EHAGL Region Community Feedback Analysis Report

October – December 2024

INTRODUCTION

Understanding and responding to community feedback remains a cornerstone of UNHCR's commitment to Accountability to Affected People (AAP). This fourth quarterly report for 2024, covering the months of October through December, presents a regional analysis of community feedback collected across nine country operations in the East and Horn of Africa, and Great Lakes (EHAGL) Region: Burundi, Ethiopia, Kenya, Rwanda, Somalia, Sudan, South Sudan, Tanzania, and Uganda.

During this period, a total of **69,927 feedback entries** were documented, reflecting a **9% decrease** compared to the previous quarter (Q3), which recorded 76,674 entries. Despite the overall decline, three countries; **Kenya (47.4%)**, **Uganda (26.3%)**, and **Ethiopia (15.3%)** continued to account for the majority of feedback, underscoring their large operational footprints and active community engagement mechanisms.

The nature of the feedback remained consistent with previous trends. **Requests for assistance or services** constituted the largest share at **52.7%**, closely followed by **Requests for information** at **40.7%**. These figures mirror those from Q3, suggesting that the core concerns and needs of affected populations have remained largely unchanged over the past six months.

A notable development in Q4 was the significant increase in the use of **inter-agency feedback channels**, which rose to **27.8%** from 13.7% in Q3. This growth, particularly evident in **Uganda, Tanzania, and South Sudan**, reflects strengthened collaboration among humanitarian actors and a more unified approach to community engagement and accountability.

However, the report also highlights a slight decline in the resolution of feedback. Of the entries with a known status, **74.6% were fully resolved**, compared to **82.6% in Q3**. This drop may point to operational challenges, resource constraints, or increased complexity in the issues raised by communities.

In conclusion, while the overall volume of feedback has decreased, the consistency in the types of concerns raised and the rise in inter-agency collaboration are encouraging signs of a maturing AAP ecosystem in the region. Continued efforts are needed to sustain and improve response rates, ensure timely resolution of community concerns, and maintain open, accessible feedback channels across all operations.

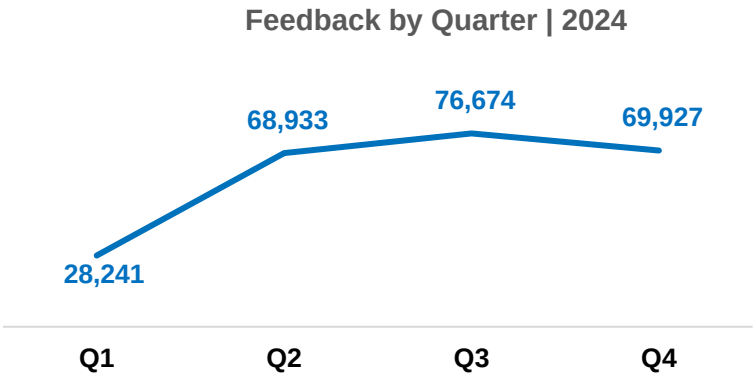
KEY METRICS

69,927	27.8%	74.7%	52.7%	43.9%	74.6%
Total number of feedback received	Feedback from Inter-Agency mechanisms	Feedback received through Toll-free Hotlines	Requests for Assistance or Services	Registration and Documentation related feedback	Fully Resolved feedback

A. Regional Community Feedback Trends

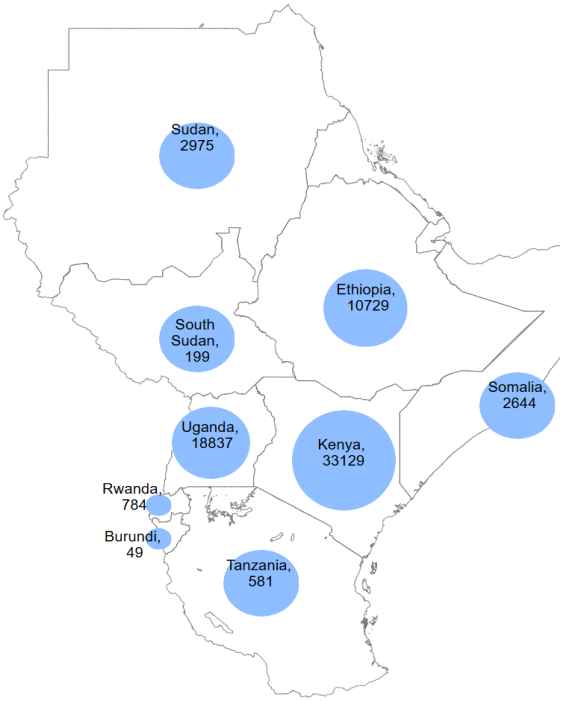
Following the launch of the Inter-Agency Standing Committee (IASC) community feedback taxonomy, the EHAGL region initiated a pilot phase in selected operations and officially began regional analysis in the first quarter of 2024. Since then, the region has documented **a cumulative total of 243,775 community feedback entries**, marking a significant step in systematizing and harmonizing feedback collection. In Q1, the volume of submissions was relatively low, as many country operations were still in the early stages of adopting the new taxonomy and adjusting to updated data collection and reporting tools. However, as the year progressed, there was a steady increase in feedback documentation, reflecting growing familiarity with the taxonomy and intensified partner sensitization efforts.

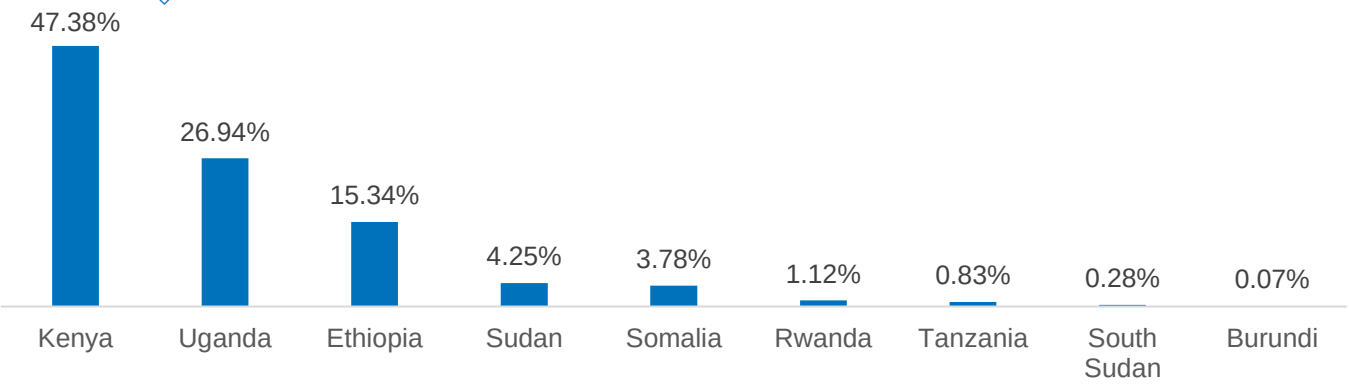
Despite this upward trend, Q4 saw a slight decline in feedback volume,from **76,674 entries in Q3 to 69,927 in Q4**. This dip may be attributed to seasonal factors or operational shifts, but it does not detract from the overall progress made in embedding the IASC taxonomy across the region.



B. Feedback Distribution by Country Operations

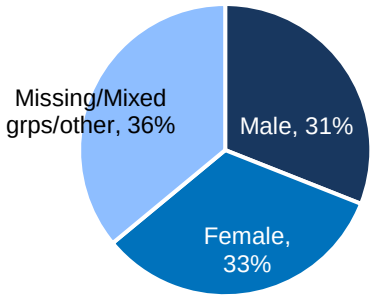
This report covers community feedback received from nine country operations in the EHAGL region: Burundi, Ethiopia, Kenya, Rwanda, Somalia, Sudan, South Sudan, Tanzania, and Uganda. Among these, **Kenya submitted the highest proportion of feedback**, accounting for **47.4%** of the regional total, followed by **Uganda (26.9%)** and **Ethiopia (15.3%)**. These three operations benefit from well-established contact centers that are widely known among community members and supported by effective referral mechanisms. A significant portion of the feedback from Kenya (**58.5% or 19,381 entries**) and Uganda (**47.6% or 8,974 entries**) consisted of **follow-up queries**, indicating ongoing engagement from communities and the need for timely resolution of previously raised concerns. This underscores the importance of ensuring that protection and sectoral teams, in collaboration with partners, close feedback loops within agreed timelines to prevent prolonged engagement and frustration among community members. On the other hand, Burundi continued to report the lowest volume of feedback, largely due to its smaller operational scale and persistent technical capacity gaps, which have affected the consistency and volume of feedback documentation.





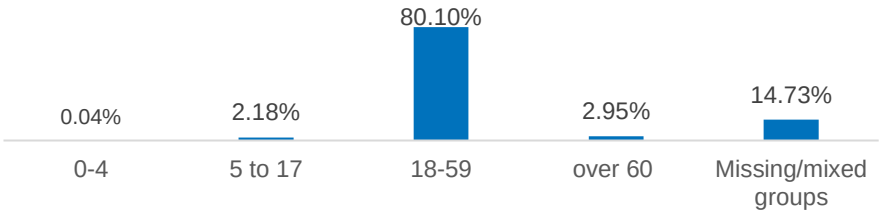
C. Demographic Analysis

The demographic analysis of feedback providers shows that **64% (44,698)** of individuals specified their gender**,** while **36% (25,229)** remained uncategorized. This indicates that some of the feedback came from individuals who either did not specify their gender, or operations missed out on the data, or the feedback was documented from community forums and thus disaggregation by gender was not feasible. **Of the total feedback received** in the quarter, **31%** were received from **Males**, and **33%** from **Females**.



Amongst individuals whose gender details were documented, **51.6%** were female **(23,051)**, and **48.4%** were male **(21,647)**. Compared to Q3, the proportion of females and Males who gave feedback has dropped from 59% and 41% respectively.

Concerning the Age of individuals reporting feedback**, 85.27% (59,624)** of the individuals availed their age categories while **14.73% (10,303)** did not provide their ages. The **18-59** years, age group accounted for the majority of feedback entries **(80.10%)** while the age category consisting of **60 year and above** of age accounted for **2.95%** of the individuals that provided feedback in Q4.



D. Disaggregation by Feedback Channels

In Q4 2024, most of the community feedback, **65% (45,423 entries)** was received through **UNHCR-led channels**, marking an increase from 57.9% in Q3. In contrast, **partner-led channels** contributed only **7.3% (5,086 entries)**, a notable decline from 28.4% in the previous quarter. Meanwhile, **inter-agency mechanisms** accounted for **27.8% (19,418 entries)**, reflecting a positive increase from 13.7% in Q3 and highlighting growing collaboration across humanitarian actors.

In terms of communication methods, **Toll-Free Hotlines** remained the most utilized channel, responsible for **74.7%** of all feedback, particularly in Kenya, Somalia, and Uganda. Given their continued dominance this quarter and last quarter (65% in Q3) there is a clear need to sustain awareness campaigns and expand access to toll-free lines, especially in countries like Ethiopia, Sudan, and Rwanda, where non-toll-free lines are still in use. The **Digital Requests and Complaints System (DRCS)** in Ethiopia contributed **13.3%** of the feedback, while **Protection Helpdesks** accounted for **10%**, being widely used across most operations except Uganda and Burundi.

Other channels such as **email (0.8%)**, **inter-agency feedback boxes in Tanzania**, and **community outreach monitors in Sudan (0.1%)** played a minimal role. Notably, no feedback was recorded through social media platforms during this reporting period, unlike in Q3, suggesting a potential area for re-engagement or reassessment of digital outreach strategies.

Feedback Channel	Kenya	Uganda	Ethiopia	Sudan	Somalia	Rwanda	Tanzania	South Sudan	Burundi	Total	
Hotline (Toll_free_line)	32498	18837			866				4	52205	74.7%
DRCS (Digital Request and Complaints System-ETH)			9321							9321	13.3%
Feedback/protection help desks	185		970	2787	1766	622	477	194		7001	10.0%
Hotline (Non Toll_free_line)			438	123		82				643	0.9%
Email	446				12	70			2	530	0.8%
Feedback boxes							104			104	0.1%
Community outreach volunteers/monitors				60				2		62	0.1%
Office_walk_in								3	23	26	0.0%
Physical mail-letters						2			19	21	0.0%
SMS						8			1	9	0.0%
Community leadership and structures				5						5	0.0%
Total	**33,129**	**18,837**	**10,729**	**2,975**	**2,644**	**784**	**581**	**199**	**49**	**69,927**	

E. Disaggregation by Broad Feedback Categories

Majority of the feedback, **(52.7%)** was categorised as **Requests for assistance or services**, with Uganda, Kenya, Ethiopia, Sudan, and Somalia contributing the highest numbers. On the other hand, this category represented **99%** of feedback received in **Sudan** and **over 80%** of feedback documented in **South Sudan and Tanzania.** The assistance requested cuts across different sectors including replacement of lost documentation, RSD processes, request for legal assistance, Complementary pathways and livelihood support. **Requests for information** accounted for **40.7%** of the feedback, with Kenya, Uganda, and Somalia making significant contributions. This category included inquiries about status of Registration and Documentation for various services including food assistance, Refugee Status Determination (RSD), Resettlement and information sought about partners.

Complaints as a feedback category accounted for **2.4%** of the total feedback, with Ethiopia recording the highest number of cases. These complaints were primarily related to delays in legal assistance, service provision, inadequate handling of feedback, and dissatisfaction with selection criteria. Similarly, **feedback interaction** issues also constituted **2.4%,** largely reported in Ethiopia, and were linked to incomplete conversations, non-responsiveness, and poor feedback handling processes.

Reports concerning **access, safety, and security** made up **1.0%** of the feedback, with notable entries from Somalia and Kenya. Lastly, **allegations of misconduct** represented 0.4% of the total feedback, involving serious concerns such as food diversion, theft, and bribery allegedly committed by humanitarian aid workers. These cases are referred to the UNHCR Inspector General's Office for further investigation, in line with internal procedures, and details are managed directly by the respective country operations.

Broad Content Category	Kenya	Sudan	Somalia	Uganda	Ethiopia	South Sudan	Tanzania	Rwanda	Burundi	Total	
Request for Assistance/services	11,655	2,940	1,338	12,381	7,465	167	480	376	36	36,838	52.7%
Request for Information	21,062		1,141	5,986		22	73	186	6	28,476	40.7%
Complaints		5			1,595	8	4	74	4	1,690	2.4%
Feedback Interaction Issues					1,669					1,669	2.4%
Reports of Incidents and Concerns Related to Access, Safety and Security	389	30	116	72				57	3	667	1.0%
Allegations of Misconduct										270	0.4%
General Perceptions, Observations and Suggestions			49	73		1	24	91		238	0.3%
Data Subject Requests				79						79	0.1%
Total	**33,129**	**2,975**	**2,644**	**18,837**	**10,729**	**199**	**581**	**784**	**49**	**69,927**	

F. Sectoral Focus Analysis

Feedback analysis by sectors highlighted the **top five** feedback thematic areas as follows: **Registration and documentation**, **(43.9%)**, **Refugee status determination (12.3%)**, **Resettlement (7.8%), legal assistance (7.7%)** and **health (6.5%).** Compared to Q3, this reporting period did not include Food security and shelter amongst the top five sectors. **Requests for legal assistance and Resettlement** however increased from **4.1%** and **5.6%** respectively compared to the last reporting quarter.

Kenya, South Sudan and Ethiopia reported the highest proportion of their feedback that focused on registration and documentation. This has been a consistent thematic area that the operations need to systematically address. The Q4 analysis also captured feedback related to protection concerns, particularly physical insecurity and Gender-Based Violence (GBV). **Physical insecurity** related feedback accounted for **0.9%** of the total entries, with Kenya, Sudan, Rwanda, and Tanzania reporting the highest number of such cases. These entries often reflected community concerns around safety in and around settlements, movement restrictions, and threats from host or refugee communities. Similarly, **GBV** incidents also constituted **0.9%** of the total feedback, with most reports coming from Uganda, Sudan, and Somalia, a trend consistent with Q3. These reports highlight the ongoing vulnerability of women and girls in displacement settings and the need for sustained investment in GBV prevention, response services, and community sensitization. The recurrence of these issues across quarters underscores the importance of integrating protection risk mitigation into all sectors and ensuring that feedback mechanisms are safe, confidential, and accessible to all community members. **Mental Health and Psychosocial Support (0.2%),** recorded mainly in Uganda was captured for the first time in this report, having been curved out from the broad thematic area on health.

In line with established protocols and to uphold the integrity of ongoing investigative processes, country-specific feedback related to Fraud, Corruption, and Sexual Exploitation and Abuse (SEA) has been intentionally grayed out in the accompanying data tables. This measure ensures that sensitive information is handled with the necessary confidentiality and allows for independent verification and investigation by the UNHCR Inspector General's Office (IGO). As such, detailed insights into these thematic areas are managed at the country level, and any follow-up or access to specific case information should be coordinated directly with the respective UNHCR country operations, in accordance with internal reporting and accountability procedures.

Sectors thematic areas	Kenya	Uganda	Ethiopia	Sudan	Somalia	Rwanda	Tanzania	South Sudan	Burundi	Total	
Registration and documentation	20,795	1,115	8,421	37	15	153	3	135		30,674	43.9%
Refugee status determination (RSD)	8,373	159	15		10	12		1		8,570	12.3%
Resettlement and complementary pathways	1,500	3,321	438	42	3	58	54		11	5,427	7.8%
Legal Assistance	20	2,889		2,421	5	12	4	14	13	5,378	7.7%
Health	657	2,969		307	221	372	24	1	8	4,559	6.5%
Food security and Nutrition	130	2,688	186		159		9	2	-	3,174	4.5%
Livelihoods	46	1,293			1,472		2		2	2,815	4.0%
Feedback mechanism	28		1,669		18					1,715	2.5%
Child Protection	36	1,459			12	19	9		1	1,536	2.2%
Education	57	1,302			115	19	2	2	1	1,498	2.1%
Shelter	121	928			77		173	12	-	1,311	1.9%
Cash and Voucher assistance	402				295	42		5	-	744	1.1%
Physical Insecurity	407			93	11	69	48	24	12	664	0.9%
Gender Based Violence	11	437		75	68		2	2	-	595	0.9%
Voluntary repatriation	106				129	6	87			328	0.5%
Tracing and Family reunification	257					8			-	265	0.4%
WASH-Water,Sanitation and Hygiene	7	87			18		65		-	177	0.3%
Housing, land and property (Inc Relocation)	144				2	6	5		1	158	0.2%
Mental Health and Psychosocial Support (MHPSS)	2	136					3		-	141	0.2%
Non Food Items (NFIs)/Core Relief Items (CRI)	6						60		-	66	0.1%
Transport and Logistics		46				8			-	54	0.1%
Fraud and Corruption										33	0.0%
Energy/environment		2					18			20	0.0%
Sexual Exploitation and Abuse										13	0.0%
Local Integration					6				-	6	0.0%
Appreciation/Thank you notes							4			4	0.0%
Misinformation,Disinformation and Hate speech (MDH)					1			1		2	0.0%
Camp Coordination and Camp Management (CCCM)									-	-	0.0%
Emergency telecommunications									-	-	0.0%
Mine Action										-	0.0%
Total	**33,129**	**18,837**	**10,729**	**2,975**	**2,644**	**784**	**581**	**199**	**49**	**69,927**	

G. Conclusions

- In total, **69,927 community requests and concerns** were documented across the EHAGL region in Q4 2024. Of these, **74.6% were fully addressed**, reflecting ongoing efforts to close feedback loops and respond to community needs in a timely manner. Data was submitted by nine country operations, with Kenya, Uganda, and Ethiopia collectively accounting for 90% (62,695) of all feedback entries. This high volume is attributed to the presence of well-established feedback infrastructure, including contact centers and toll-free hotlines, as well as strong partner engagement and community awareness initiatives in these countries.
- Majority of feedback was received through **UNHCR led channels**, accounting for **65% (45,423)** of the total feedback. **Partner** channels contributed **7.3% (5,086)** while **Inter-Agency Mechanisms** accounted for **27.8% (19,418)**.
- Most of the community feedback **(52.7%)** consisted of **Requests for assistance**, while **40.7%** related to **information requests**. These proportions are consistent with trends observed in Q3, where similar patterns were noted. The sustained volume of assistance and information-related feedback reflects evolving community expectations and a growing demand for **accessible, timely, and transparent communication**. Communities continue to seek clarity on services, entitlements, and

procedures, underscoring the importance of maintaining **responsive communication channels** and ensuring that information is **regularly updated and widely disseminated** across all platforms.

- The top thematic feedback areas reported were **Registration and documentation (43.9%), Refugee Status Determination (12.3%), Resettlement and Complementary Pathways (7.8%), legal assistance (7.7%) and health (6.5%).**

H. Recommendations

- Data submitted by country operations in Q4 largely aligned with the broad feedback categories outlined in the IASC community feedback taxonomy, demonstrating growing regional consistency in classification and reporting. However, there remains a need for **continued technical support and capacity strengthening** to ensure full **harmonization and adoption of taxonomy-related thematic areas and sector-specific classifications**. Strengthening this alignment will enhance the quality and comparability of feedback data across operations, enabling more targeted analysis and informed decision-making at both country and regional levels.
- While the overall quality of data submitted in Q4 was strong, a few operations submitted reports with missing age and gender disaggregation. This gap limits the ability to conduct inclusive and targeted analysis, particularly for vulnerable groups. It is therefore strongly recommended that all partners **consistently document individual age and gender data** for participants or representatives involved in any activity, especially those engaging mixed or large community groups. Strengthening this practice will enhance the ability to tailor interventions, monitor equity in service delivery, and uphold the principles of accountability and inclusion.
- EHAGL Regional Bureau operated without **dedicated Information Management (IM) support** due to the departure of the IM focal point. This gap significantly impacted the region's ability to conduct in-depth data analysis and produce timely visualizations, which are critical for evidence-based decision-making and effective communication of trends. Unless a replacement is identified and onboarded, this capacity gap is likely to continue hampering the quality and efficiency of regional feedback analysis and reporting.
- To strengthen adaptive programming and reinforce accountability, it is recommended that the AAP **Multi-Functional Teams (MFTs)** conduct **internal and external learning sessions** across country operations. These sessions should facilitate reflection on feedback trends, promote peer learning, and support the integration of community insights into program design and delivery.
- In line with UNHCR's internal guidelines, country operations are encouraged to **engage the Inspector General's Office (IGO)** for any reported **allegations of misconduct**, including fraud, corruption, and Sexual Exploitation and Abuse (SEA), to ensure that such cases are addressed through appropriate investigative and accountability mechanisms.

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