UNHCR The UN Refugee Agency | Bangladesh

# Quarterly Complaint and Feedback Mechanism Snapshot

*Rohingya Refugee Response, Bangladesh*

**Q1 2026 | January–March**

This snapshot provides an overview of UNHCR's Complaints and Feedback Mechanism (CFM) in Bangladesh, which enables refugees to share concerns, seek information, and report issues through safe and accessible channels, including in-person help desks and a toll-free Helpline. Managed through the Centralized Information Processing Platform (CAIPP), the mechanism supports automated referrals, access to reliable information and services, and UNHCR's commitment to transparency, accountability to affected people (AAP) and responsive humanitarian action.

## KEY HIGHLIGHTS

- UNHCR strengthened remote engagement channels and reinforced the Helpline with additional staff during the four-day public holiday for Bangladesh national elections (11-14 February), mitigating impact of reduced in-person humanitarian presence. On 11 February, 11 staff (responded to over 500 calls, including election-related inquiries,
- UNHCR, the Protection Sector and AAP Technical Working Group delivered election-related safety messages through broadcast calls and the helpline IVR system, reaching approximately 7,000 refugee households and supporting access to critical information during the election period.
- Staff of partner CODEC were onboarded and trained to support 14 CFM desks across 11 camps.
- UNHCR helped facilitate a CAIPP orientation session for WFP–UNHCR Coordinated Help Desk (CHD) focal covering case intake, ticket submission and dashboard use.

## TRENDS & OBSERVATIONS

- UNHCR recorded 70,520 inquiries, service requests, complaints, and feedback entries through CAIPP in Q1 2026, driven by strong engagement through CFM desks and the UNHCR Helpline. Submissions increased steadily, from 21,650 in January to 23,065 in February (7% increase), and 25,805 in March (12% increase). CFM desks accounted for 67% of all tickets, underscoring the importance of in-person engagement channels.
- Shelter and Protection remained the top concerns. Protection-related tickets were stable from January (6,596) to February (6,605), then declined 19% in March (5,329). Open protection cases requiring intervention rose 16%, reflecting impact of reduced case management resources, as a result form funding cuts.

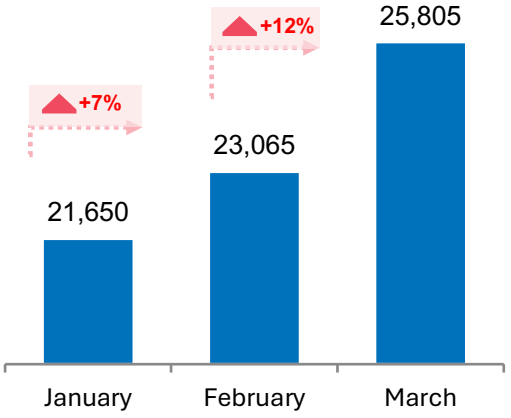


**Fig 1. CAIPP Monthly ticket submission: January – March 2026**

- The UNHCR Helpline remained a trusted channel for reporting sensitive protection concerns, including physical safety and security incidents (87%) received through Helpline), resettlement-related cases (97%), and legal assistance requests (91%).

- Overall case closure rate fell from 96% to 84%, due to rising caseloads and more cases pending. However, Protection cases resolution time remained stable at an average of 18 days.
- 646 feedback tickets mainly related to service delivery and camp conditions. Field and Site Management made up the largest share (40%), followed by Food Security (19%), rumours (11%) and Protection (8%). Concerns included congestion, quality and quantity of soap and other non-food items, limited and delayed LPG distribution, infrastructure limitations, and coordination gaps. Feedback on food security highlighted recurring distribution delays, and complaints on quality and quantity of food assistance. Protection feedback highlighted concerns on safety and security, access to protection services, and rights issues.
- CAIPP remains a key accountability and communication tool but rising caseloads, lower closure rates, and more open Protection cases highlight the need for stronger response capacity, coordination, and follow-up mechanisms

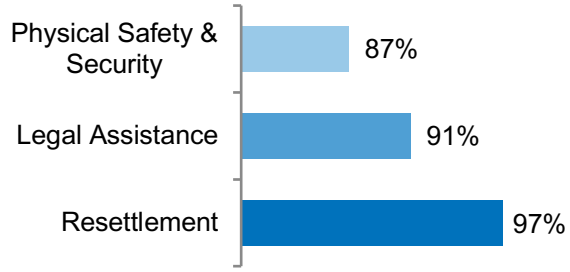


Fig 2. Sensitive cases reported via Helpline

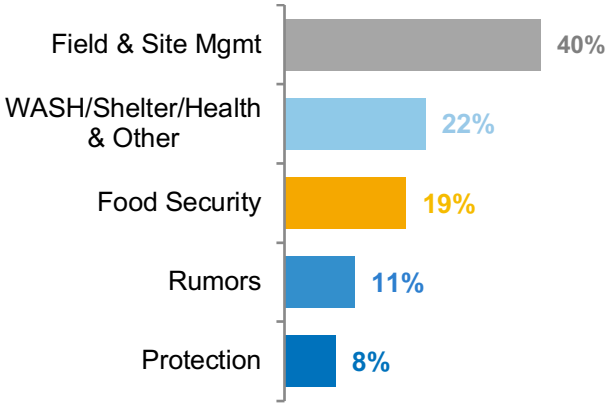


Fig. 3 Feedback tickets by category

## Shelter and Site Development

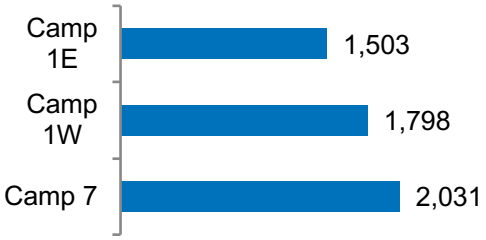


Fig. 4 Top camps by shelter cases

- 27,246 shelter and site development tickets were received in Q1. Partners verified and closed 83% of cases, including 755 of 926 high-priority requests (82%),
- A backlog of 1,372 cases remained, including 171 high-priority cases, with largest backlogs in Camp 3 (218 cases, 4 categorized as high priority), Camp 2E (205 cases), and Camp 26 (200). Shelter cases were highest in Camp 7 (2,031), Camp 1W (1,798), and Camp 1E (1,503).
- 2,324 site development focused on mobility, safety, and access. Partners assessed and closed 2,091 cases (90%), with 233 pending. Maintenance requests related mainly to pathway and bridge management, with 1,988 of 2,209 maintenance cases assessed and closed. Following technical assessments, 34 of 36 requests for new ramps and slopes, 3 of 3 requests for new pedestrian bridges, and 66 of 76 requests for new pathways to be closed.

## Protection

- 14,030 Protection tickets were received in Q1. Physical safety and security-related tickets declined 50%, from 2,198 tickets in Q4 2025 to 1,099 in Q1 2026. UNHCR handed over legal protection case management to IOM and DRC in nine camps in January (8E, 8W, 9, 18, 19, 20, 20 Ext, 24, and 25), which may explain the reduced caseload.

- The most frequently reported issues in Q12026 were:
  - violence and torture: 63% of cases (compared to 56% during the previous quarter);
  - abduction, kidnapping, arrest or detention: 21% of cases (compared to 16% in the previous quarter);
  - Extortion, torture and forced recruitment: 13% of cases (similar to the previous quarter).
- 42% of cases were high-priority, challenging timely follow-up. A hybrid case management model introduced in January 2026, with caseloads shared between UNHCR and partner staff, helped maintain closure rates despite reduced UNHCR staff.
- Killings or disappearances by refugees or host community members fell by 68% from the previous quarter, as the truce between organized groups continued. Reported abduction cases increased.
- Despite fewer tickets overall, refugees continued to report personal disputes and threats of violence. Requests for legal assistance increased by 12% from the previous quarte

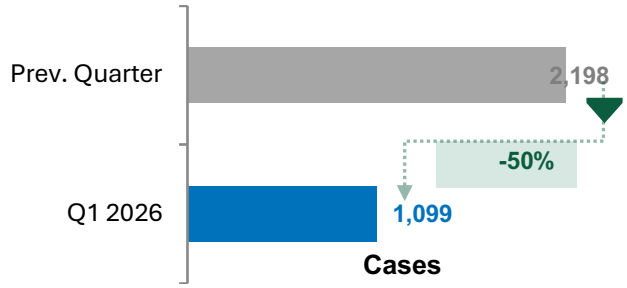


**Fig. 5 Physical safety and security cases comparison (Q1 2026 vs Q4 2025)**

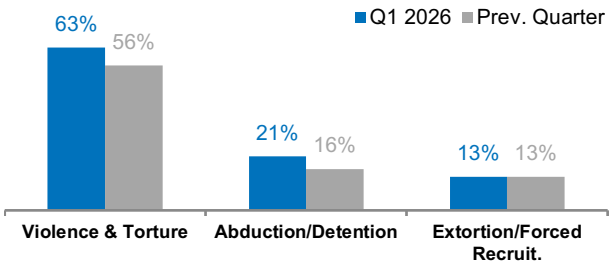


**Fig. 6 Types of reported incidents (Q1 2026 vs Q4 2025)**

## Field Site Management

- 10,345 Field and Site Management tickets were received in Q1: 7,171 of them from UNHCR-managed camps, 3,021 from IOM-managed camps and 153 from Bhasan Char. 6,931 cases were successfully closed, with support from site management partners and refugee volunteers. 113 cases referred to food security partners in the camps.
- A key recommendation going forward is to orient CFM and Helpline staff across IOM and UNHCR-managed camps with a common understanding of field and site management–related cases.

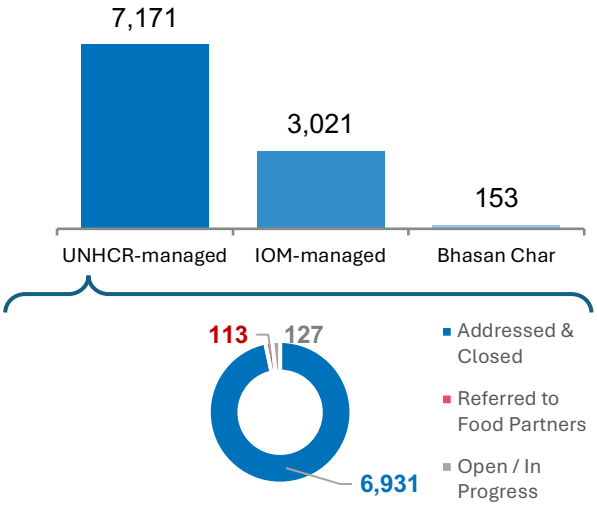


**Fig. 7 Breakdown by tickets by area of responsibility**

## Registration

- 4,500 Registration tickets were received in Q1 — a 36% decrease from Q4 2025 (7,013 tickets) when inquiries relating to WFP's Targeting and Prioritization Exercise (TPE) spiked inquiry volumes.
- Routine registration services — mainly document updates, family composition and address changes — continued to drive inquiries. Clearer communication and streamlined procedures could further reduce the volume of inquiries.
- Additional ticket categories were introduced to improve triaging, enable more targeted responses and faster resolution times, and strengthen service delivery.

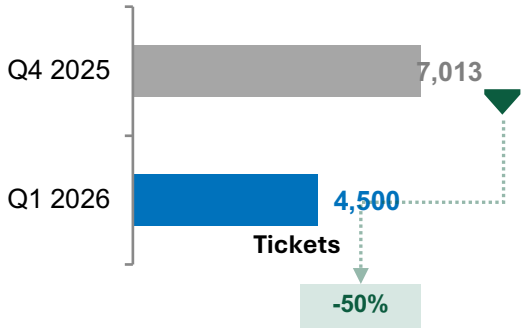


**Fig. 8 Registration ticket comparison (Q1 2026 vs Q4 2025)**

## Health

3,101 Health tickets were received. 3,011 cases (97.1%) were successfully closed. 90 cases remained open and under follow-up. Most tickets were information requests on health services and referral pathways; 115 cases sought assistance, and 22 cases were feedback submissions.

- Most assistance requests related to medical assessments and referrals. Feedback focused on service quality of care, availability and access. Communities sought support managing health conditions and navigating the health system. UNHCR, partners and community health workers continued to provide guidance, referrals, counselling and follow-up support.

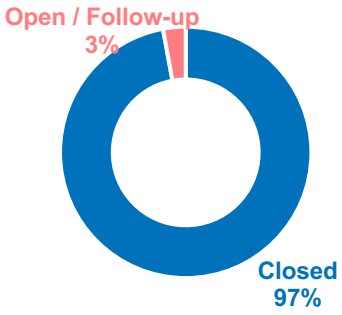


**Fig. 9 Health ticket closure (Q1 2026 vs Q4 2025)**

## SPOTLIGHT!

UNHCR distributed 3,000 posters, 2,000 stickers, 50,000 postcards, and 50 CFM desk banners across 33 refugee camps and on Bhasan Char, to raise awareness of available services and feedback channels. Materials, printed in English and Burmese, were placed in health facilities, community centres, site management offices, learning centres, and other high-traffic locations. Postcards directly distributed to refugees, expanding the reach of critical information at both individual and household levels.

## CONTACTS

**Mavis Abo**, Senior Community-Based Protection Officer | Cox's Bazar | abo@unhcr.org
**Francesco Bert**, Senior External Relations Officer | Dhaka | bert@unhcr.org