

Feedback and response systems allow UNHCR and partners to hear directly from refugees, internally displaced persons (IDPs), refugee and IDP returnees and host community members with a view to forming a real-time understanding of the protection risks they face and to gauging the effectiveness of protection, assistance and solutions programmes.

Taking into account the different needs and capacities of concerned populations, UNHCR Afghanistan is managing a Complaints and Feedback Mechanism relying on a variety of communication channels accessible all across the country.

## THE SYSTEM AT A GALANCE

UNHCR Afghanistan’s Complaints and Feedback Mechanism (CFM) operates both at Country Office level and across field offices, each equipped with various tools and channels. The Operation supports a protection mailbox, five hotlines managed by Country Office Kabul, Sub Office Jalalabad, Sub Office Kandahar, Sub Office Mazar and Field Unit Bamyan, as well as 30 complaint boxes spread across the country. All queries feed into a centralized Feedback and Response System (FRS). The CFM also includes referrals from the inter-agency humanitarian call centre, Awaaz.

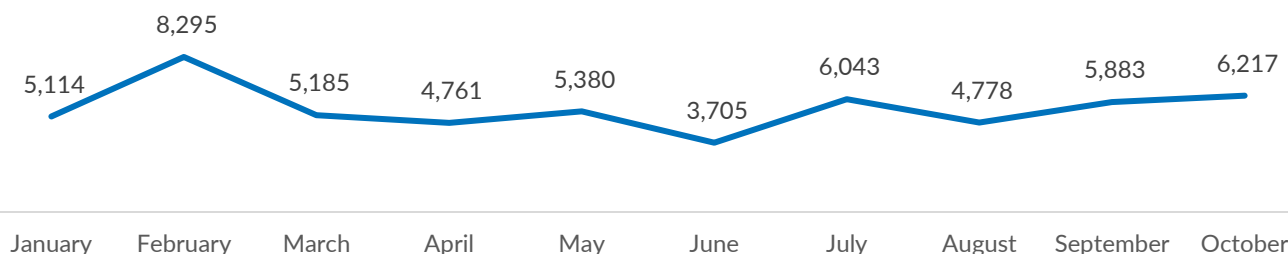
Since September 2023, 102 Community Outreach Volunteers (COVs) and Community Outreach Focal Points (COFPs) deployed across nine provinces are now able to receive and record queries into the FRS. In the context of returns from Pakistan, returnees have the possibility to use the CFM to express their concerns and offer feedback during the registration process at the Encashment Centers.

The latest addition to the CFM are Community-Based Protection Monitoring (CBPM) and Rapid Household Assessments (RHAF) monitors, now tasked with collecting questions, feedback, suggestions and complaints received in the context of their activities via the CFM to expand the outreach of the system and harmonize responses to queries.

## TOTAL OF QUERIES

Monthly number of queries in 2024

In October 2024, a total of 6,217 questions, feedback, suggestions, and complaints were received by UNHCR and partners via the CFM, maintaining a similar volume as the previous month.

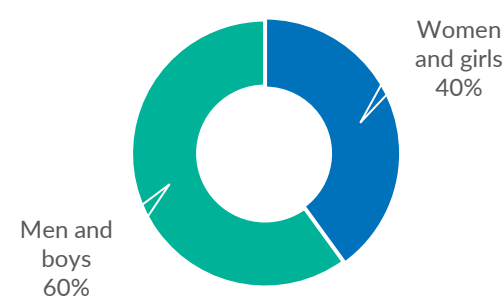


## DEMOGRAPHICS

The gender breakdown remained similar compared to the previous month, with 40% of queries originating from women and girls. This does not account for the number of women and girls using emails, a channel which does not allow UNHCR to systematically capture or verify gender. Yet, it can be assumed that emails, as a mode of communication, are favored by women and girls due to the anonymity it provides and the lack of direct contact.

Representing 51% of all queries, men between 25 and 59 remained the most frequent category of users, followed by women between 25 and 59 (37%). Accounting for only 3% of all queries, women over 60, boys and girls were the least frequent users. These results are consistent with those reported in September.

Monthly gender breakdown

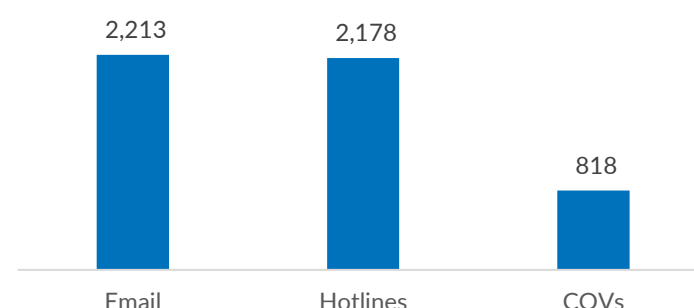


## CHANNELS OF COMMUNICATION

Accounting for 36% (including 39% of women) of all queries, hotlines remained the most preferred channel of communication, followed by emails (35%), and community outreach volunteers and focal points (COVs) (13%; including 43% of women). This is consistent with the previous report, when hotlines, emails and COVs were also the top used channels.

Looking at women users only, COVs and the hotlines were the most favored communication channels.

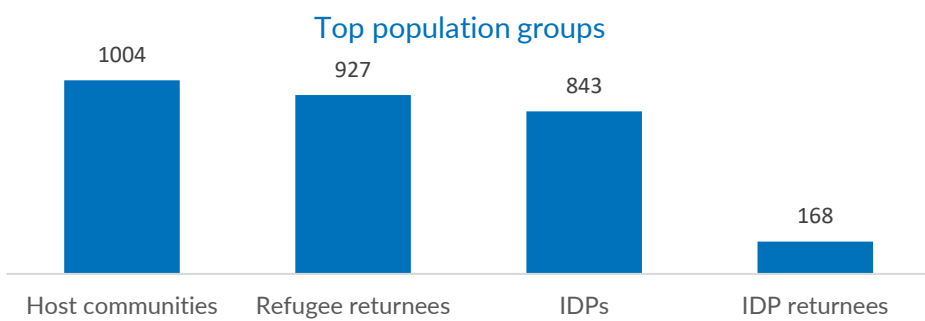
Top communication channels



 **PROFILE**

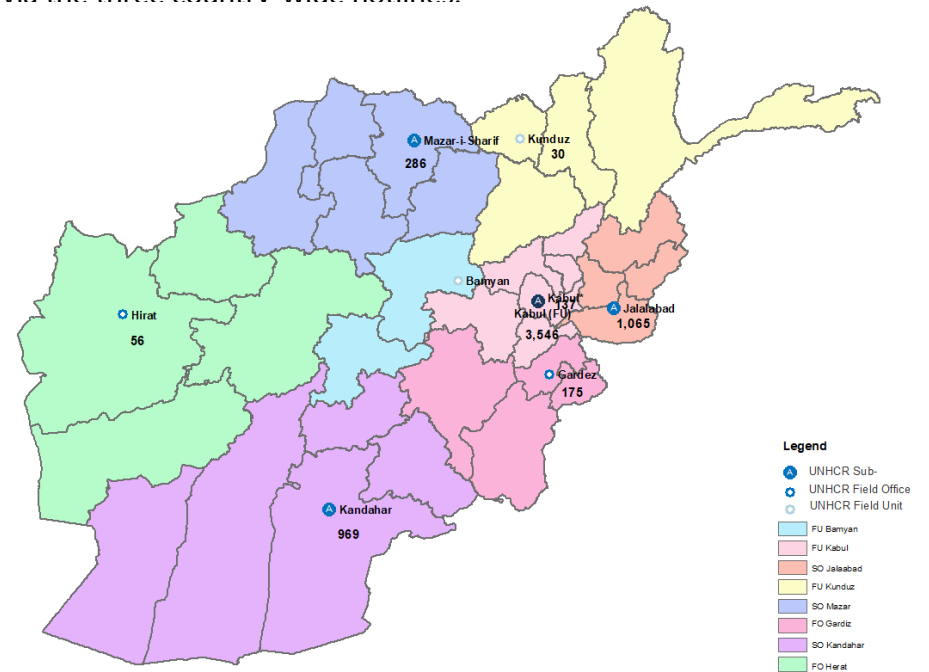
Host community members remained the category who most frequently used the CFM (31% of all queries), followed by refugee returnees (28%), IDPs (26%) and IDP returnees (5%). The usage by IDPs saw a remarkable 25 % increase, reflecting a notable surge in their engagement with the mechanism. Additionally, IDP returnees accounted for 5% of all queries, further contributing to the diversity of users engaging with the CFM."

As a continuing trend, 76% of inquirers used the CFM to request protection interventions and/or assistance, primarily in relation to specific needs followed by voluntary repatriation cash grant, multi-purpose cash and shelter. Next, 18% of queries conveyed requests for information, including information on available assistance and on individual cases. At last, 5% of queries provided feedback on services and 1% formulated complaints, the majority of which concerned delays in receiving assistance.



 **LOCATION**

With 3,546 queries, the Kabul Country Office received the highest number of communications, followed by the Jalalabad (1,065), Kandahar (969), Mazar (286), Gardez (175), Kabul Field Unit (137), Kunduz (30) and Herat (56) offices. Of note, the Kabul Country Office continued to centralize the reception and management of queries received by emails and via the three country-wide hotlines.



 **RESPONSE**

CFM operators provided a response to all queries. For 1,560 cases requiring tailored follow-up, referrals were made to relevant UNHCR Offices and partners. In total, 62 % of the queries recorded in October are already closed. Looking back at all the queries received since the beginning of the year, 66% are closed.

