Feedback, Referral, and Resolution Mechanism (FRRM)

February 2025 Newsletter

FRRM V3 community engagement and awareness session in Kiryandongo settlement in December 2024. Photo ©UNHCR_RMU

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 21,227 calls and 2,710 new queries during February 2025 representing a 30% reduction compared to January 2025. 1,232 (45.5%) new queries came from females and 1,478 (54.5%) from males.

At the helpline level, 1,343 (49.56%) queries were resolved using FAQs. The remaining included 30 (1.11%) biodata updates and 1,337 (49.34%) 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 1,868 Category 3 referrals (requests for assistance) during the month and this included 454 from those received and closed within the month and 1,414 from the previous month's backlog across all locations. Overall, among referrals received during the month, 58.84% were resolved, 7.98% were still being actioned on and 33.18% remained unopened.

Kampala - Urban registered the highest number of new queries (423) in the month. Nakivale Settlement followed with 389 new queries; Rhino Camp Settlement with 383 new queries; Kyaka II Settlement with 324 new queries; and Bidibidi Settlement with 258 new queries.

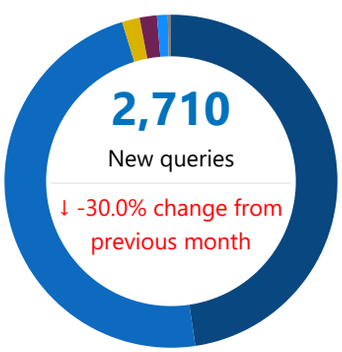
Compared to January 2024, by sector, Community Based Protection registered 460 new queries indicating a 46.9% decrease. This was followed by Education with 386 new queries and a 14.2% increase; Food Assistance with 264 new queries and a 5.7% decrease; Health and Nutrition with 253 new queries and a 36.3% decrease; Legal and Physical Protection with 233 new queries and a 30.7% decrease.

45.5% of callers in February were **women and girls**

49.6% of the calls were resolved directly **by the helpline**

50.4% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



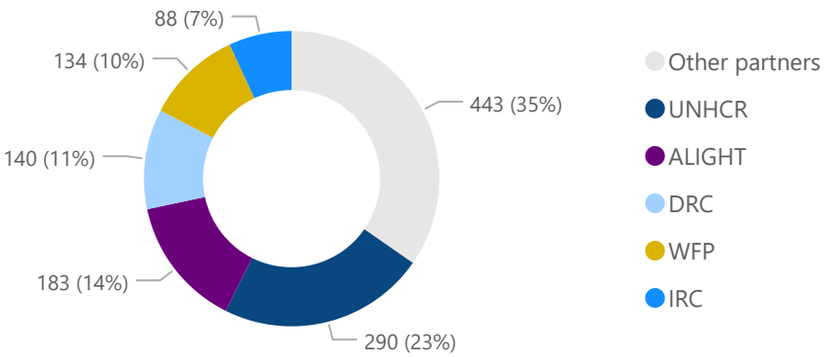
Call Category	New queries	% of total queries	% change from previous month
0 Biodata updates	30	1.1%	↓ -23.1%
1 General and/or positive feedback (no response required)	81	3.0%	↑ 1.5%
2 Information request answered directly using standard FAQs	1,262	46.6%	↓ -0.3%
3 Request for support and assistance through a referral	1,278	47.2%	↓ -31.1%
4 Calls relating to allegations of fraud, corruption	54	2.0%	↓ -3.6%
5 Calls regarding serious life-threatening cases	5	0.2%	↓ -66.7%

REFERRALS to UNHCR and PARTNERS

1,278
Number of Category 3 referrals received

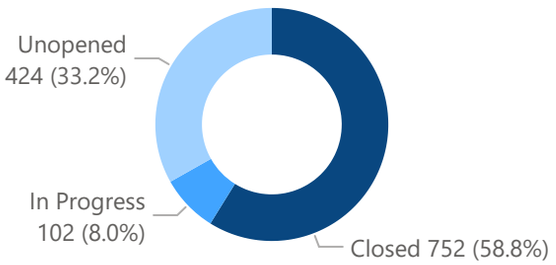
-31.1%
Percentage change from the previous month

29
Number of agencies who received referrals

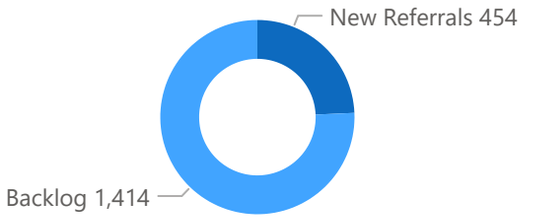


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting

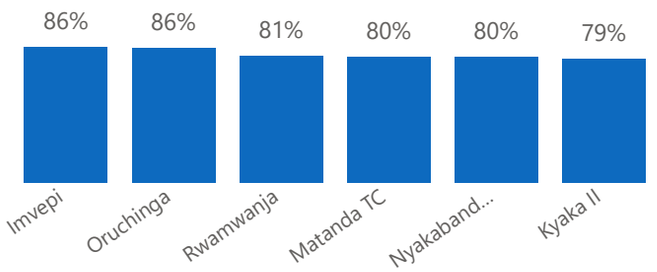


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

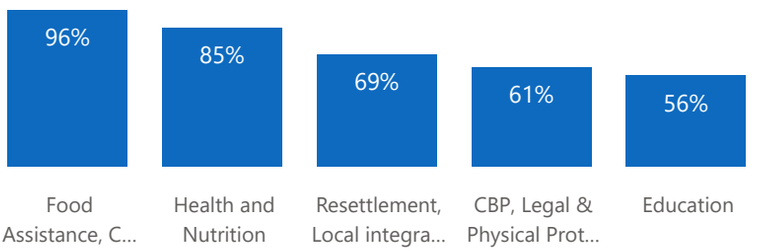


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

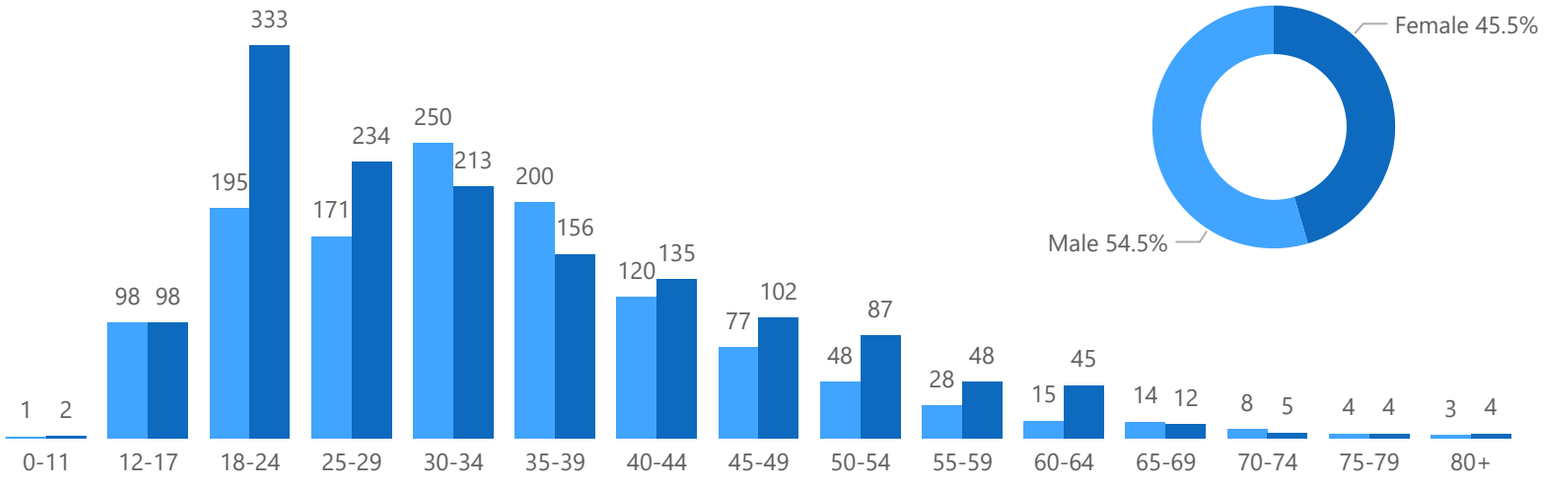


POSITIVE FEEDBACK RECEIVED

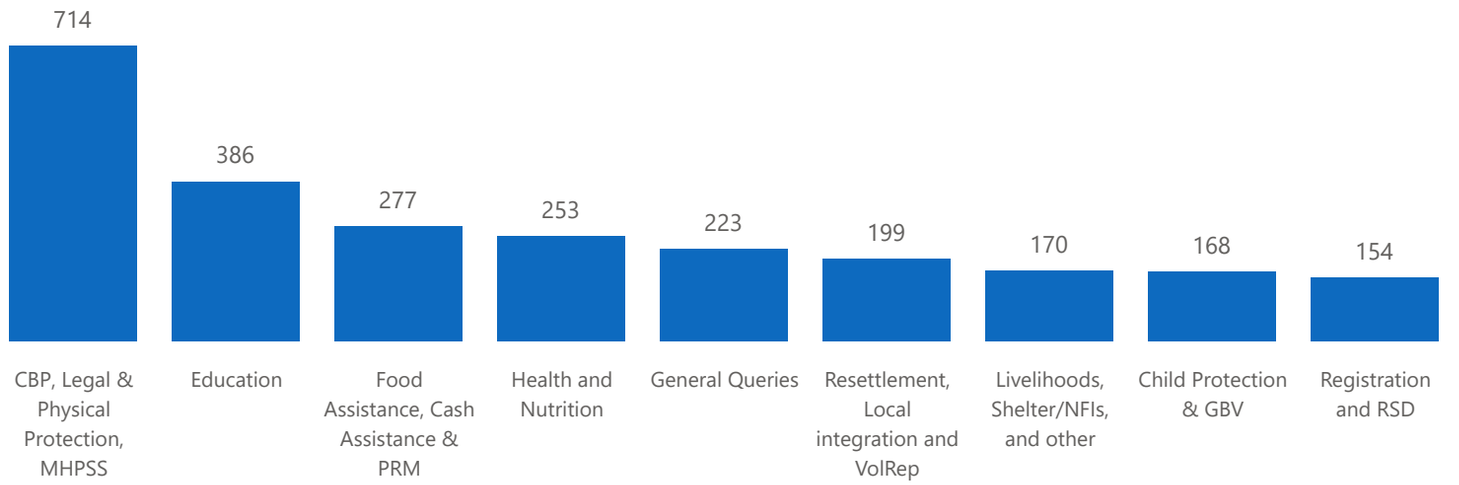
- The caller wishes to conveyed his appreciation to the FRRM helpline for addressing his request for for plastic sheeting to UNHCR and ALIGHT as it was provided to him. He appreciated both UNHCR and ALIGHT for the support. - **Community Based Protection, Nakivale, (10 Feb 2025)**
- The caller would like to express his appreciation and gratitude to AVSI for referring his case, enabling him to receive PSN cash assistance, as well as for helping him rebuild his shelter, which was in poor condition. - **Community Based Protection, Kyaka II, (19 Feb 2025)**
- The caller would expressed his appreciation to the partner, ALIGHT for the legal support towards ensuring that his merchandise that had been confiscated by the host community was finally returned to him. - **Legal and Physical Protection, Rwamwanja, (26 Feb 2025)**
- The FDSP expressed appreciation to the partner, LWF for supporting his 10 year old child with a wheel chair in January 2025. - **Child Protection, Adjumani, (19 Feb 2025)**
- The FDSP called to express her gratitude to the partner, RLP for the food and rental assistance provided to her. She mentioned that she was very happy as the assistance came at a critical time of need and requested that her thanks be conveyed to RLP. - **Community Based Protection, Kampala, (19 Feb 2025)**
- The FDSP called to appreciate the FRRM helpline for their support in forwarding her case to the partner, WFP who reached out and provided positive feedback promptly. She appreciated WFP too for the quick response. - **Food Assistance, Imvepi, (25 Feb 2025)**
- The thanked the partner, RLP for visiting him in response to a request for legal assistance request he made. He was able to get help and is grateful to RLP and the FRRM. - **Legal and Physical Protection, Kampala, (19 Feb 2025)**
- The FDSP expressed her gratitude to the partner, ALIGHT for conducting a home visit in response to a request she made through the FRRM helpline. She appreciates that her concerns were acknowledged by the caseworker and is now anticipating the forthcoming support. - **Community Based Protection, Nakivale, (19 Feb 2025)**

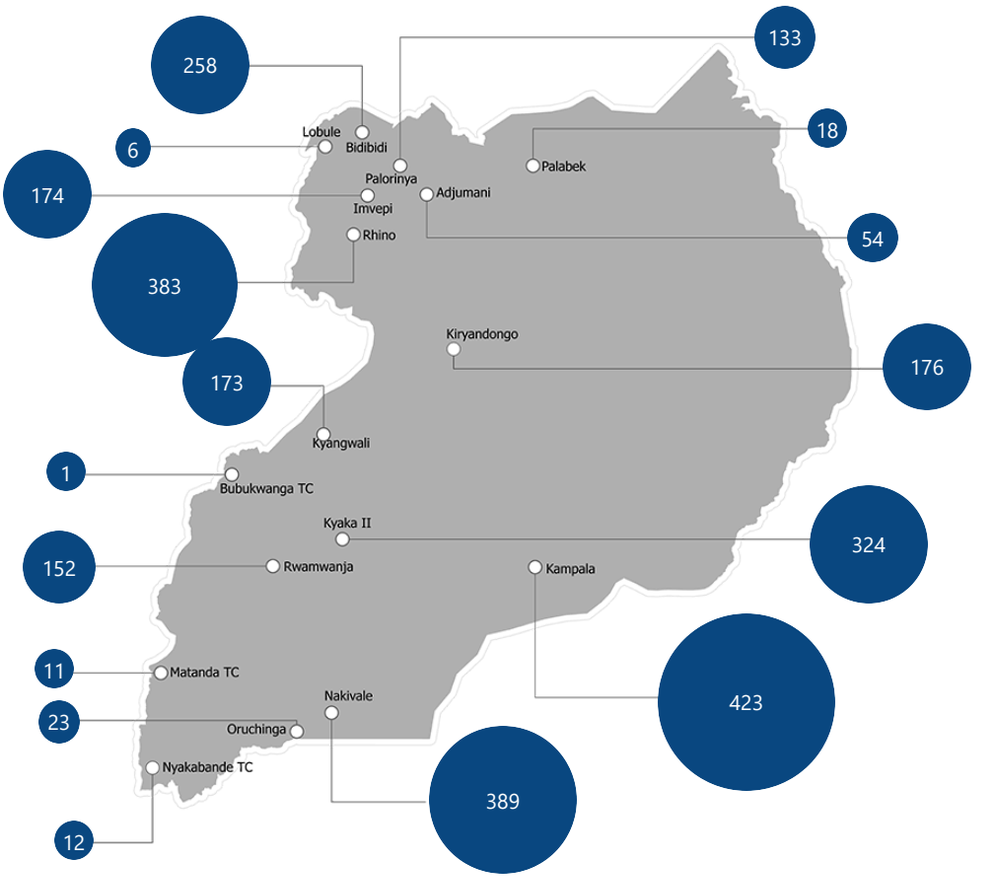
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

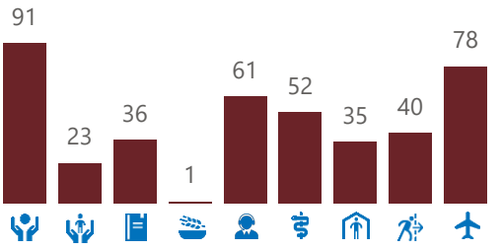




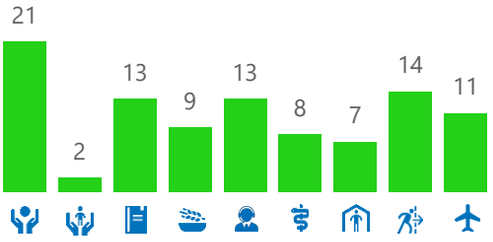
NEW QUERIES by SECTOR and LOCATION

- 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

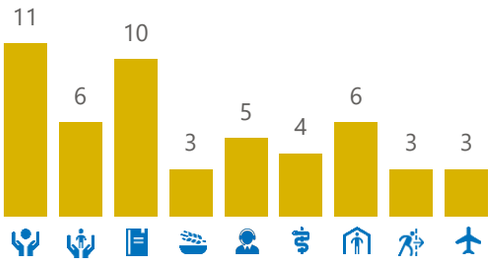
Kampala - Urban



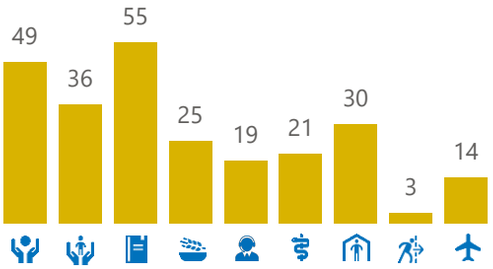
Kiryandongo - Mid West



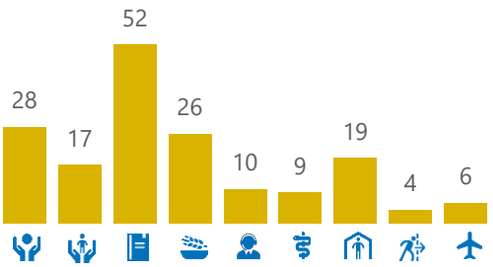
Adjumani - West Nile



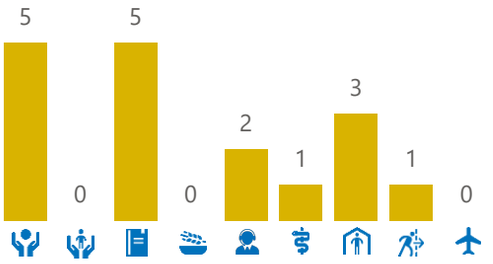
Bidibidi - West Nile



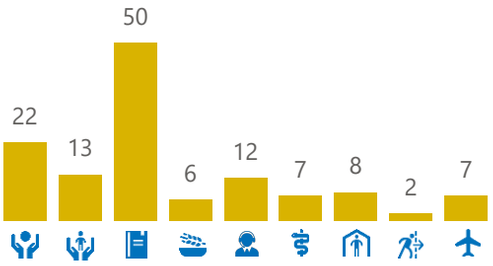
Imvepi - West Nile



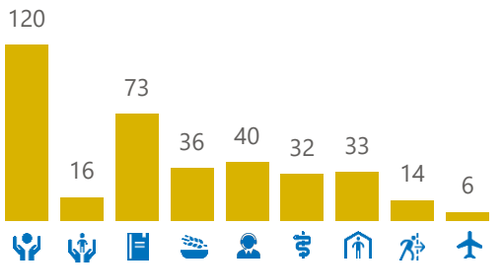
Palabek - West Nile



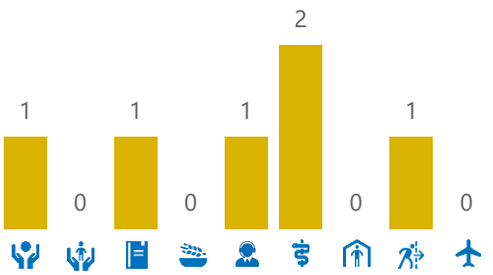
Palorinya - West Nile



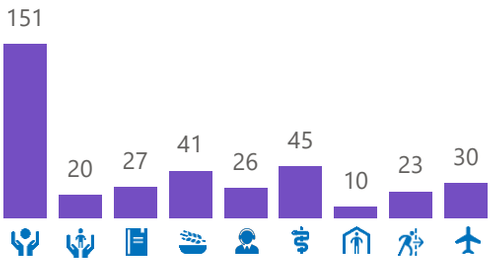
Rhino Camp - West Nile



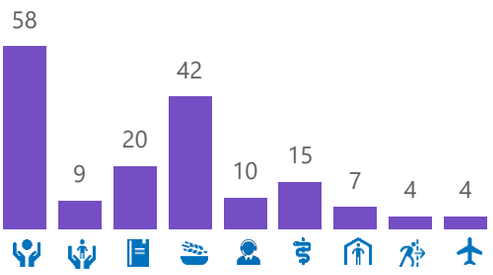
Lobule - West Nile



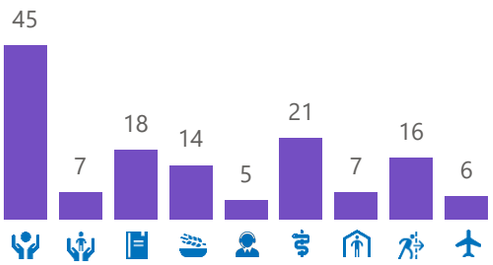
Nakivale - South West



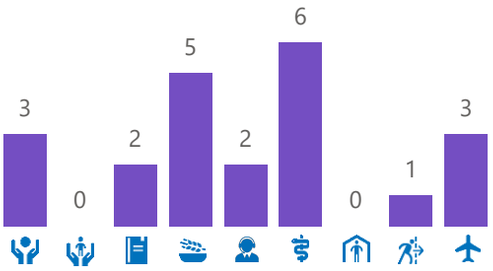
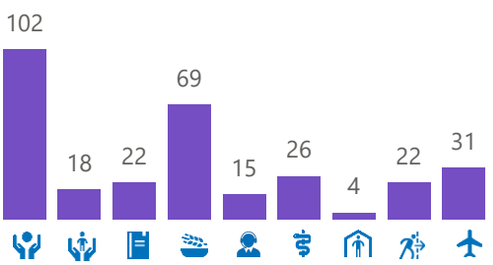
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West