We.Link

Uliza - We Listen!

UNHCR
The UN Refugee Agency

Interagency We.Link (formerly FRRM)

November 2025 Newsletter

A newly installed We.Link billboard in Zone 2, Bidibidi refugee settlement, West Nile region Uganda. Photo© UNHCR Maxwell Okot

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 18,136 calls and 2,704 new queries during November 2025 representing a 39.5% reduction compared to October 2025. 1,500 (55.5%) new queries came from females and 1,204 (44.5%) from males.

At the helpline level, 1,549 (57.29%) queries were resolved using FAQs. The remaining included 52 (1.92%) biodata updates and 1,103 (40.79%) queries regarding requests for assistance, reports of misconduct, and urgent protection cases which were referred to UNHCR and partners for follow-up and assistance.

UNHCR and partners closed 874 Category 3 referrals (requests for assistance) during the month and this included 423 from those received and closed within the month and 451 from the previous month's backlog across all locations. Overall, among referrals received during the month, 51.55% were resolved, 4.97% were still being actioned on and 26.24% remained unopened.

Nakivale registered the highest number of new queries (485) in the month. Kyaka II followed with 447 new queries; Rhino Camp with 439 new queries; Kampala - Urban with 296 new queries; and Bidibidi with 222 new queries.

Compared to October 2025, by sector, Community Based Protection registered 535 new queries indicating a 29.0% decrease. This was followed by Prioritization Review Mechanism (PRM / JAM) with 338 new queries and a 69.7% decrease; Food Assistance with 258 new queries and a 44.5% decrease; Health and Nutrition with 219 new queries and a 24.0% decrease; General Queries with 211 new queries and a 40.1% decrease.

55.5% of callers in November were **women and girls**

57.3% of the calls were resolved directly **by the helpline**

42.7% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS

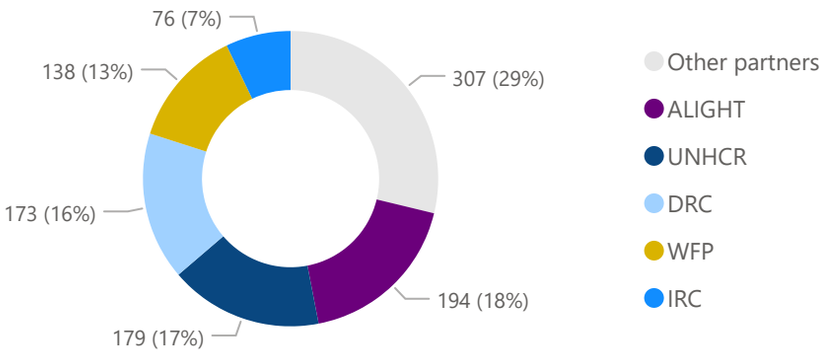
Call Category	New queries	% of total queries	% change from previous month
0 Biodata updates	52	1.9%	↑ 10.64%
1 General and/or positive feedback (no response required)	22	0.8%	↓ -55.10%
2 Information request answered directly using standard FAQs	1,527	56.5%	↓ -44.55%
3 Request for support and assistance through a referral	1,067	39.5%	↓ -31.60%
4 Calls relating to allegations of fraud, corruption	29	1.1%	↓ -43.14%
5 Calls regarding serious life-threatening cases	7	0.3%	↑ 16.67%

REFERRALS to UNHCR and PARTNERS

1,067
Number of Category 3 referrals received

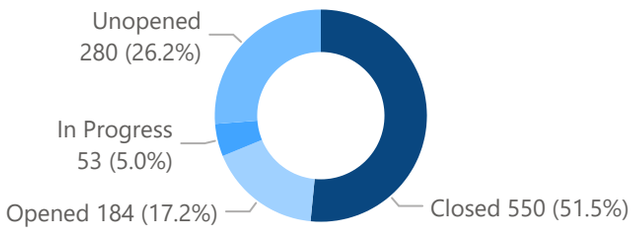
-31.6%
Percentage change from the previous month

30
Number of agencies who received referrals



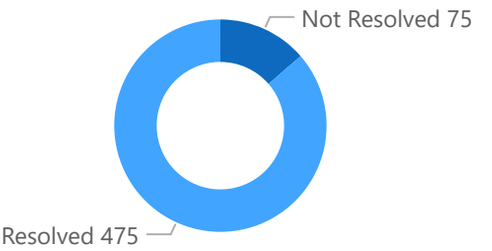
ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting (*)



** The report shows data as of 12 December 2025.*

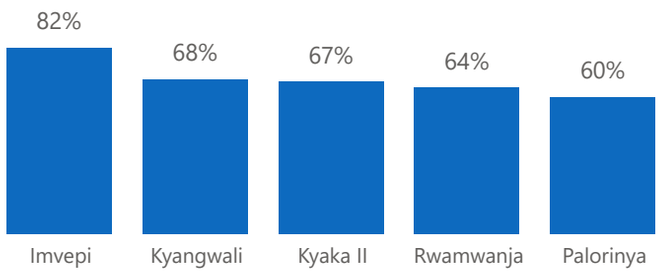
Resolution status of Category 3 closed queries (**)



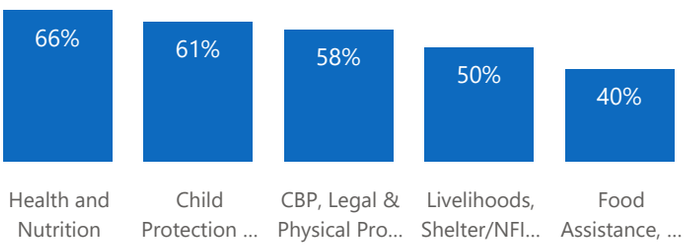
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals

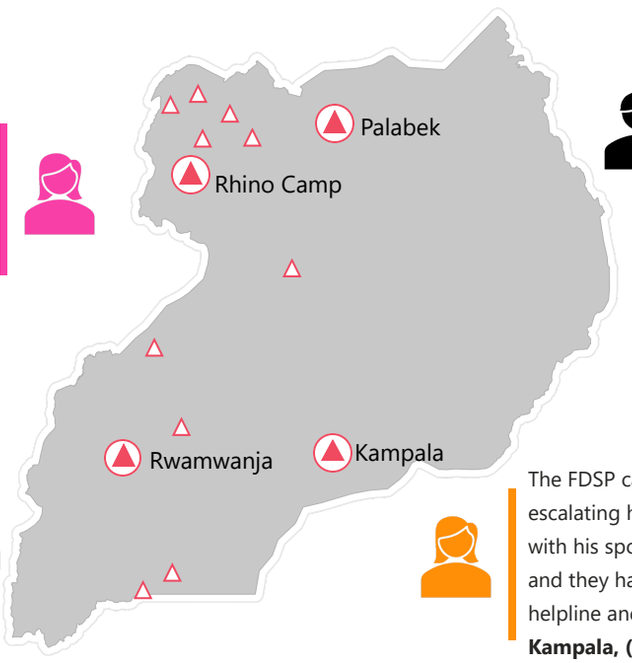


Top five sectors with highest percentage of closed referrals



POSITIVE FEEDBACK RECEIVED

FDSP called to appreciate the helpline team for always listening and providing guidance to communities on different concerns, even if there is reduced partner presence due to funding issues. **General Inquiries, Rhino Camp, (25 Nov 2025)**



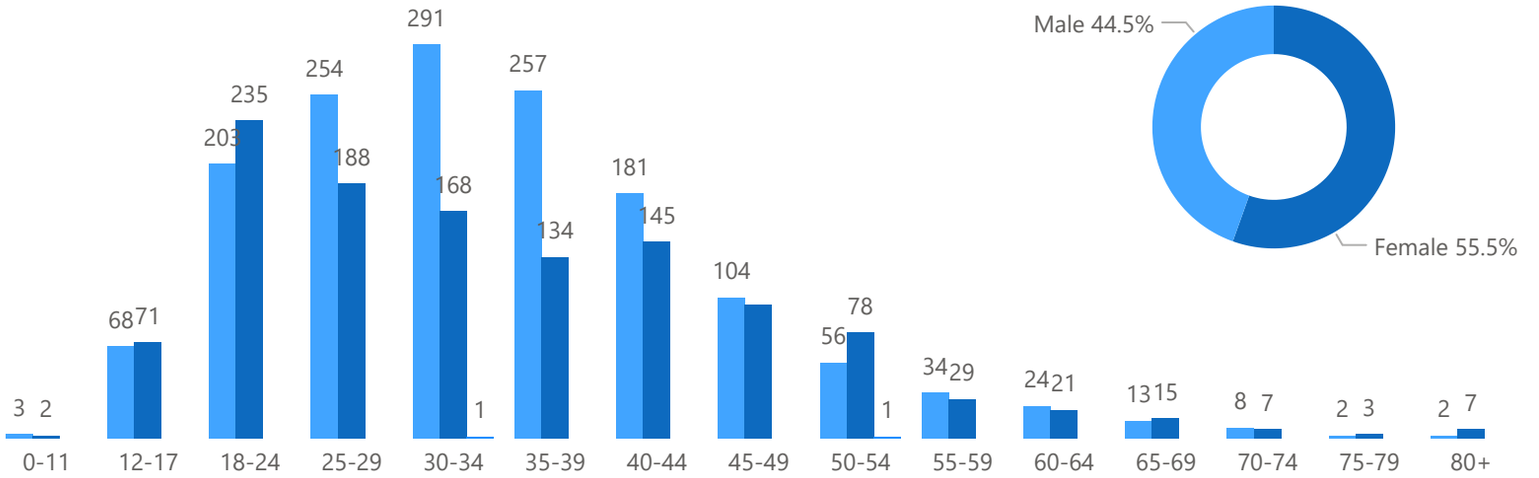
FDSP expressed his gratitude to the partner, IRC for responding to a complaint raised through the helpline, regarding a health campaign in the settlement. Together with community leaders, the issue was addressed and the FDSP is appreciative to the helpline and IRC for their support. **Health and Nutrition, Palabek, (20 Nov 2025)**

FDSP appreciated the helpline for escalating his case related to asylum registration. He is grateful that he managed to attend REC interviews and passed to be recognized as a refugee. FDSP is grateful to OPM, UNHCR and the helpline for their role. **RSD, Rwamwanja, (04 Nov 2025)**

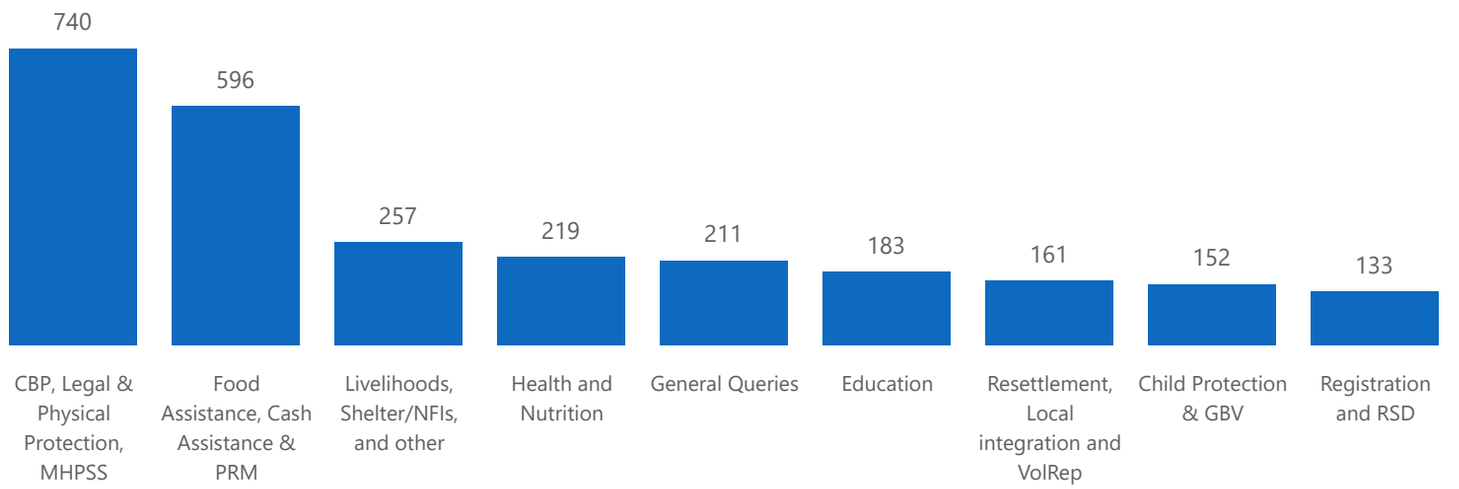
The FDSP called to appreciate the We.Link helpline for escalating his case related to domestic misunderstandings with his spouse. The partner, AWYAD was able to intervene and they have now reconciled. He is grateful to the helpline and the partner, AWYAD for the support. **GBV, Kampala, (19 Nov 2025)**

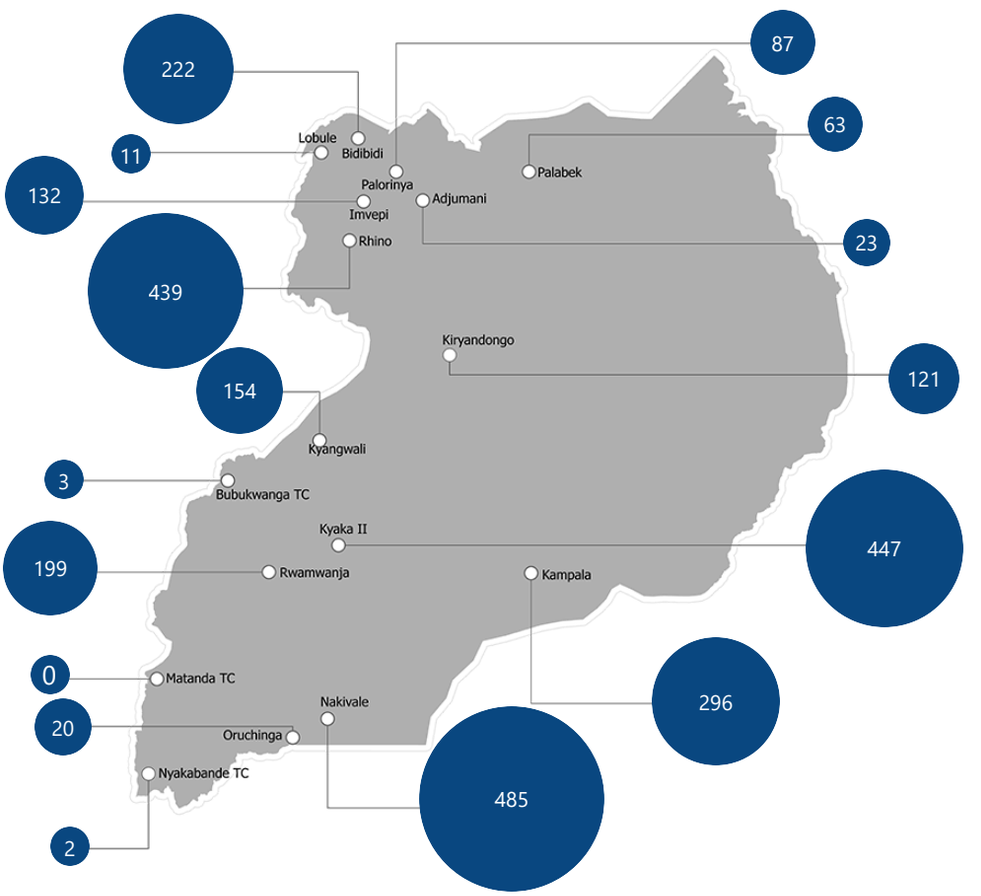
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

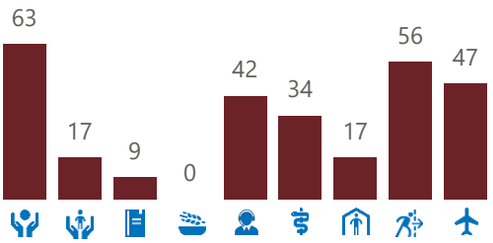




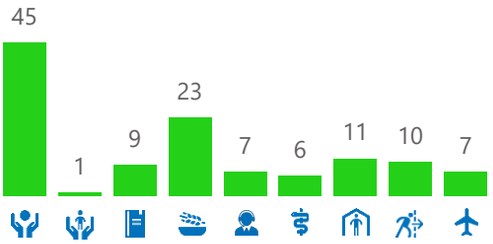
NEW QUERIES by SECTOR and LOCATION

- 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

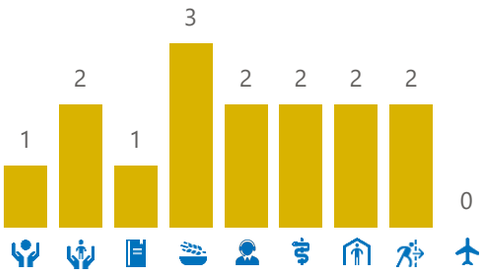
Kampala - Urban



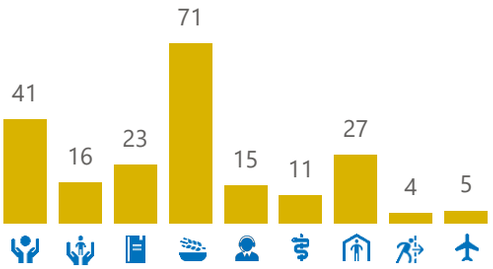
Kiryandongo - Mid West



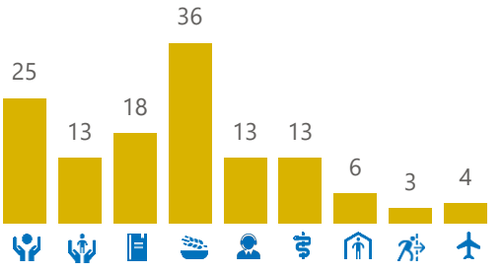
Adjumani - West Nile



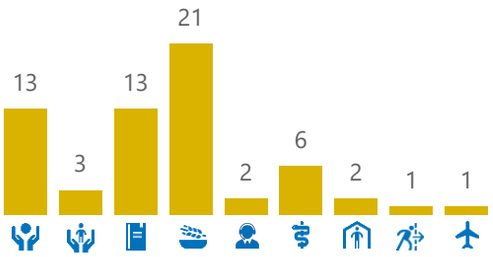
Bidibidi - West Nile



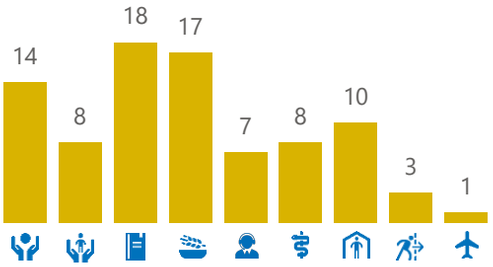
Imvepi - West Nile



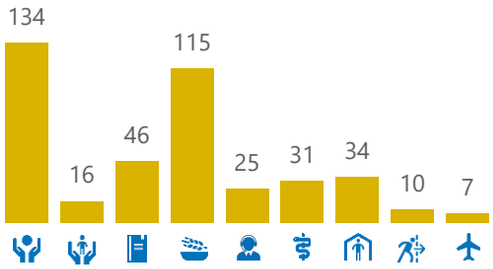
Palabek - West Nile



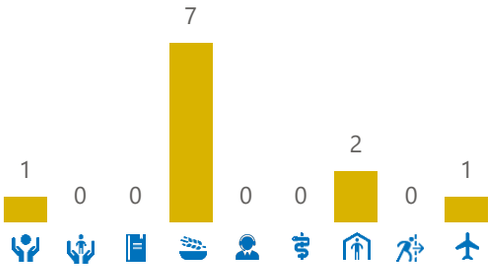
Palorinya - West Nile



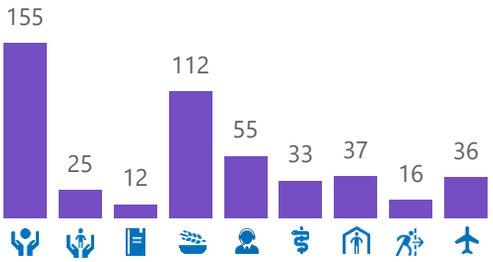
Rhino Camp - West Nile



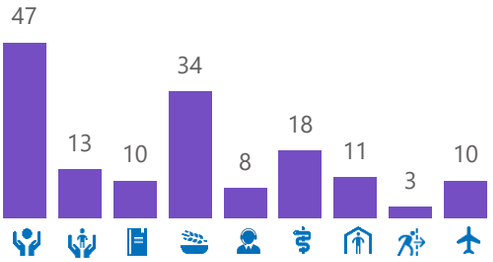
Lobule - West Nile



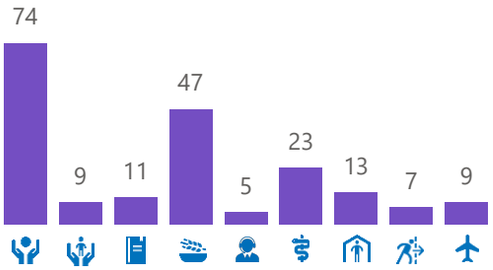
Nakivale - South West



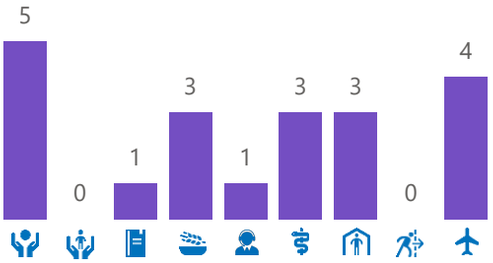
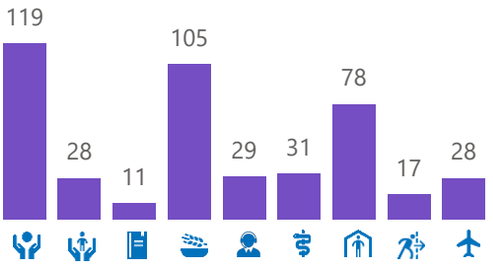
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West