COX'S BAZAR, BANGLADESH

COMPLAINTS AND FEEDBACK MECHANISM SNAPSHOT: Q2 2026

This snapshot summarizes how UNHCR listens and responds to Rohingya refugees' questions, concerns, and feedback through safe and accessible Complaint and Feedback Mechanisms (CFM,) including Help Desks and the toll-free Helpline. The CFM operates through the Centralized Automated Information Processing Platform (CAIPP), which routes cases, applies a shared FAQ library, and refers issues automatically to the right service provider, supporting UNHCR's commitment to transparency, accountability to affected people (AAP) and responsive humanitarian action.

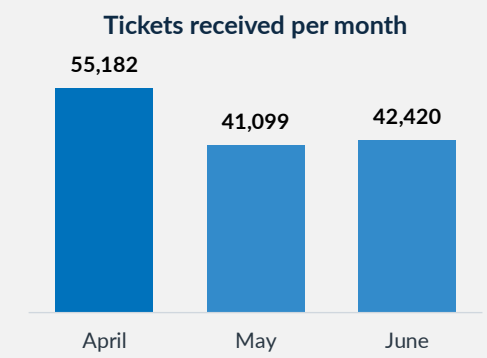
TICKETS RECORDED IN Q2 2026	CASE CLOSURE RATE	PROTECTION-RELATED TICKETS	FEEDBACK TICKETS
138,701	**95%**	**47,502**	**1,806**
▲ 97% vs Q1 (70,520)	▲ from 84% in Q1	2,735 requests for intervention	across 15 thematic sectors

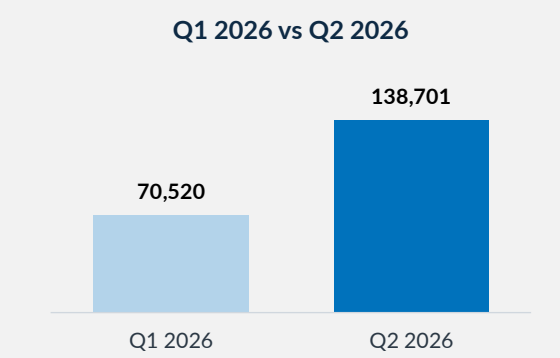
Key highlights

- Q2's surge in tickets was driven by the April rollout of WFP's Targeting and Prioritization Exercise (TPE), which introduced needs-based food assistance and generated demand for information on food-assistance eligibility and registration updates.
- TPE generated 22,330 tickets, or 16% of the total, through joint WFP–UNHCR Coordinated Help Desks.
- The Helpline stayed open during the Eid Holiday (25–31 May): handling 1,943 tickets and more than 100 urgent protection requests.
- More than 100 partner staff across all 33 camps received training on family reunification processes and eligibility, to identify and support refugees with family members in third countries.
- Help-desk staff received CAIPP refresher training on recording and submitting cases, use of the intake form and navigation of the CAIPP dashboard.
- The overall closure rate rose to 95%, up 13% from Q2. Amid damage from monsoon weather, 98% of urgent shelter cases were closed.

Ticket submissions — monthly & quarter-on-quarter

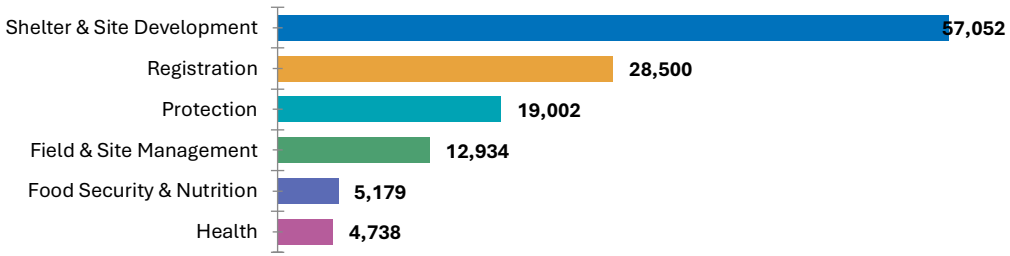
UNHCR recorded 138,701 inquiries, service requests, complaints and feedback entries through CAIPP in Q2 2026 — nearly double Q1. Tickets peaked in April with the TPE launch (55,182), eased in May (–26%) and held steady in June (+3%).





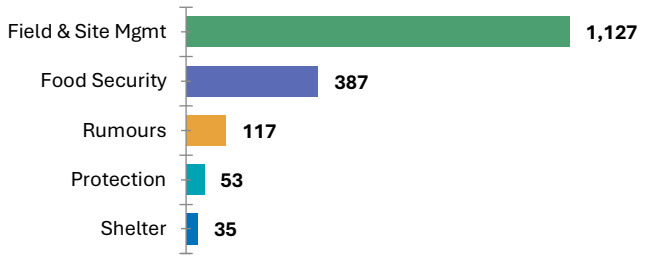
Tickets received by sector / service area

Tickets received across CAIPP · Q2 2026



Feedback tickets by category

Top 5 of 1,806 feedback tickets

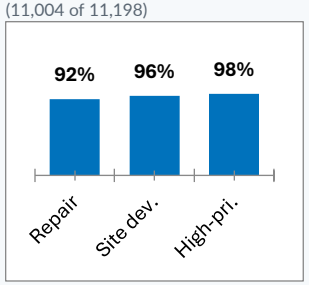


Key trends by sector

Shelter & Site Development

98%

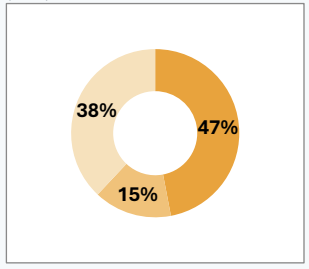
high-priority cases closed (11,004 of 11,198)



Registration

22,330

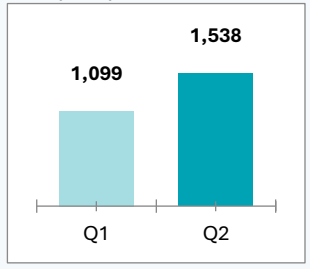
TPE-related tickets of 28,500 total (16%) – all closed



Protection

+40%

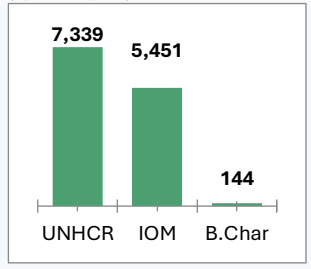
increase in safety & security tickets from Q1 to Q2 · closure 89%→80%



Field & Site Management

98%

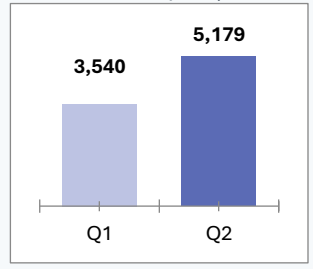
tickets closed in UNHCR camps (7,159 of 7,339)



Food Security & Nutrition

+46%

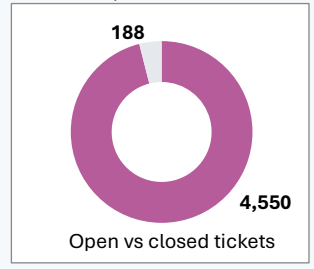
increase in tickets from Q to Q2 · 100% closed via FAQ library



Health

96%

tickets closed of 4,738 total ticket · 188 remain open



Shelter & Site Development

57,052
Shelter & Site Development tickets in Q2

92-98%
ticket closure rate

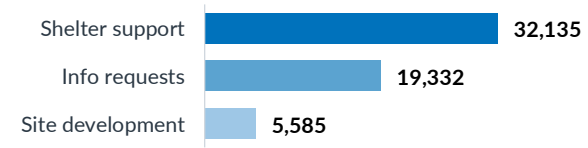
11,198
high-priority cases

56%
shelter-support related cases

Insights

- All high-priority shelter cases this quarter involved weather-induced damage. 98.3% were closed.
- Camp 2E (98%) and Camp 2W (74%) had the highest share of high-priority cases — relative to their total caseload — requiring targeted analysis and follow-up.
- Most feedback tickets concerned repair materials: 62% requested materials; 18% followed up on earlier requests, which remained unfulfilled due to ineligibility or supply delays; 12% followed up on critical site development works, and 8% requested support for extremely vulnerable individuals (EVIs).
- Site development tickets focused on mobility, safety, and communal access. UNHCR assessed requests for eligibility. 551 remained open at the end of Q2.

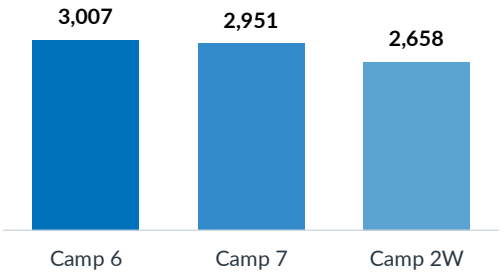
Caseload by type



Closure rate by category

Top camps by shelter cases

All three at 100% closure



Registration

28,500
Registration tickets in Q2

22,330
TPE-related tickets (100% closure rate)

5,042
routine registration-related tickets (closed automatically)

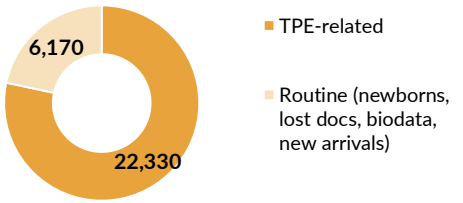
<1%
open cases

Insights

- The TPE, launched in April, generated 78% of total registration tickets, mostly regarding family composition updates and disability-related Specific Needs.
- All TPE tickets are now closed, and families who raised family-composition or disability tickets will be scheduled for follow-up from July.
- 17.7% of tickets related to routine registration requests and were closed automatically after FAQ-based guidance on how to access support or file applications.
- 1% of tickets remain open, relating to Birth Information Notes (BIN) delays for newborns, phone-number updates, etc.

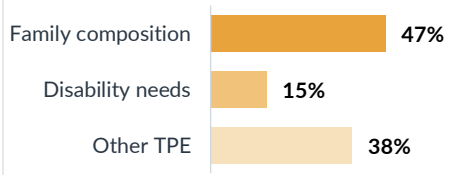
Ticket composition

TPE vs routine registration



What TPE tickets were about

Share of 22,330 TPE tickets



Family-composition updates: deceased members, departures to third countries, returns to Myanmar, prolonged absences.

Protection

19,002
Protection tickets in Q2

80%
closure rate (down from 89% in Q1)

1,538
physical safety & security-related tickets (+40% from Q1)

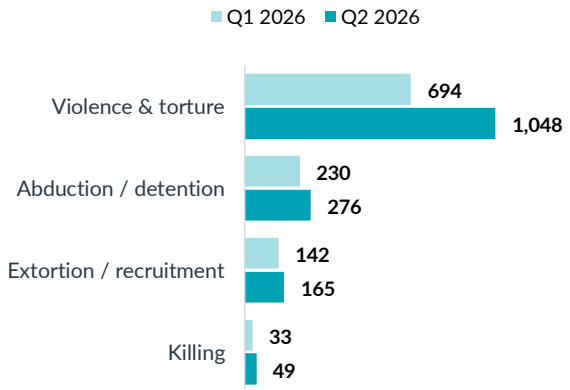
294
open cases (vs 124 in Q1)

Insights

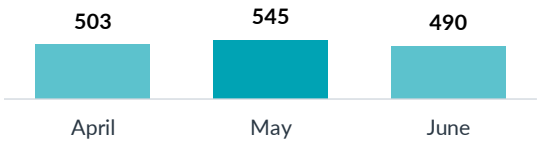
- Physical safety and security tickets rose 40% this quarter while caseworker capacity remained unchanged – increasing pressure on case management staff. As a result, open cases more than doubled in Q2 compared to Q1, slowing resolution for lower-priority cases especially.
- Violence and torture remained the top concern, accounting for 68% of cases and increasing 51% compared to Q1, consistent with UNHCR's Q2 protection monitoring findings on a deteriorating security situation.
- The May peak in tickets (35% of Q2 total) is likely linked to intensified safety fears after two armed-group-related killings.
- Requests for legal assistance rose 57%, from 117 to 184, amid worsening security.

Reported incident types

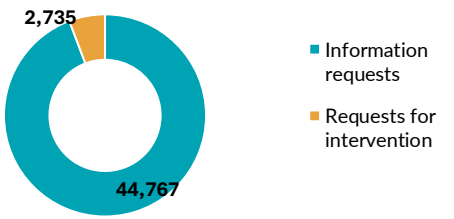
Tickets, Q1 vs Q2 2026



Safety & security tickets by month



Protection-related tickets (47,502)



Field & Site Management Unit (FSMU)

7,339
FSMU tickets in Q2 (in UNHCR-managed camps only)

98%
closure rate

5,451
tickets from IOM-managed camps (referred to IOM for follow up)

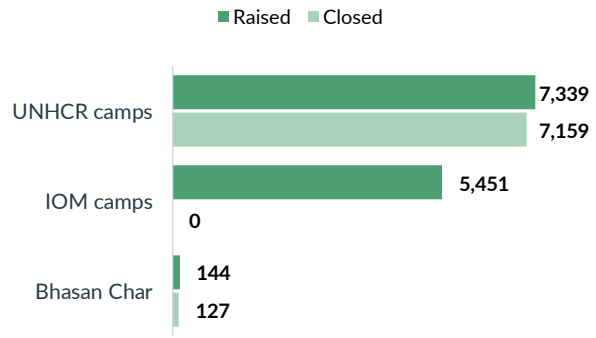
144
tickets from Bhasan Char

Insights

- Most requests concerned access to LPG, followed by non-food items and relocation support tied to site safety.
- Cases from IOM-managed camps were referred manually to IOM site management partners as CAIPP's interagency referral was not yet operational this quarter. These cases were recorded as information requests and closed automatically by UNHCR after submission.
- On Bhasan Char, 127 of 144 tickets were closed (88%). Most high-priority open cases involved access to liquefied petroleum gas (LPG) for cooking. Families reported missed refills, long delays, shared burners and outdated cards after changes in family composition, pointing to systemic gaps in the updating LPG entitlements after such changes.

Tickets raised & closed by location

IOM-camp cases referred manually to IOM (no CAIPP closure)



Main requests

Ranked by volume

1. LPG / cooking fuel
2. Non-food items
3. Relocation (site safety)

Feedback themes: access to services, timeliness and quality of assistance, distributions, camp infrastructure.

Food Security & Nutrition

5,179
Food Security & Nutrition tickets in Q2

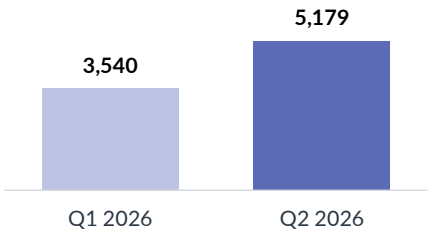
100%
on-the-spot closure rate

100%
categorized as requests for information

Insights

- All tickets were information requests. All were answered immediately using the standard CAIPP FAQ library. No cases required follow-up, and there was no backlog.
- Tickets increased 46%, from 3,540 in Q1 to 5,179 in Q2, likely linked to the launch of the TPE.
- Food and nutrition assistance continued to be a key area of concern for refugees, consistently across both Q1 and Q2 2026.

Tickets, Q1 vs Q2



Feedback ticket insights

Feedback highlighted the need for more transparent, accountable and responsive service delivery, equitable services, maintaining safe living conditions, and risk communication and community engagement initiatives.

Field & Site Management (1,127 tickets)
Access to services, assistance quality, delays, infrastructure and communication.

Food Security & Nutrition (387 tickets)
Insufficient assistance, poor food quality and inconsistent entitlements.

Rumours & Misinformation (117 tickets)
Misinformation about food assistance, resettlement, return to Myanmar, humanitarian services and security.

Protection (53 tickets)
Personal safety, security, access to protection services

Shelter (35 tickets)
Maintenance and availability of repair materials, especially for vulnerable households.

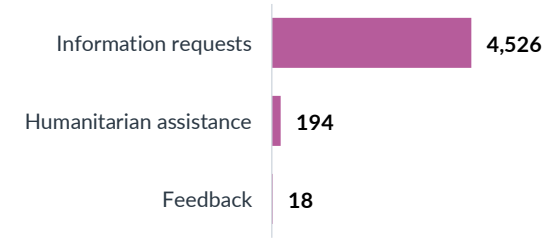
Health

4,738	96%	95.5%	50%
Health tickets in Q2	overall closure rate	requests for information	closure rate on Bhasan Char

Insights

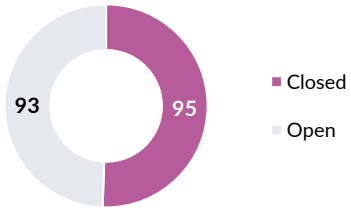
- Information requests accounted for 95.5% of tickets and were closed quickly. However, 188 of 194 assistance cases remain open, mainly involving chronic or complex conditions requiring specialist referral.
- On Bhasan Char, only 51% of cases were closed, with some pending since April. Many are service requests, linked to chronic and complex conditions and often framed as facilities "not maintaining standards."
- High-priority open cases include disability, cancer, critical pregnancy, and children not walking by age two, pointing to unmet specialist-care and referral needs.
- Eighteen feedback tickets raised concerns about waiting times and quality of care.
- UNHCR provided CAIPP refresher training to health partner focal points.

Tickets by type



Most of the 188 open cases are assistance requests requiring follow-up for chronic or complex conditions.

Bhasan Char: 95 of 188 closed (51%)



SPOTLIGHT

A birth certificate safeguards a newborn in Camp 14 through CFM desk support

On 27 November 2025 in Camp 14, a refugee mother gave birth at home — her shelter was too far from a medical facility to reach in time. Under the SOP, a home-born child should receive a Birth Information Note (BIN) from the hospital within 14 days, but in practice many refugees struggle to obtain it. Without a hospital-issued certificate, the newborn could not be registered and faced barriers to essential services — turning the mother's joy into distress.

Faced with uncertainty, she approached the BRAC CFM desk. The case was logged in CAIPP and swiftly referred to the Child Protection team under the Department of Social Services. Through coordinated, timely action, the BIN was issued and the child registered on the Family Attestation Card within one week.

The baby received medical treatment the very next day.

> *"I didn't know what to do or where to go. When no one helped me, I felt helpless. But after coming to the CFM desk, everything changed. Now my child has a name and identity, and is receiving treatment."*

CONTACTS

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