

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

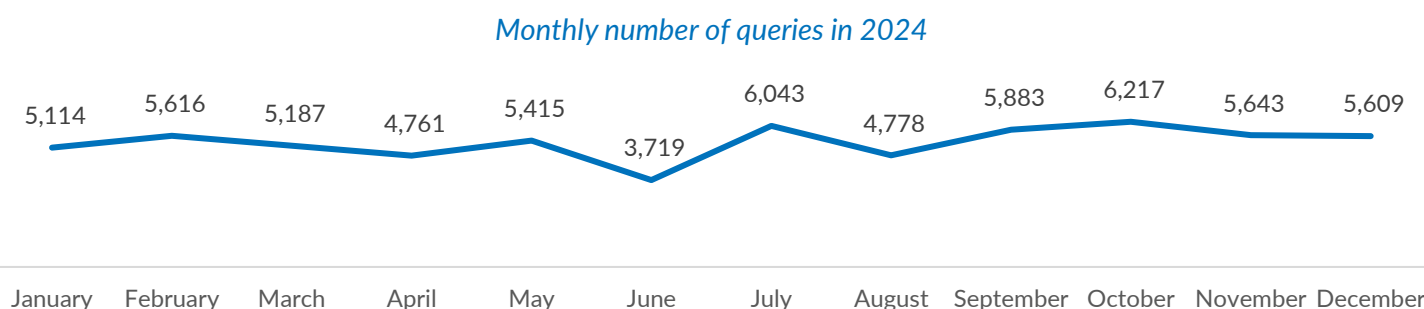
UNHCR Afghanistan's Complaints and Feedback Mechanism (CFM) operates both at Country Office level and across field offices, each equipped with various tools and channels. The Operation supports a protection mailbox, five hotlines managed by Country Office Kabul, Sub Office Jalalabad, Sub Office Kandahar, 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

In 2024, a total of 63,985 questions, feedback, suggestions, and complaints were received by UNHCR and partners via the CFM. This represents a 25% increase compared to the number of queries recorded in 2023 (48,201 queries).

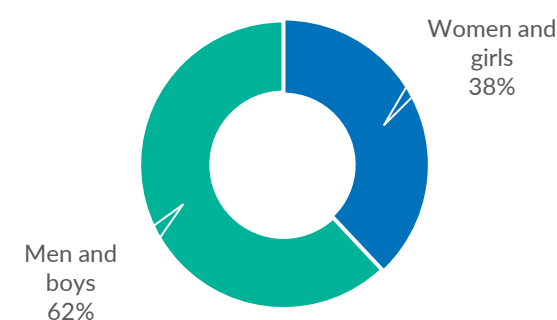


### DEMOGRAPHICS

In 2024, 38% of queries originated from women. This is comparable to the 39% reported in 2023 and demonstrates a continuous access by women despite a shrinking protection environment in the country and the consolidation of a gender apartheid marked by the adoption of Propagation of Virtue and Prevention of Vice Law in September 2024.

Representing 53% of all queries, men between 25 and 59 were the most frequent category of users in 2024, followed by women between 25 and 59 (34%). Accounting for only 4% of all queries, women over 60, boys and girls were the least frequent users. This composition is consistent with trends reported in 2023.

2024 monthly gender breakdown

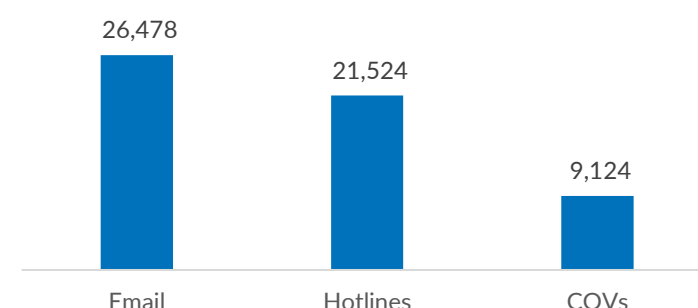


### CHANNELS OF COMMUNICATION

Accounting for 41% of all queries, emails remained the preferred channel of communication, followed by hotlines (34%, including 26 % of women), and community outreach volunteers and focal points (14%, including 47% of women). This is in line with 2023 trends, whereby the preferred communication channel was emails (18,789 - 39%), closely followed by hotlines (17,861, 37%).

Considering women users only, the hotlines and COVs were the favored communication channels, representing, respectively, 47% and 34% of queries.

2024 top communication channels

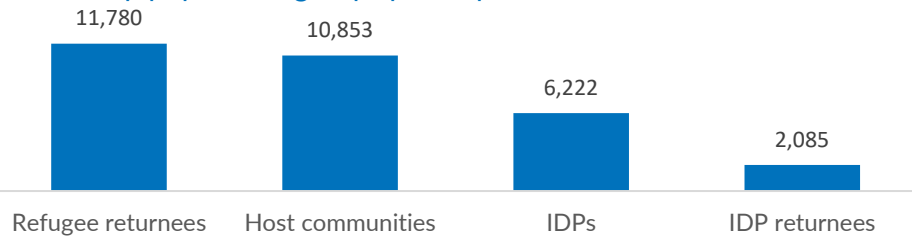


 **PROFILE**

In 2024, refugee returnees were the top category of users (34% of all queries), followed by host community members (32%) and IDPs (18%). This is comparable to 2023, where refugee returnees were already the top population category (41%), followed by host community members (27%) and IDPs (16%).

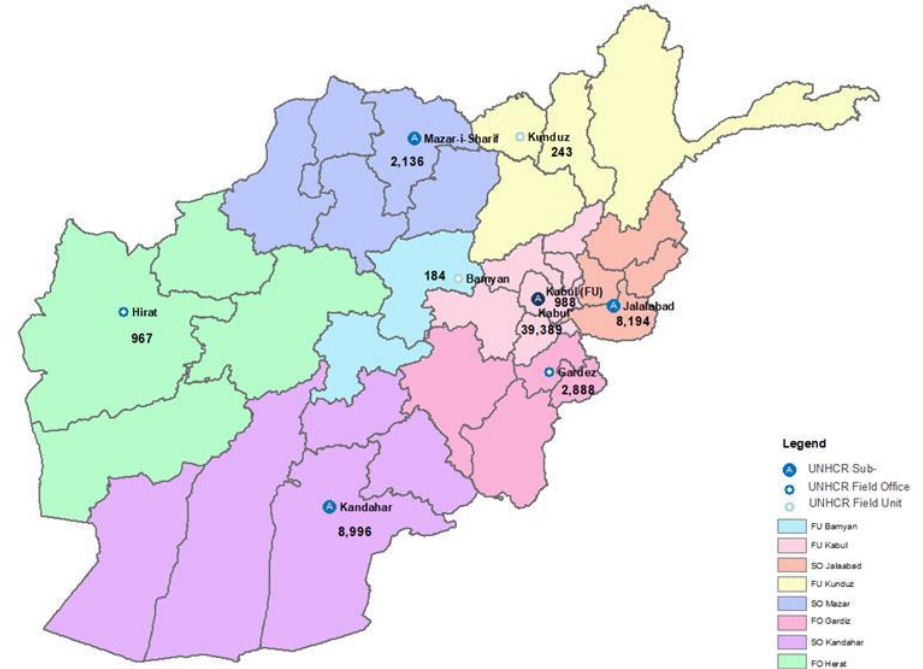
This year, the CFM was predominantly used to request protection interventions and/or assistance, primarily in relation to specific needs followed by multi-purpose cash and cash for returns (80% of all queries). This is in line with trends recorded in 2023. Interestingly, an increasing number of individuals used the CFM to request information, rising from 4% in 2023 to 15% in 2024. At last, 3% of queries formulated complaints, the majority of which concerned delays in receiving assistance and/or assessments. This is consistent with trends recorded in 2023.

Top population groups per displacement status in 2024



 **LOCATION**

With 39,389 queries, the Kabul Country Office received the highest number of communications, followed by the Kandahar (8,996), Jalalabad (8,194), Gardez (2,888), Mazar (2,136), Kabul FU (988), Herat (967), Kunduz (243) and Bamyan (184) 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**

In 2024, CFM operators provided a response to all queries. For 23,645 cases requiring tailored follow-up, referrals were made to relevant UNHCR Offices and partners. In total, 70 % of the queries recorded in December 2024 are already closed and 66% of the total of queries received in 2024 are closed. Ensuring that case entries are consistently updated to reflect the outcomes of individual case processing continues to be a persistent challenge. This difficulty is compounded when actions are required from partners who, due to data protection considerations, do not have access to the FRS system. Addressing this recurring issue, UNHCR is actively working on refining the FRS tool to simplify the updating process and exploring secure ways to extend its use to partners, all while maintaining compliance with data protection policies.

