UNHCR The UN Refugee Agency | Somalia

COMPLAINTS AND FEEDBACK MECHANISMS

November 2024, Newsletter

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

MONTHLY HIGHLIGHTS

UNHCR Somalia Complaints and Feedback Mechanisms (CFM) received a total of **1,020 new queries from 920** individuals during November 2024 representing a **reduction of 23%** in total number of indivdiuals and also **reduction of 27.9%** in new queries compared to October 2024. **751 (73.6%)** of new queries were made by females while **269 (26.4%)** were made by males. Similary, **706 (69.2%)** of the queries in November 2024 were from IDPs, **142 (13.9%)** Refugees/Asylum Seeker, and remaining **172 (16.9%)** were from Refugee Returnee and Host Communities. Since the launch of UNHCR Helpline center, it has received a total of **2,202 calls** .

In November 2024, a total of **459 (45%)** 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 **541 (53%)** 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 **1 Category 3 referrals (requests for assistance) and 0 Category 5 (serious life-threatening cases) referrals** during the month. Overall, **45% of queries in the month were resolved while 55% still require action**.

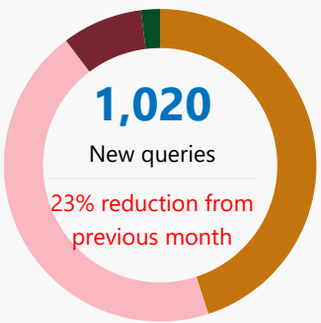
Galgaduud region registered the highest number of new queries **(369 - 36%)** in the month of November. Woqooyi Galbeed region followed with **227 (22%)** new queries.

73.6%
of callers in November 2024 were **women and girls**

45%
of the calls were resolved directly by the various mechanisms.

55%
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)	20	0.0%	20	100.0%	▲ 200.0%
2 - Information request	459	45.0%	459	100.0%	▼ -32.5%
3 - Request for support and assistance through referral	456	44.7%	1	0.2%	▼ -25.1%
4 - Calls relating to allegations of fraud, corruption	0	0.0%	0		0.0%
5 - Calls regarding serious life-threatening cases	85	8.3%	0	0.0%	▲ 431.3%

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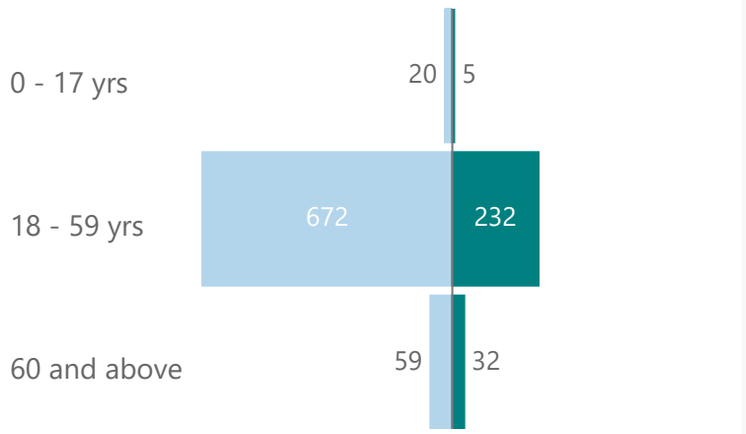
Individual Demographic details

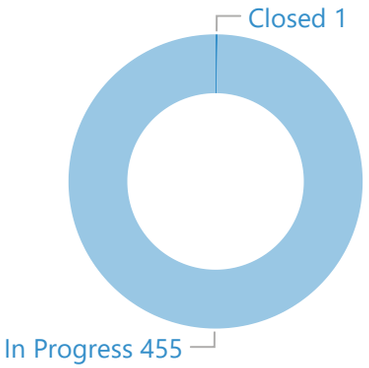
77% 23%



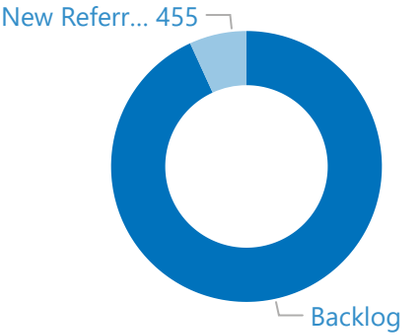
Region	# New Queries	% New Queries
Galgaduud	369	36.18%
Bari	227	22.25%
Bay	127	12.45%
Banadir	97	9.51%
Mudug	94	9.22%
Nugaal	47	4.61%
Lower Shabelle	21	2.06%
Woqooyi Galbeed	14	1.37%
Middle Shabelle	13	1.27%
Hiraan	7	0.69%
Gedo	4	0.39%

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

Status of Category 3 referrals for the month of November2024

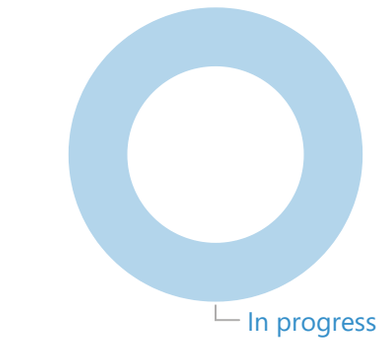


Category 3 referrals resolved by UNHCR and partners in the current month and the backlog since beginning of the year

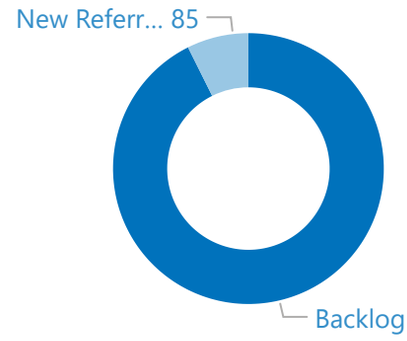


ACTION on CATEGORY 5 REFERRALS (Serious life threatening cases)

Status of Category 5 referrals for the month of November2024



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



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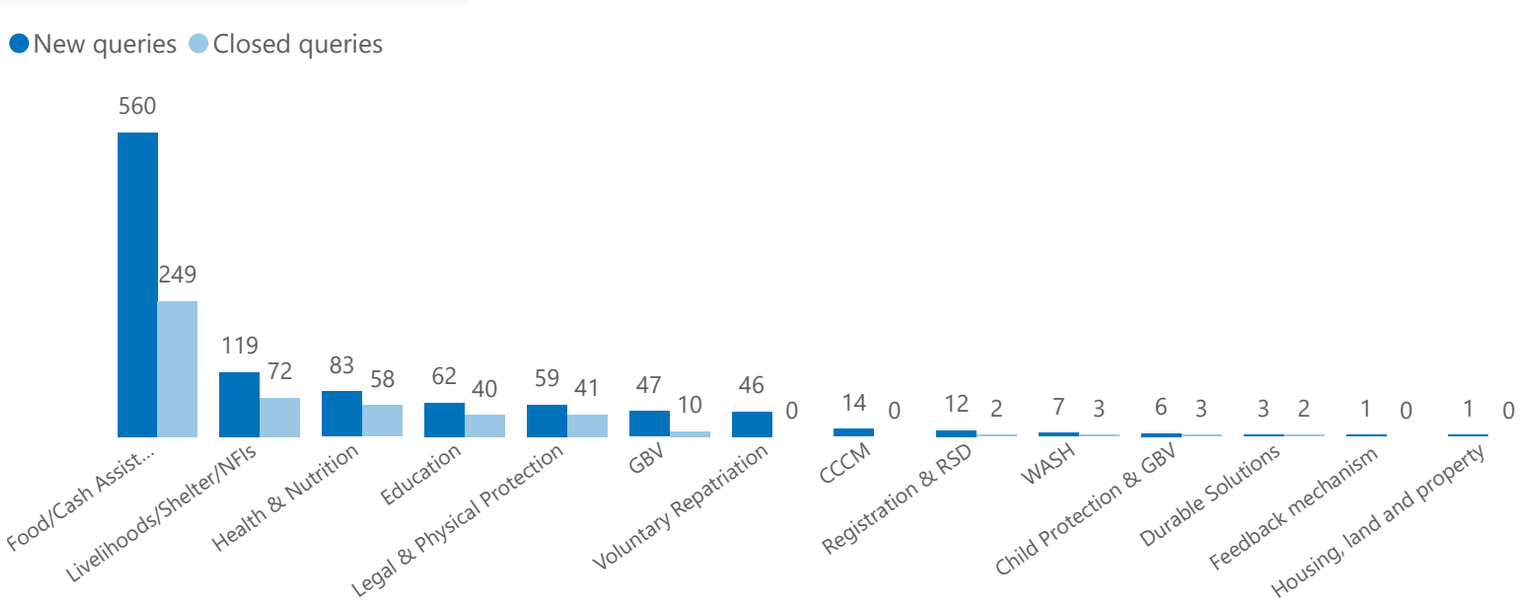
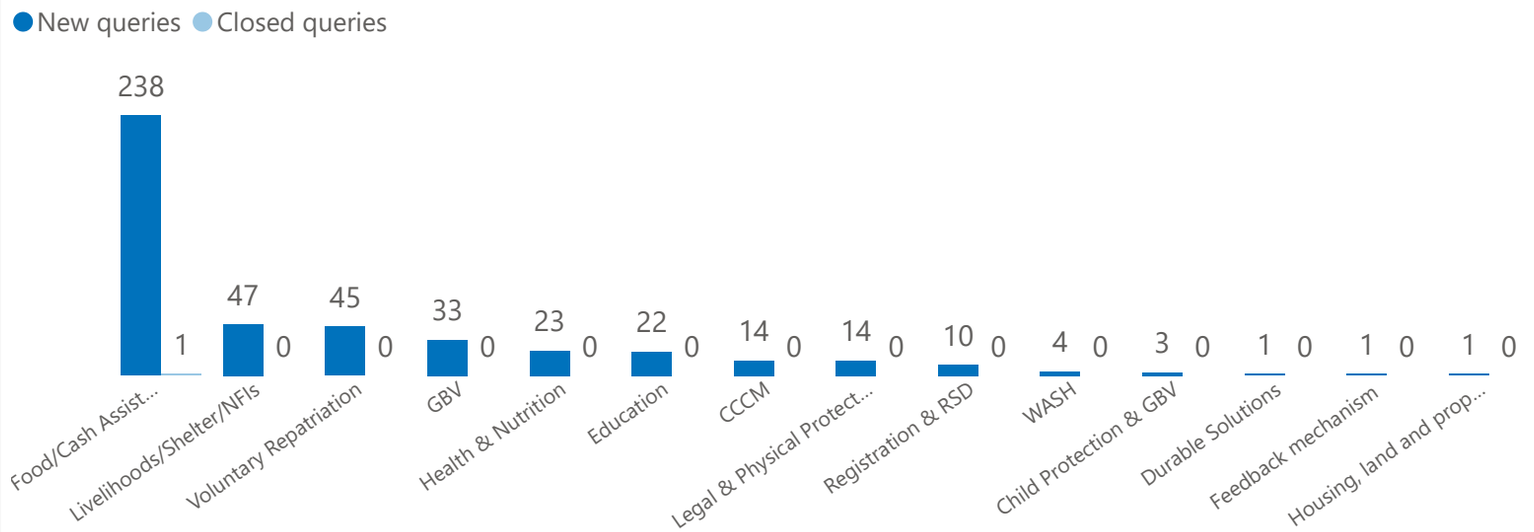
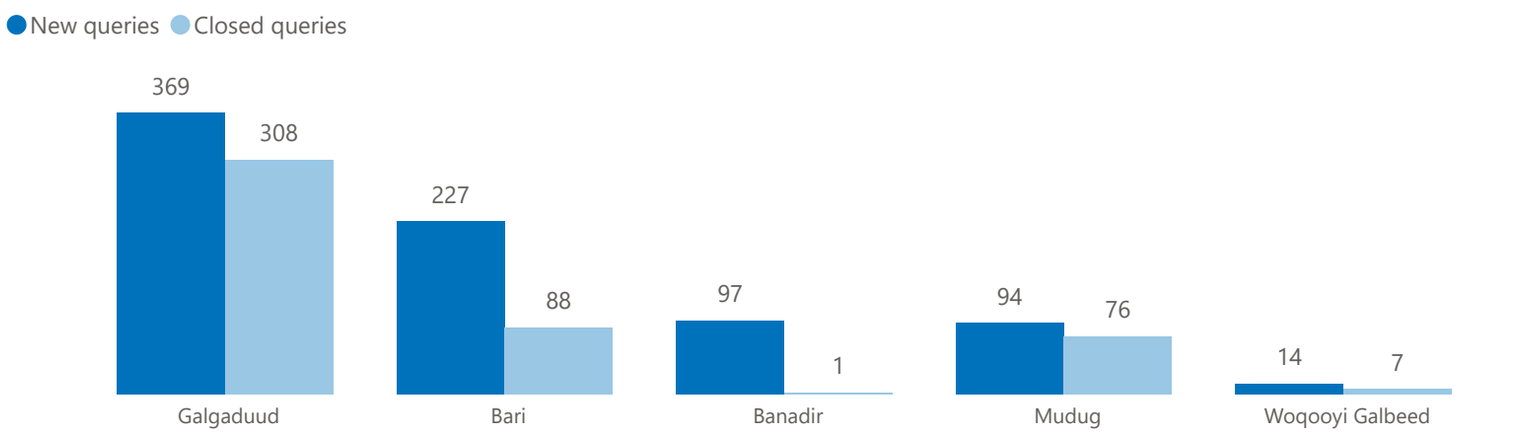
New/Closed queries by Sector



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



New/Closed queries by Region



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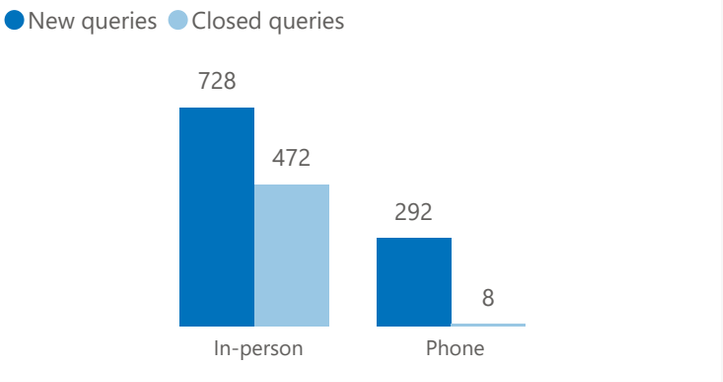
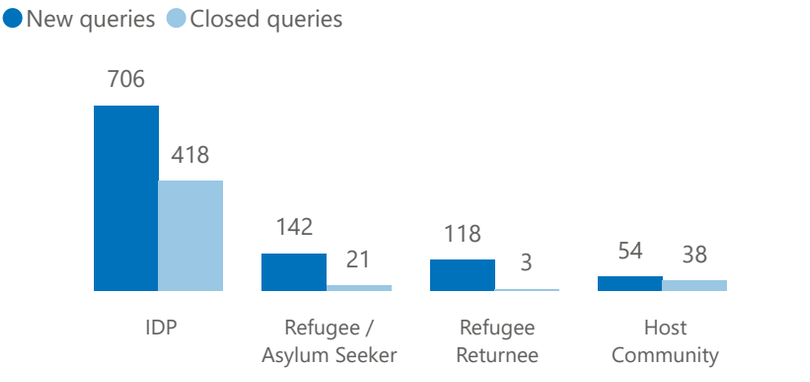
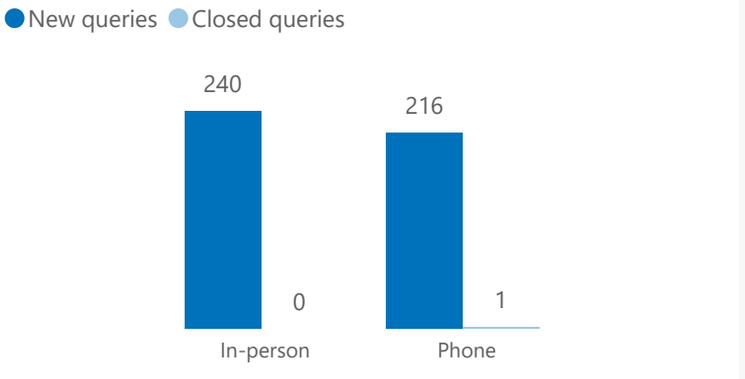
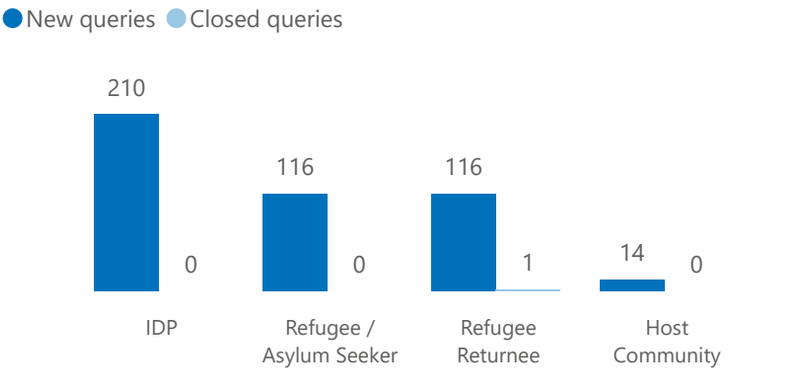
New/Closed queries by Communication & Population Type



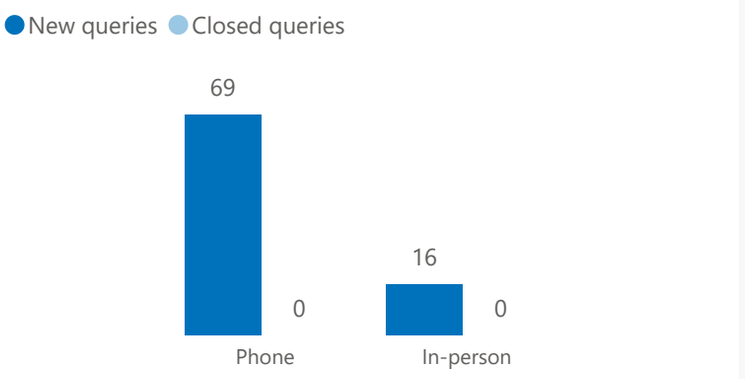


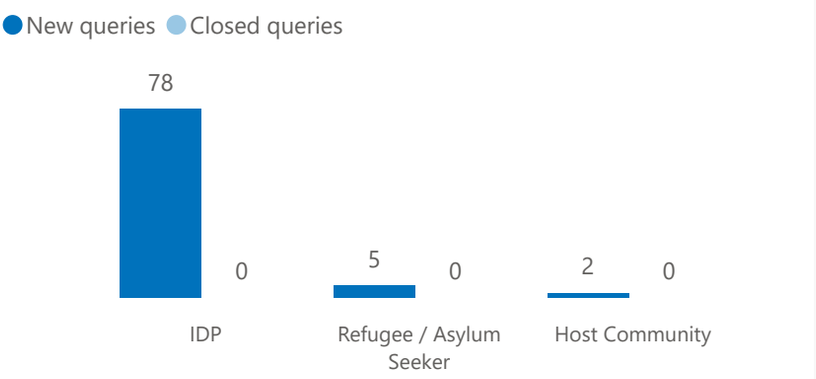
New/Closed queries by Communication/Population Type for Category 3 (Request for assistance and support through Referral)





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.

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							14	0	0.0%							14	0
Child Protection & GBV				3	3	100.0%	3	0	0.0%							6	3
Durable Solutions	1	1	100.0%	1	1	100.0%	1	0	0.0%							3	2
Education	1	1	100.0%	39	39	100.0%	22	0	0.0%							62	40
Feedback mechanism							1	0	0.0%							1	0
Food/Cash Assistance	11	11	100.0%	237	237	100.0%	238	1	0.4%				74	0	0.0%	560	249
GBV				10	10	100.0%	33	0	0.0%				4	0	0.0%	47	10
Health & Nutrition				58	58	100.0%	23	0	0.0%				2	0	0.0%	83	58
Housing, land and property							1	0	0.0%							1	0
Legal & Physical Protection				41	41	100.0%	14	0	0.0%				4	0	0.0%	59	41
Livelihoods/Shelter/NFIs	5	5	100.0%	67	67	100.0%	47	0	0.0%							119	72
Registration & RSD	2	2	100.0%				10	0	0.0%							12	2
Voluntary Repatriation							45	0	0.0%				1	0	0.0%	46	0
WASH				3	3	100.0%	4	0	0.0%							7	3
Total	**20**	**20**		**459**	**459**		**456**	**1**					**85**	**0**		**1,020**	**460**

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				1	1	100.0%	96	0	0.0%							97	1
Bari	3	3	100.0%	85	85	100.0%	137	0	0.0%				2	0	0.0%	227	88
Bay							60	0	0.0%				67	0	0.0%	127	0
Galgaduud	11	11	100.0%	297	297	100.0%	51	0	0.0%				10	0	0.0%	369	308
Gedo							4	0	0.0%							4	0
Hiraan							5	0	0.0%				2	0	0.0%	7	0
Lower Shabelle							21	0	0.0%							21	0
Middle Shabelle							13	0	0.0%							13	0
Mudug				76	76	100.0%	18	0	0.0%							94	76
Nugaal							43	0	0.0%				4	0	0.0%	47	0
Woqooyi Galbeed	6	6	100.0%				8	1	12.5%							14	7
Total	**20**	**20**		**459**	**459**		**456**	**1**					**85**	**0**		**1,020**	**1,020**

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
In-person	14	14	100.0%	458	458	100.0%	240	0	0.0%				16	0	0.0%	728	472
Phone	6	6	100.0%	1	1	100.0%	216	1	0.5%				69	0	0.0%	292	8
Total	**20**	**20**		**459**	**459**		**456**	**1**					**85**	**0**		**1,020**	**1,020**

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%	30	30	100.0%	14	0	0.0%				2	0	0.0%	54	38
IDP	6	6	100.0%	412	412	100.0%	210	0	0.0%				78	0	0.0%	706	418
Refugee / Asylum Seeker	6	6	100.0%	15	15	100.0%	116	0	0.0%				5	0	0.0%	142	21
Refugee Returnee				2	2	100.0%	116	1	0.9%							118	3
Total	**20**	**20**		**459**	**459**		**456**	**1**					**85**	**0**		**1,020**	**1,020**

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			Durable Solutions			Education			Feedback mechanism			Food/Cash Assistance			GBV			Health & Nutrition			Housing, land and property			Legal & Physical Protection			Livelihoods/Shelter/NFIs			Registration & RSD			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	% Closed	New	Closed
Banadir										7	0	0.0%				43	1	2.3%				5	0	0.0%				1	0	0.0%	8	0	0.0%	5	0	0.0%	28	0	0.0%				97	1
Bari							1	1	100.0%	21	7	33.3%	1	0	0.0%	108	43	39.8%	18	7	38.9%	24	12	50.0%				2	1	50.0%	48	17	35.4%				4	0	0.0%				227	88
Bay	12	0	0.0%													109	0	0.0%													1	0	0.0%	3	0	0.0%	2	0	0.0%				127	0
Galgaduud				3	3	100.0%				32	32	100.0%				183	145	79.2%	11	3	27.3%	48	45	93.8%				51	40	78.4%	37	37	100.0%							4	3	75.0%	369	308
Gedo																2	0	0.0%																2	0	0.0%							4	0
Hiraan	1	0	0.0%													4	0	0.0%													2	0	0.0%										7	0
Lower Shabelle																13	0	0.0%																			8	0	0.0%				21	0
Middle Shabelle	1	0	0.0%													8	0	0.0%													1	0	0.0%				3	0	0.0%				13	0
Mudug							1	1	100.0%	1	1	100.0%				75	59	78.7%				2	1	50.0%							14	14	100.0%							1	0	0.0%	94	76
Nugaal				3	0	0.0%	1	0	0.0%							11	0	0.0%	18	0	0.0%	2	0	0.0%	1	0	0.0%	5	0	0.0%	4	0	0.0%							2	0	0.0%	47	0
Woqooyi Galbeed										1	0	0.0%				4	1	25.0%				2	0	0.0%							4	4	100.0%	2	2	100.0%	1	0	0.0%				14	7
Total	**14**	**0**		**6**	**3**		**3**	**2**		**62**	**40**		**1**	**0**		**560**	**249**		**47**	**10**		**83**	**58**		**1**	**0**		**59**	**41**		**119**	**72**		**12**	**2**		**46**	**0**		**7**	**3**		**1,020**	**480**