We.Link

UNHCR

Uliza - We Listen!

Interagency We.Link (formerly FRRM)

September 2025 Newsletter

Presentation on feedback mechanisms including the We.Link/FRRM helpline during the Refugee Engagement Forum (REF) in Kampala in August 2025. Photo©UNHCR_RMU

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 31,308 calls and 5,800 new queries during September 2025 representing a 153.8% increase compared to August 2025. 3,226 (55.6%) new queries came from females and 2,574 (44.4%) from males.

At the helpline level, 4,343 (74.88%) queries were resolved using FAQs. The remaining included 44 (0.76%) biodata updates and 1,413 (24.36%) 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 1,207 Category 3 referrals (requests for assistance) during the month and this included 568 from those received and closed within the month and 639 from the previous month's backlog across all locations. Overall, among referrals received during the month, 57.65% were resolved, 10.39% were still being actioned on and 20.49% remained unopened.

Nakivale registered the highest number of new queries (919) in the month. Bidibidi followed with 862 new queries; Rhino Camp with 763 new queries; Kyaka II with 734 new queries; and Rwamwanja with 721 new queries.

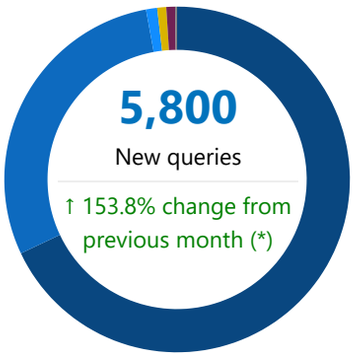
Compared to August 2025, by sector, Prioritization Review Mechanism (PRM / JAM) registered 2,351 new queries indicating a 2602.3% increase. This was followed by Community Based Protection with 729 new queries and a 194.0% increase; Food Assistance with 622 new queries and a 236.2% increase; General Queries with 421 new queries and a 26.4% increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 268 new queries and a 19.1% increase.

55.6% of callers in September were **women and girls**

74.9% of the calls were resolved directly **by the helpline**

25.1% 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	44	0.8%	↑ 46.67%
1 General and/or positive feedback (no response required)	24	0.4%	↑ 100.00%
2 Information request answered directly using standard FAQs	4,319	74.5%	↑ 192.22%
3 Request for support and assistance through a referral	1,386	23.9%	↑ 90.38%
4 Calls relating to allegations of fraud, corruption	24	0.4%	↓ -22.58%
5 Calls regarding serious life-threatening cases	3	0.1%	↓ -50.00%

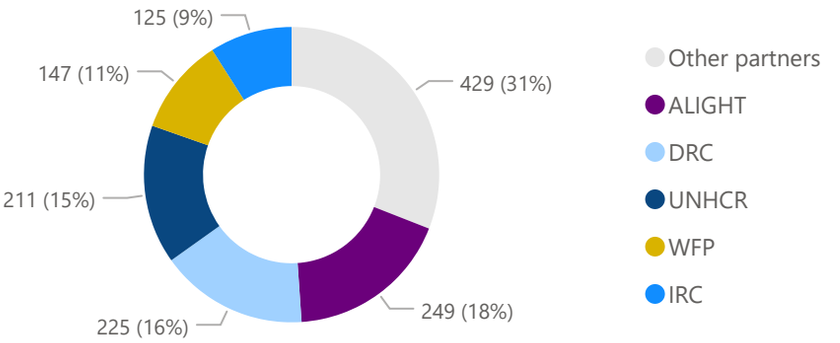
(*) The spike in new queries is attributed to callers seeking feedback on appeals previously submitted for food category review.

REFERRALS to UNHCR and PARTNERS

1,386
Number of Category 3 referrals received

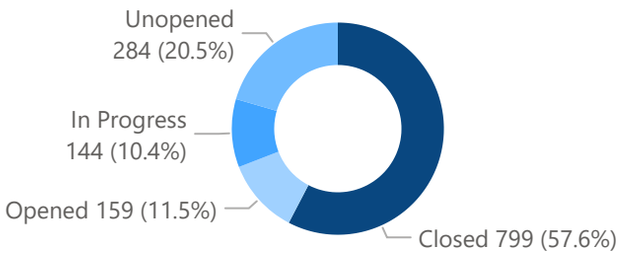
90.4%
Percentage change from the previous month

30
Number of agencies who received referrals



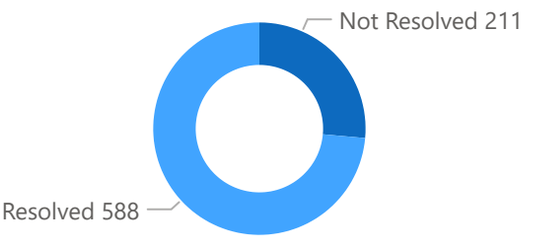
ACTION on CATEGORY 3 REFERRALS

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



** The report shows data as of 14 October 2025.*

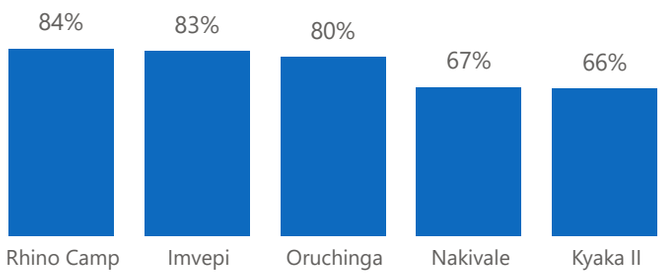
Resolution status of Category 3 closed queries (**)



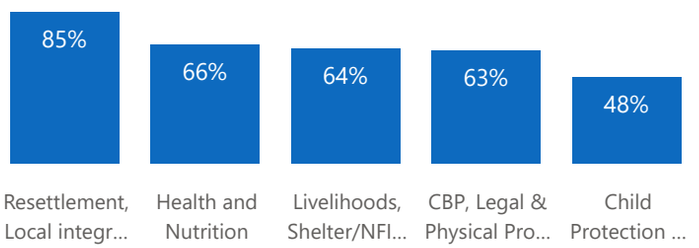
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals

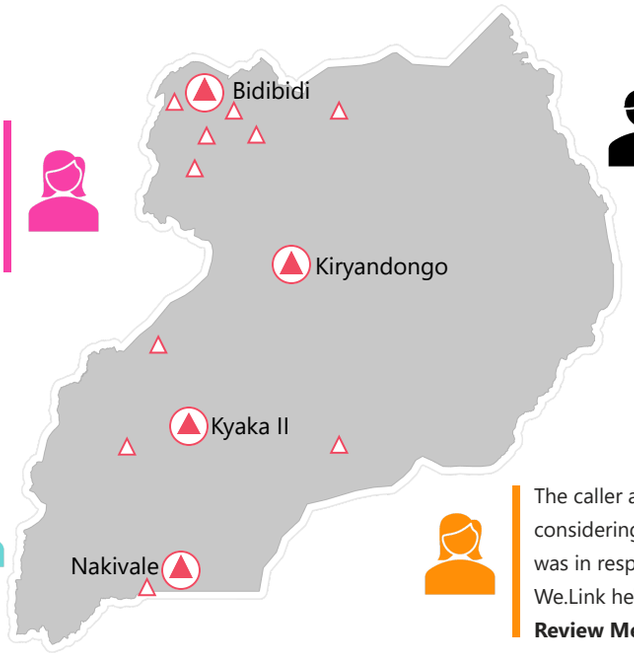


Top five sectors with highest percentage of closed referrals



POSITIVE FEEDBACK RECEIVED

The FDSP called to appreciate the helpline for addressing her need for shelter and and WASH facility to the partner IRC. She was supported in July 2025 and is grateful to IRC for the quick response too. **Community Based Protection, Bidibidi, (07 Sep 2025)**



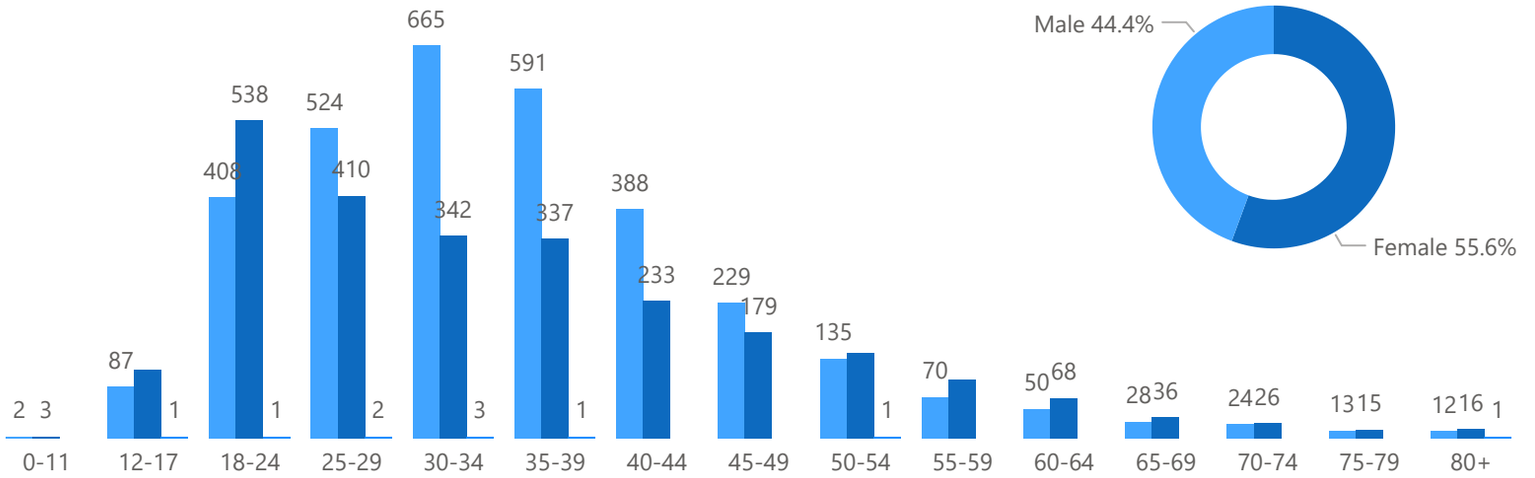
FDPS called to extend his gratitude to the partner, WIU for offering him the scholarship opportunity for which he applied in May 2025. He was slated to start his studies in the month of September 2025 and is grateful for the opportunity. **Education, Kiryandongo, (16 Sep 2025)**

Through the We.Link helpline referral, ALIGHT supported the FDSP with blankets, mats, utensils, and construction material. The FDSP (PSN) is thankful to both the helpline and ALIGHT for the positive response. **Community Based Protection, Kyaka II, (10 Sep 2025)**

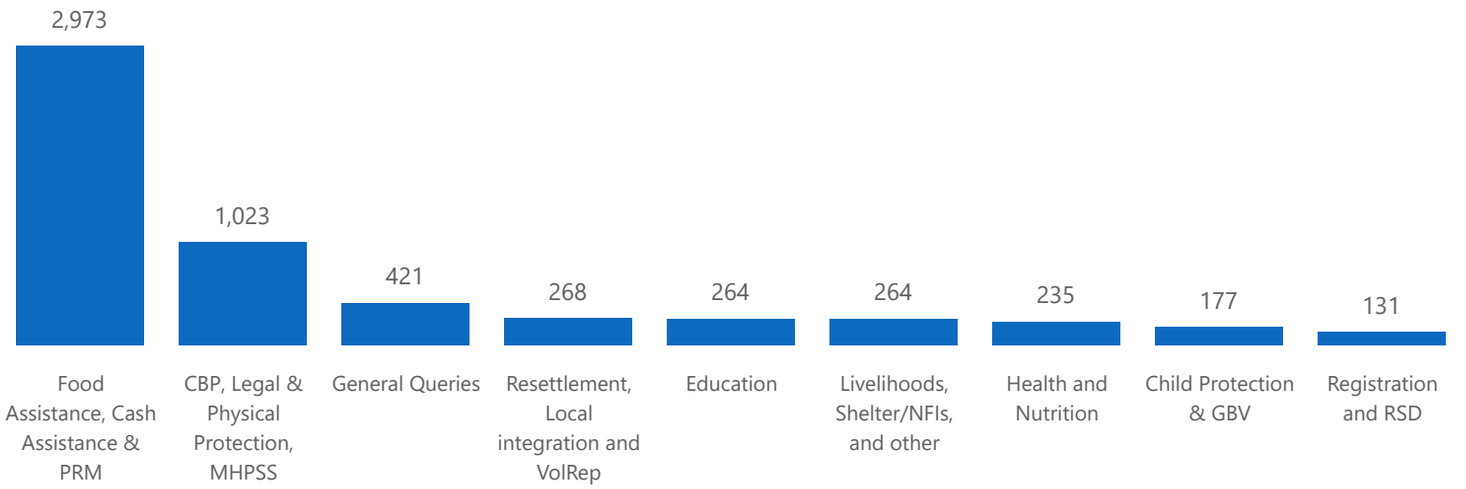
The caller appreciated UNHCR, WFP and other partners for considering him as beneficiary for food assistance. This was in response to an appeal submitted through the We.Link helpline and he is very grateful. **Prioritization Review Mechanism, Nakivale, (29 Sep 2025)**

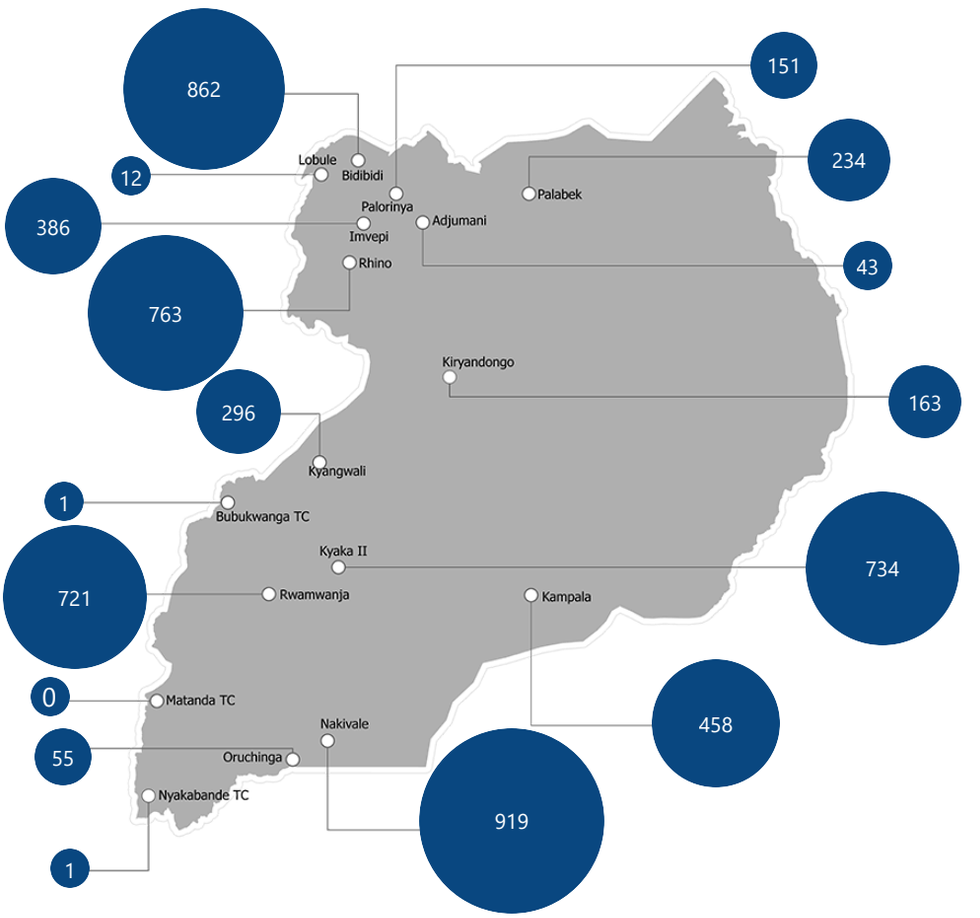
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

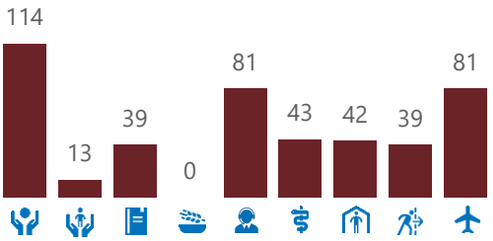




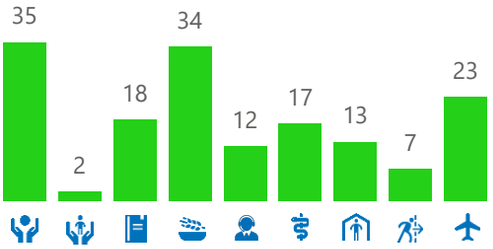
NEW QUERIES by SECTOR and LOCATION

- 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

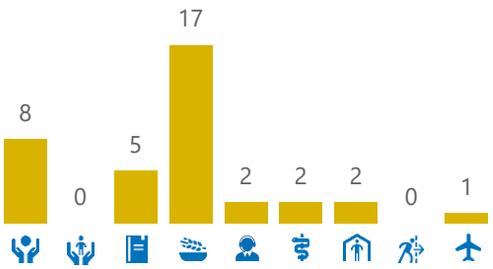
Kampala - Urban



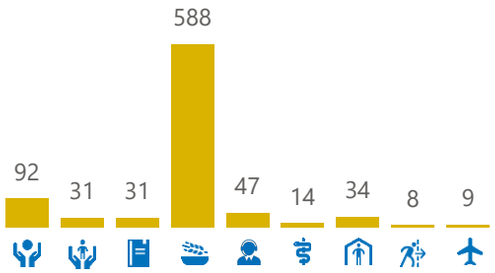
Kiryandongo - Mid West



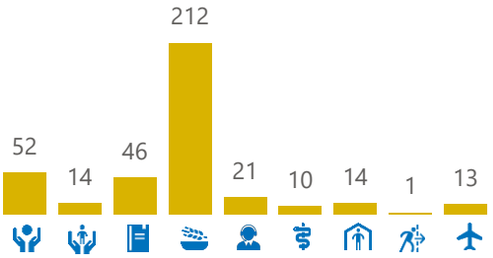
Adjumani - West Nile



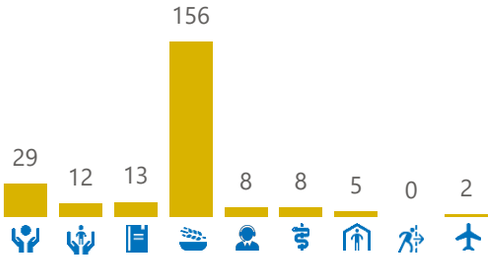
Bidibidi - West Nile



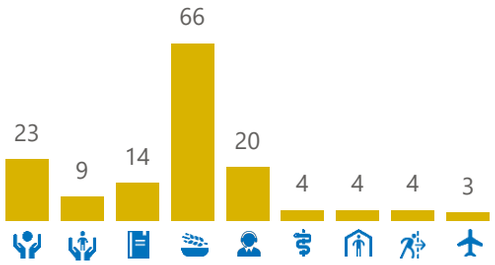
Imvepi - West Nile



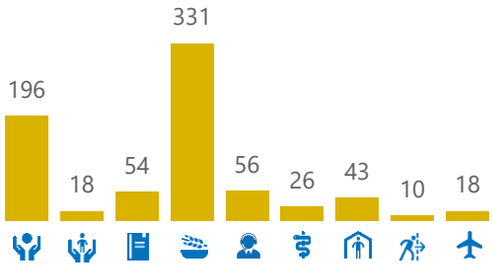
Palabek - West Nile



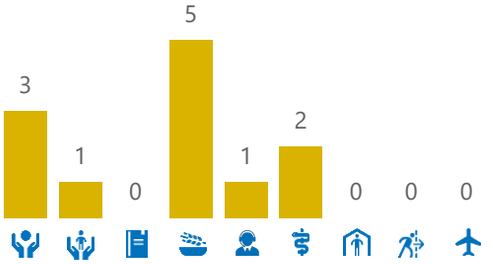
Palorinya - West Nile



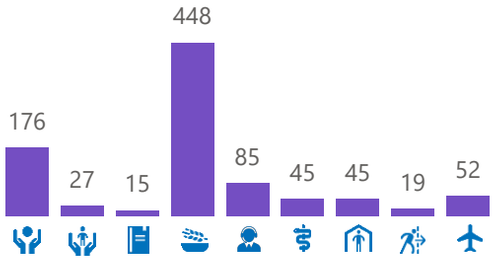
Rhino Camp - West Nile



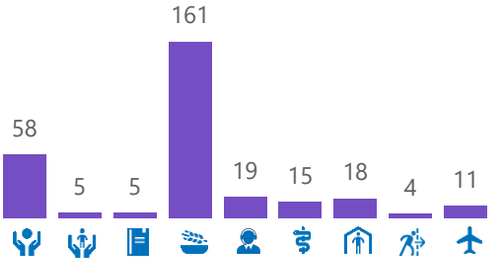
Lobule - West Nile



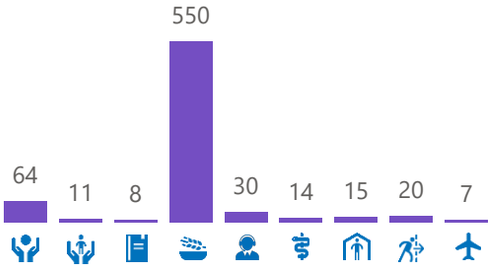
Nakivale - South West



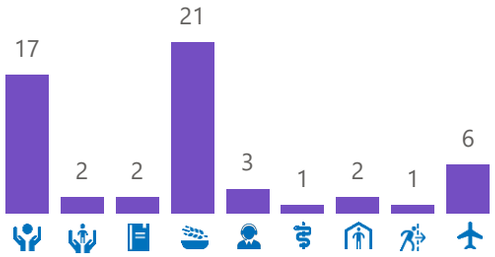
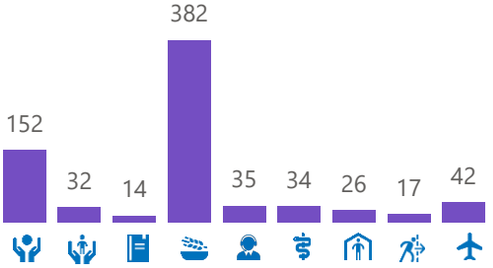
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West