,917 calls** .

In October 2024, a total of **680 (52.1%)** queries regarding general feedback and request for information, which were resolved using FAQ's and providing required information. The queries include general feedback and request for information. The remaining **625 (47.9%)** new queries included request for assistance and serious life threatening cases were referred to UNHCR and partners for follow up and assitance. UNHCR and parters closed **14 Category 3 referrals (requests for assistance) and 0 Category 5 (serious life-threatening cases) referrals** during the month. Overall, **52.1% of queries in the month were resolved while 47.9% still require action**.

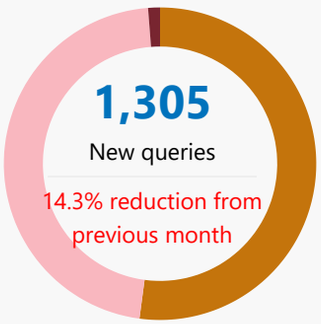
Galgaduud region registered the highest number of new queries **(662 - 51%)** in the month of October. Woqooyi Galbeed region followed with **227 (17%)** new queries.

77.3%
of callers in June 2024 were **women and girls**

52.1%
of the calls were resolved directly by the various mechanisms.

47.9%
of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



Call Category	New Queries	% of total queries	Closed queries	% Closed Queries	% Change from previous month
1 - General and/or positive feedback (no response required)	0	0.0%	0		0.0%
2 - Information request	680	52.1%	680	100.0%	▼ 18.1%
3 - Request for support and assistance through referral	609	46.7%	14	2.3%	▼ 5.7%
4 - Calls relating to allegations of fraud, corruption	0	0.0%	0		0.0%
5 - Calls regarding serious life-threatening cases	16	1.2%	0	0.0%	▼ 37.5%

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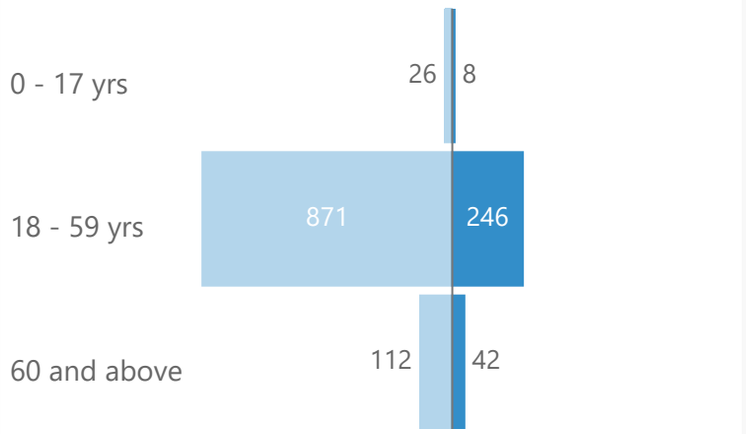
Individual Demographic details

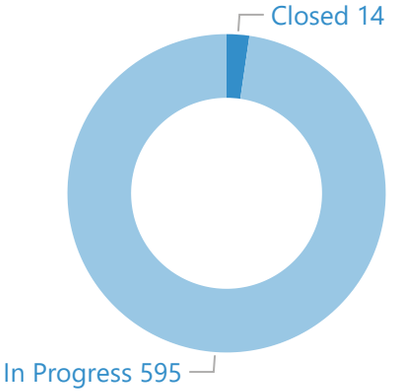
77% 23%



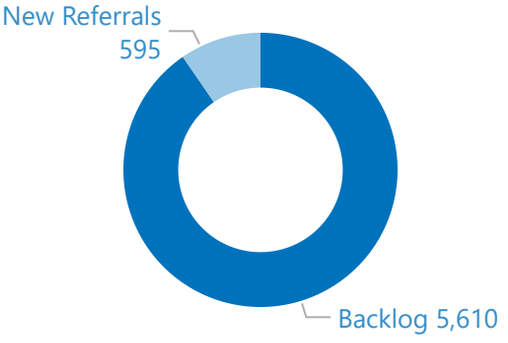
Region	# New Queries	% New Queries
Galgaduud	662	50.73%
Mudug	227	17.39%
Bari	156	11.95%
Banadir	137	10.50%
Bay	35	2.68%
Lower Shabelle	29	2.22%
Woqooyi Galbeed	28	2.15%
Hiraan	13	1.00%
Nugaal	9	0.69%
Middle Shabelle	5	0.38%
Gedo	4	0.31%

ACTION on CATEGORY 3 REFERRALS (Request for support and assistance through referral)

Status of Category 3 referrals for the month of October2024

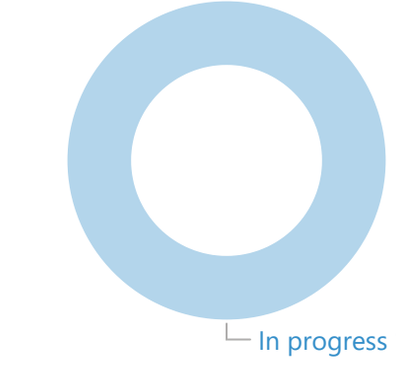


Category 3 referrals resolved by UNHCR and partners in the current month and the backlog since beginning of the year

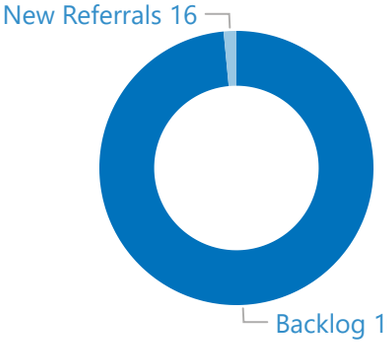


ACTION on CATEGORY 5 REFERRALS (Serious life threatening cases)

Status of Category 5 referrals for the month of October2024



Category 5 referrals resolved by UNHCR and partners in the current month and the backlog since beginning of the year



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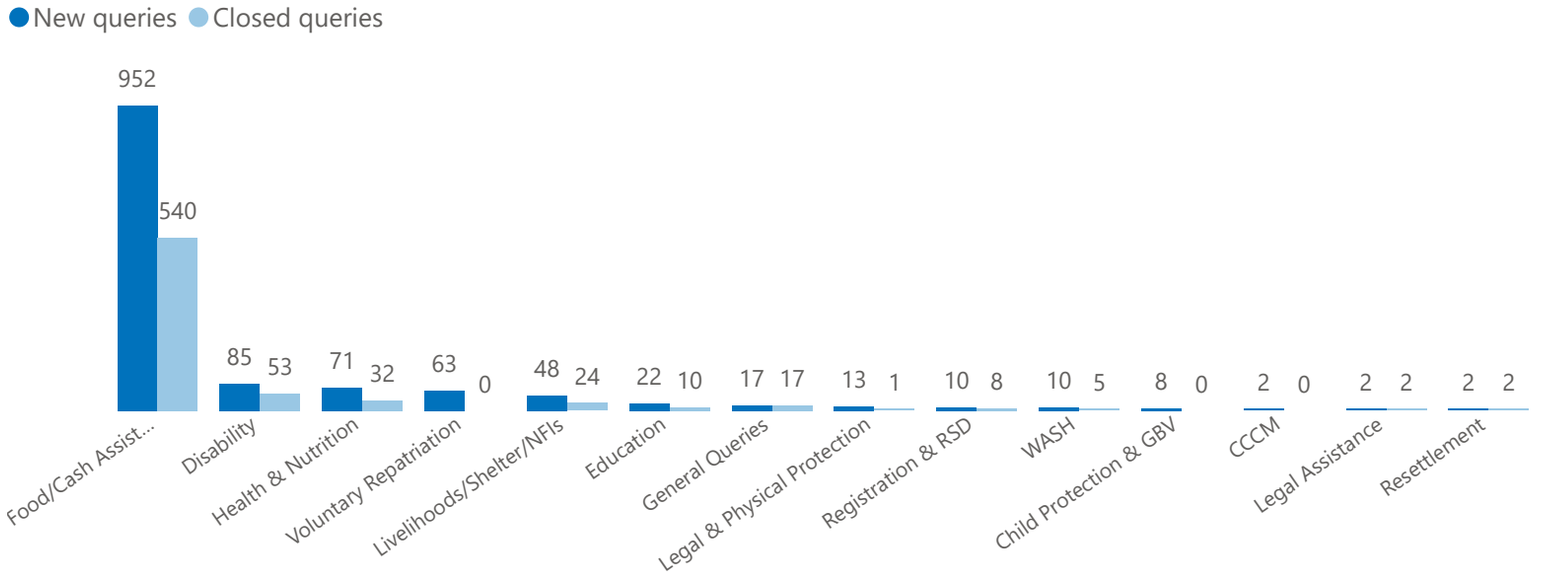
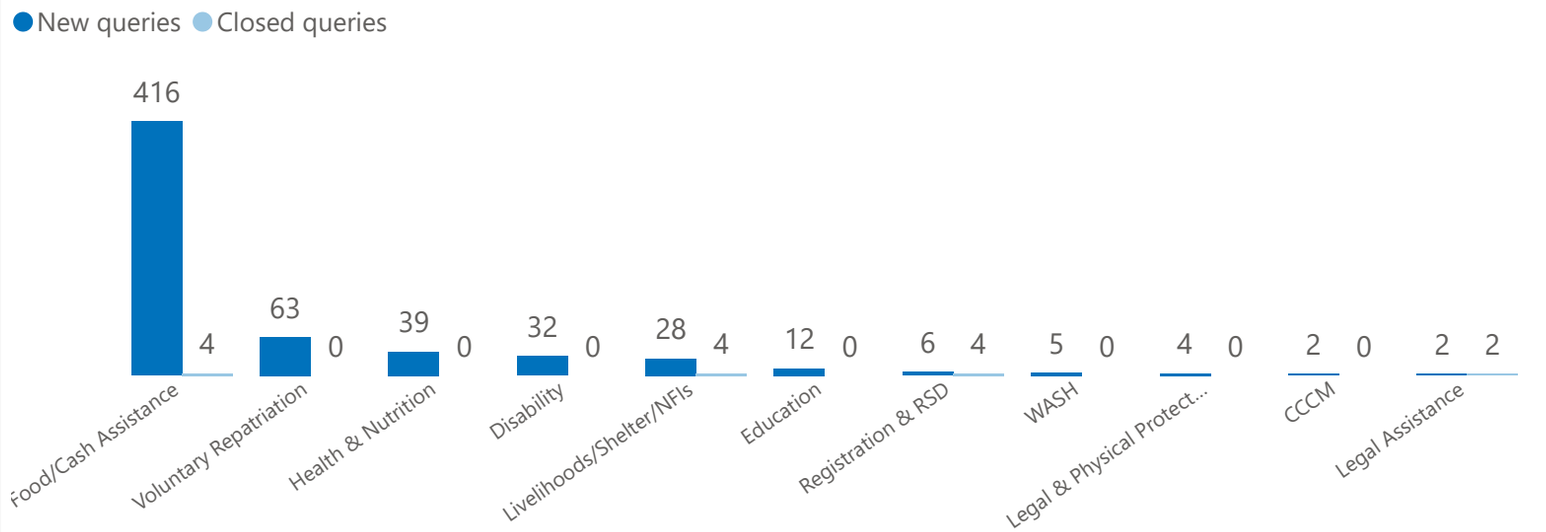
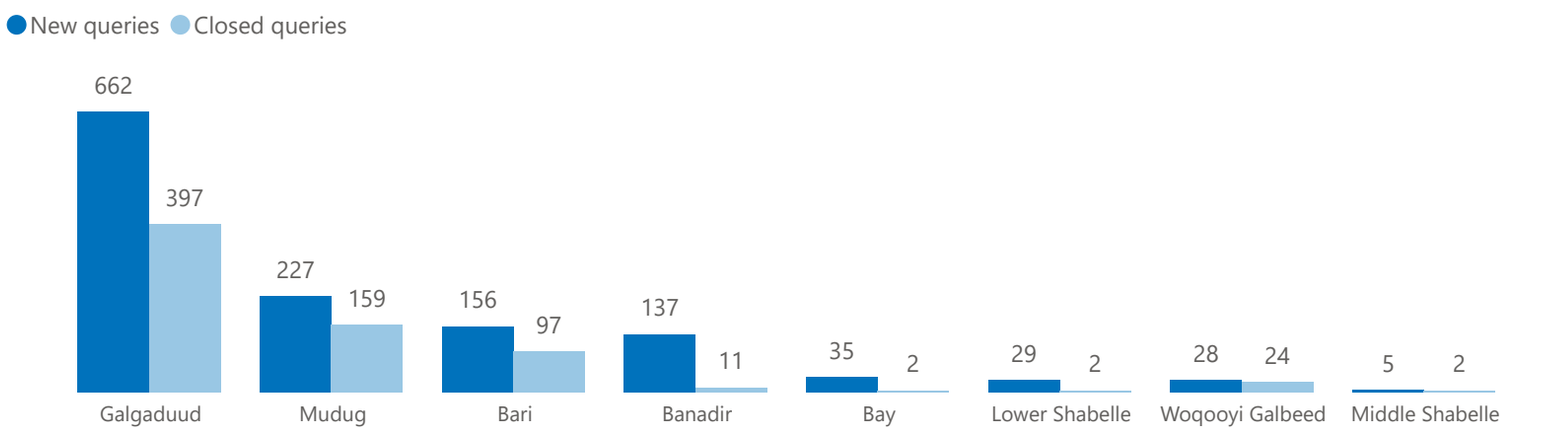
New/Closed queries by Sector



New/Closed queries by Sector for Category 3 - Request for support and assistance through referral



New/Closed queries by Region



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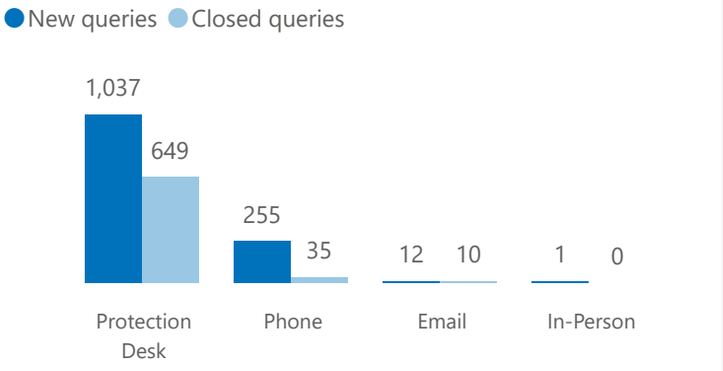
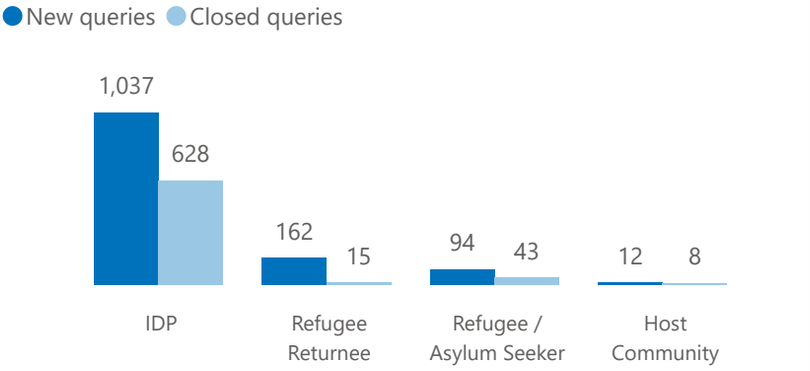
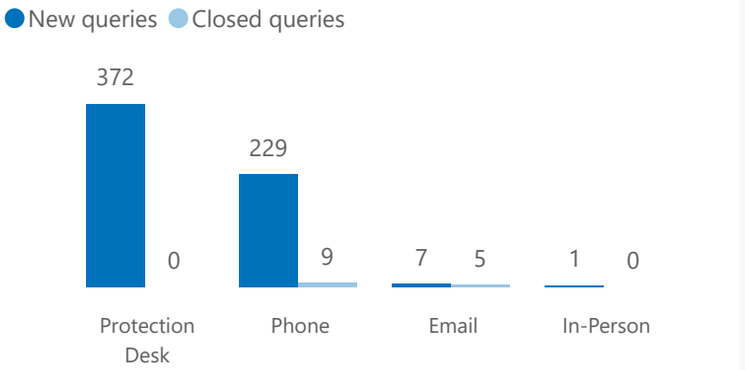
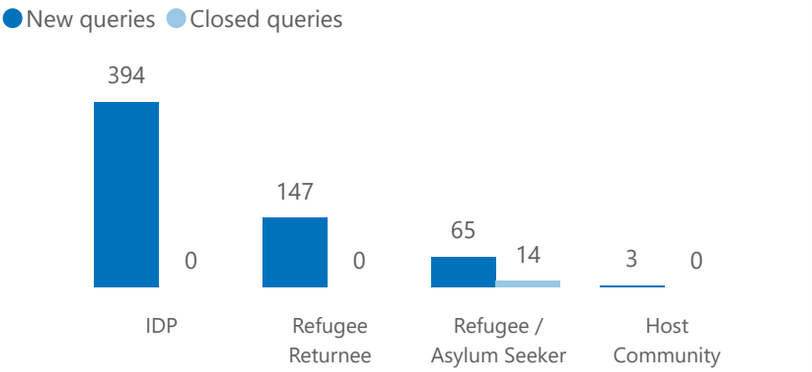
New/Closed queries by Communication & Population Type



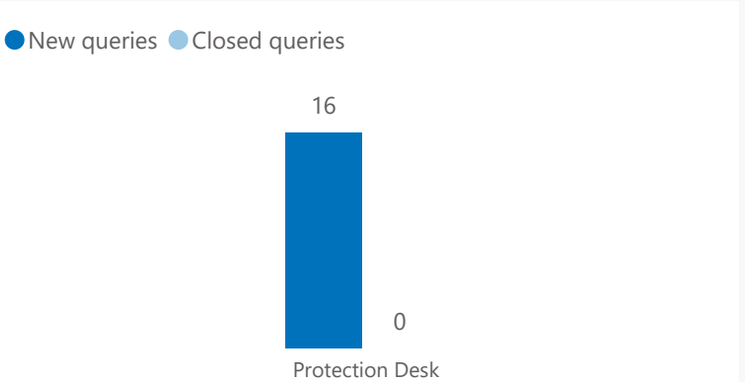


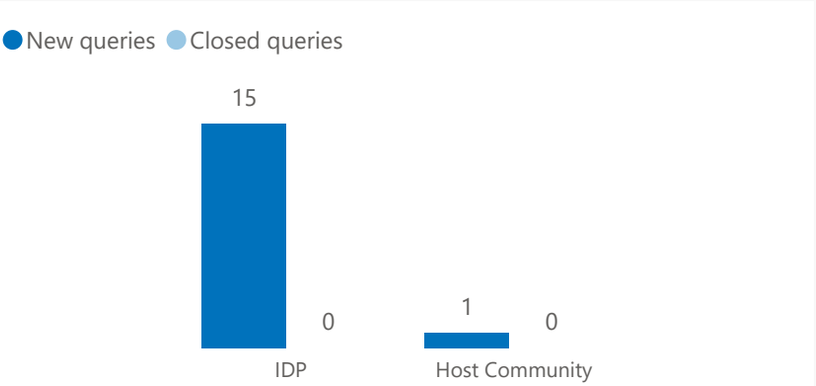
New/Closed queries by Communication/Population Type for Category 3 (Request for assistance and support through Referral)





New/Closed queries by Communication/Population Type for Category 5 (serious life-threatening cases)





Data Sources : Data collected through UNHCR Protection Desks and UNHCR Inter-agency Complaints and Feedback Mechanism (ICFM) Helpline Centre.

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Annexe 1: New/Closed queries by Sector and Categories

Sector	Category 1			Category 2			Category 3			Category 4			Category 5			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed
CCCM							2	0	0.0%							2	0
Child Protection & GBV													8	0	0.0%	8	0
Disability				53	53	100.0%	32	0	0.0%							85	53
Education				10	10	100.0%	12	0	0.0%							22	10
Food/Cash Assistance				536	536	100.0%	416	4	1.0%							952	540
General Queries				17	17	100.0%										17	17
Health & Nutrition				32	32	100.0%	39	0	0.0%							71	32
Legal & Physical Protection				1	1	100.0%	4	0	0.0%				8	0	0.0%	13	1
Legal Assistance							2	2	100.0%							2	2
Livelihoods/Shelter/NFIs				20	20	100.0%	28	4	14.3%							48	24
Registration & RSD				4	4	100.0%	6	4	66.7%							10	8
Resettlement				2	2	100.0%										2	2
Voluntary Repatriation							63	0	0.0%							63	0
WASH				5	5	100.0%	5	0	0.0%							10	5
Total				**680**	**680**		**609**	**14**					**16**	**0**		**1,305**	**694**

Annexe 2: New/Closed queries by Region and Categories

Region	Category 1			Category 2			Category 3			Category 4			Category 5			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed
Banadir				11	11	100.0%	126	0	0.0%							137	11
Bari				97	97	100.0%	55	0	0.0%				4	0	0.0%	156	97
Bay				2	2	100.0%	33	0	0.0%							35	2
Galgaduud				397	397	100.0%	260	0	0.0%				5	0	0.0%	662	397
Gedo							4	0	0.0%							4	0
Hiraan							13	0	0.0%							13	0
Lower Shabelle				2	2	100.0%	27	0	0.0%							29	2
Middle Shabelle				2	2	100.0%	3	0	0.0%							5	2
Mudug				159	159	100.0%	68	0	0.0%							227	159
Nugaal							2	0	0.0%				7	0	0.0%	9	0
Woqooyi Galbeed				10	10	100.0%	18	14	77.8%							28	24
Total				**680**	**680**		**609**	**14**					**16**	**0**		**1,305**	**1,305**

Annexe 3: New/Closed queries by Communication Type and Categories

Communication Type	Category 1			Category 2			Category 3			Category 4			Category 5			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed
Email				5	5	100.0%	7	5	71.4%							12	10
In-Person							1	0	0.0%							1	0
Phone				26	26	100.0%	229	9	3.9%							255	35
Protection Desk				649	649	100.0%	372	0	0.0%				16	0	0.0%	1,037	649
Total				**680**	**680**		**609**	**14**					**16**	**0**		**1,305**	**1,305**

Annexe 4: New/Closed queries by Population Type and Categories

Population Type	Category 1			Category 2			Category 3			Category 4			Category 5			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed
Host Community				8	8	100.0%	3	0	0.0%				1	0	0.0%	12	8
IDP				628	628	100.0%	394	0	0.0%				15	0	0.0%	1,037	628
Refugee / Asylum Seeker				29	29	100.0%	65	14	21.5%							94	43
Refugee Returnee				15	15	100.0%	147	0	0.0%							162	15
Total				**680**	**680**		**609**	**14**					**16**	**0**		**1,305**	**1,305**

Categories Description

Category 1 :- General and/or positive feedback (no response required)

Category 2 : - Information request

Category 3 :- Request for support and assistance through referral

Category 4 :- Allegations of fraud, corruption

Category 5 :- Serious life-threatening cases

Annexe 5: New/Closed queries by Region and Sectors

Region	CCCM			Child Protection & GBV			Disability			Education			Food/Cash Assistance			General Queries			Health & Nutrition			Legal & Physical Protection			Legal Assistance			Livelihoods/Shelter/NFIs			Registration & RSD			Resettlement			Voluntary Repatriation			WASH			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	
Banadir										6	0	0.0%	62	0	0.0%	11	11	100.0%	9	0	0.0%							5	0	0.0%	1	0	0.0%				43	0	0.0%				137	11
Bari				1	0	0.0%	3	3	100.0%	4	0	0.0%	115	82	71.3%				25	10	40.0%	4	1	25.0%							1	0	0.0%				2	0	0.0%	1	1	100.0%	156	97
Bay													24	0	0.0%	2	2	100.0%										4	0	0.0%							1	0	0.0%	4	0	0.0%	35	2
Galgaduud							82	50	61.0%	11	10	90.9%	504	297	58.9%				35	21	60.0%	5	0	0.0%				21	15	71.4%										4	4	100.0%	662	397
Gedo													2	0	0.0%													2	0	0.0%										4	0
Hiraan	1	0	0.0%							1	0	0.0%	7	0	0.0%							1	0	0.0%				2	0	0.0%										1	0	0.0%	13	0
Lower Shabelle													11	0	0.0%	2	2	100.0%										2	0	0.0%							14	0	0.0%				29	2
Middle Shabelle																2	2	100.0%																			3	0	0.0%				5	2
Mudug	1	0	0.0%										218	154	70.6%													7	4	57.1%				1	1	100.0%							227	159
Nugaal				7	0	0.0%							2	0	0.0%																											9	0
Woqooyi Galbeed													7	7	100.0%				2	1	50.0%	3	0	0.0%	2	2	100.0%	5	5	100.0%	8	8	100.0%	1	1	100.0%							28	24
Total	**2**	**0**		**8**	**0**		**85**	**53**		**22**	**10**		**952**	**540**		**17**	**17**		**71**	**32**		**13**	**1**		**2**	**2**		**48**	**24**		**10**	**8**		**2**	**2**		**63**	**0**		**10**	**5**		**1,305**	**694**