

INTRODUCTION

The quarter three (Q3) report covering the Months of July, August and September 2024, is the third community feedback regional analysis report produced by the **EHAGL Region**. These quarterly reports equip UNHCR staff and partners with critical information based on community voices, enabling targeted, responsive interventions and informed decision-making at the country and regional levels.

In the reporting period, community feedback was documented in **nine** country Operations: Burundi, Ethiopia, Kenya, Rwanda, Somalia, Sudan, South Sudan, Tanzania, and Uganda. Notably, the Burundi Operation began reporting through their newly established Feedback and Response System in the current period. Eritrea Operation has minimal programmatic activities and thus community feedback systems are yet to be established. A comparison with **Q2** reveals a significant increase in **feedback entries, rising from 68,933 in Q2 to 76,674 in Q3**, with **Kenya (52.7%)** and **Uganda (13.3%)** contributing the largest proportions.

In **Q3**, **53.4%** of feedback entries were related to **requests for assistance or services**, while **41.1% were requests for information**, indicating a shift from **Q2**, where **47.5%** focused on **information** and **41.3%** on **assistance needs**.

On the other hand, **57.9%** of feedback entries (**44,396**) were received through **UNHCR led channels**, reaffirming UNHCR's role as the primary feedback platform. **28.4%** were recorded through **partner supported channels**, while **13.7%** came from **inter-agency** mechanisms, showing a slight increase from **12.9%** in **Q2**. Notably, **82.6%** of feedback was fully addressed, demonstrating good practice in ensuring the closure of the feedback loop.

KEY METRICS

76,674

Total number of feedback received

57.9%

Feedback received through UNHCR led channels

64.9%

Feedback received through Hotlines (Toll-Free)

53.4%

Requests for Assistance or Services

32.8%

Registration and Documentation related feedback

82.6%

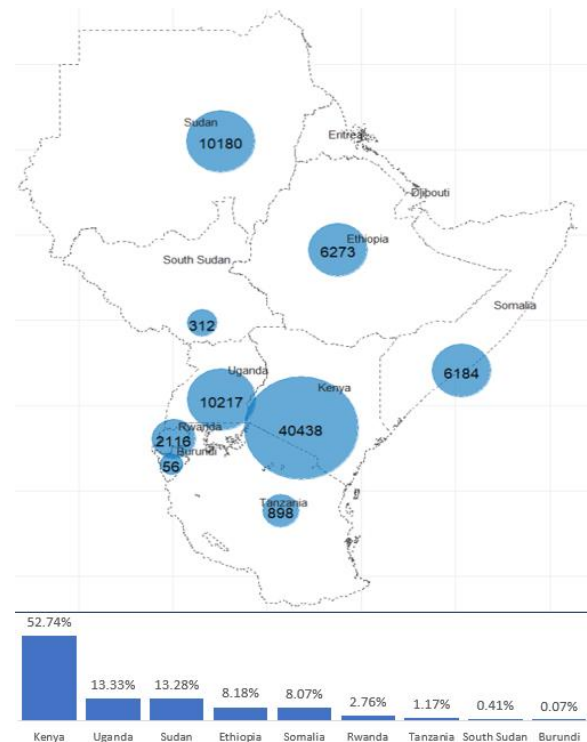
Closed Cases

A. Feedback Distribution by Country Operation

The country operations covered in this report are Burundi, Ethiopia, Kenya, Rwanda, Somalia, Sudan, South Sudan, Tanzania, and Uganda. In the last reporting period, Burundi and South Sudan did not submit feedback data as the operations were developing their systems, which have since been established.

Djibouti did not submit Q3 data, while Eritrea was excluded due to minimal programmatic activities. Therefore, subsequent reports will not capture inputs from Eritrea Operation until UNHCR field operations resume.

Kenya Operation submitted the highest proportion of community feedback, accounting for **52.7%** of the total regional feedback. The operation similarly documented the highest volume in the past two quarters, mainly due to the structured call center management system. Uganda and Sudan also contributed significantly, each accounting for **13.3%** of the total feedback. The remaining **20%** of feedback data was distributed across the other six countries, including Ethiopia, Somalia, Rwanda, Tanzania, South Sudan, and Burundi, reflecting data collected from various channels.



B. Demographic Analysis



The demographic analysis of feedback providers shows that **46% (35,194)** of individuals specified their gender, while **54.1% (41,480)** remained uncategorized. This indicates that most of the data came from individuals who did not specify their gender “**Unknown**,” emphasizing a need for improved data collection strategies to ensure more inclusive demographic representation. Amongst those who provided gender details (**35,194**), **59%** were female (**20,973**), and **41%** were male (**14,221**), highlighting a higher engagement of female community members in feedback mechanisms.

Age Group	Female	Male	Unknown	Row total
0-4 years old	6	15	0	21
05-17 years old	313	267	61	641
18-59 years old	12,888	9,562	4,296	26,746
60 and above	4,681	699	68	5,447
Unknown	3,085	3,678	37,055	43,818
Column Total	20,973	14,221	41,480	76,674

43% (32,855) of individuals presented their age categories while **57% (43,818)** came from respondents whose ages were not specified. This indicates a significant share of feedback providers for whom age demographic details were either unavailable or not disclosed.

The **18-59** years, age group accounted for the majority of feedback entries (**81%**), with **12,888** females and **9,562** males, representing the most engaged demographic. The **60 year and above** age group contributed **5,380** responses (**17%**) with a notable gender disparity **4,681** female respondents compared to **699** male respondents. Similarly, the **0-4** years and **5-17** years age groups recorded relatively lower numbers, with a combined total of **601** responses across both genders.

C. Disaggregation by Feedback Channels



Community feedback was collected through both digital platforms and face-to-face interactions, with the majority received via **UNHCR led channels**, accounting for **57.9% (44,396 entries)**, making a decline from **64.5%** in Q2. **Partners' feedback channels** contributed **28.4% (21,797 entries)**, while **Inter-Agency Mechanisms** accounted for **13.7% (10,481 entries)** reflecting a slight increase from **12.9%** in Q2.

The majority of feedback (**65%**) was received through **Toll-Free Hotlines**, primarily from Kenya and Uganda. **Protection Helpdesks** accounted for **15.3%**, with the highest contributions from Somalia, Sudan, and Rwanda. **Community forums and meetings** contributed **8.2%**, mainly from **Sudan**, while **email channels** made up **2.2%**, were mainly used in **Kenya**. Web based feedback platforms were solely used in Ethiopia through the DRCS (Digital, Request and Complaint System) and contributed to **8.1%** of community members reporting feedback.

Other channels, including **Office Walk-Ins**, **non-Toll-Free Hotlines**, and social media platforms such as **WhatsApp and Telegram**, accounted for **1.2%** of the feedback, primarily from Rwanda and Sudan. Less frequently used channels included **SMS**, **feedback boxes**, and **feedback helpdesks**, each contributing only a minimal number of feedback entries during the reporting period. This distribution highlights the strong preference for accessible **Toll-Free Hotlines** and **Helpdesk channels** among displaced populations.

Feedback Channel	Kenya	Rwanda	Sudan	South Sudan	Ethiopia	Burundi	Somalia	Tanzania	Uganda	TOTAL	
Hotline (Toll-Free)	38,487	-	17	-	-	-	1,108	-	10,217	49,829	65.0%
Protection Helpdesks	316	1,748	3,667	193	-	7	4,937	837	-	11,705	15.3%
Community forums including meetings and FGDs	4	19	6,264	-	-	-	-	-	-	6,287	8.2%
DRCS - Ethiopia	-	-	-	-	6,245	-	-	-	-	6,245	8.1%
Email	1,512	127	11	-	-	2	17	-	-	1,669	2.2%
Office Walk-In	-	-	-	61	-	42	122	-	-	225	0.3%
Hotline (Non Toll-Free)	-	162	49	-	-	-	-	-	-	211	0.3%
Community outreach volunteers/monitors	-	38	101	7	-	-	-	-	-	146	0.2%
Feedback Boxes	18	-	-	6	-	3	-	61	-	88	0.1%
Social Media (WhatsApp, Telegram, Twitter, etc)	62	-	19	-	-	1	-	-	-	82	0.1%
Community Leadership and Structures	11	11	52	-	-	-	-	-	-	74	0.1%
Feedback helpdesk	-	-	-	45	28	-	-	-	-	73	0.1%
Weekly Reception	28	-	-	-	-	-	-	-	-	28	0.0%
SMS	-	11	-	-	-	1	-	-	-	12	0.0%
TOTAL	40,438	2,116	10,180	312	6,273	56	6,184	898	10,217	76674	

D. Disaggregation by Broad Feedback Categories



Majority, **(53.4%)** of responses focused on **requests for assistance or services**, with Kenya, Uganda, Ethiopia, Sudan, and Somalia contributing the highest numbers. These requests primarily pertained to Registration and Documentation, Shelter, and Refugee Status Determination (RSD), among other services. **Requests for information** accounted for **41.1%** of the feedback, with **Kenya, Sudan, and Somalia** making significant contributions. This category included inquiries about Refugee Status Determination (RSD), Registration and Documentation, Food Security/Food Assistance, and Resettlement.

Complaints represented **2.6%** of the total feedback, with Rwanda recording the highest number of cases. These complaints were largely related to Legal Assistance, delays in service provision, selection criteria etc. Meanwhile, **reports of incidents and concerns related to access, safety, and security** made up **2.5%** of the total feedback, with notable reports from Somalia and Kenya.

Less frequently reported categories such as **allegations of fraud and misconduct, feedback interaction issues, general perceptions, and data subject requests**, collectively accounted for **0.5%** of the total feedback, primarily originating from **Kenya and Uganda**. This distribution underscores the overwhelming demand for both information and service-related assistance, reinforcing the importance of ensuring timely, accurate access to available services and resources for forcibly displaced populations.

Broad Content Category	Kenya	Tanzania	Uganda	Burundi	Ethiopia	Rwanda	South Sudan	Sudan	Somalia	TOTAL	
Requests for Assistance or Services	15,770	804	8,612	45	6,044	720	243	5,739	2,975	40,952	53.4%
Requests for Information	24,027	87	1,358	4	-	-	27	4,056	1,918	31,477	41.1%
Complaints	16	4	-	4	229	1,366	27	318	-	1,964	2.6%
Reports of Incidents and Concerns *	497	-	77	3	-	-	9	39	1,291	1,916	2.5%
Allegations of Misconduct	27	2	167	-	-	-	-	-	-	196	0.3%
Feedback Interaction Issues	73	-	-	-	-	30	1	-	-	104	0.1%
General Perceptions Observations and Suggestions	28	1	3	-	-	-	5	9	-	46	0.1%
Data Subject Requests	-	-	-	-	-	-	-	19	-	19	0.0%
TOTAL	40,438	898	10,217	56	6,273	2,116	312	10,180	6,184	76674	

* Reports of Incidents and Concerns Related to Access Safety and Security

E. Sectoral Focus Analysis



The top five thematic areas included **registration and documentation**, which comprised **32.8%** of all feedback, followed by **refugee status determination (19.6%)**, **food assistance (11.6%)**, **Shelter (6.7%)**, **Resettlement (5.6%)**. Registration and documentation have always been the topmost thematic category raised by the people since the first regional quarterly report. It is thus and issue that needs to be addressed systematically in Kenya and South Sudan. Kenya operation equally recorded the highest volume of feedback related to

Refugee Status Determination (RSD), along with concerns regarding **resettlement**, indicating a strong need to facilitate timely issuance of documentation, improve access to information, and enhance interventions related to resettlement within the country.

Sudan, Uganda and Somalia reported the highest feedback related to **Food security and Food assistance**. In Sudan, the primary feedback areas focused on **food assistance and shelter**, highlighting urgent needs in basic welfare and essential services. In Uganda, feedback centered around **food, health, and legal assistance**, emphasizing the demand for essential supplies and services. Additionally, concerns about **physical insecurity** were noted in Somalia, underscoring the ongoing safety and protection challenges in the region.

Reports of **Gender-Based Violence (GBV)** incidents were predominantly noted in Uganda, Sudan, and Somalia, with **Sexual Exploitation and Abuse (SEA)** cases particularly reported in Uganda and Sudan. Additionally, feedback on **fraud and corruption** was reported in Kenya and South Sudan. **Child protection** concerns were significantly reported in Uganda, and Tanzania while feedback on **voluntary repatriation** was recorded in Somalia, Rwanda, Tanzania, and Kenya, suggesting a need for enhanced engagement in these countries.

Sector_thematic_areas	South Sudan	Tanzania	Kenya	Somalia	Sudan	Rwanda	Uganda	Burundi	Ethiopia	TOTAL	
Registration and Documentation	95	37	18,649	143	79	134	443	5	5,526	25,111	32.8%
Refugee Status Determination (RSD)	19	-	14,735	152	3	1	89	1	1	15,001	19.6%
Food Security/Food assistance	61	7	138	1,734	4,203	-	2,693	-	28	8,864	11.6%
Shelter/Site/land and property	19	373	164	116	4,214	-	252	-	-	5,138	6.7%
Resettlement	4	30	4,032	19	135	77	-	15	-	4,312	5.6%
Health (Preventive, curative, Promotive)	41	154	828	466	495	312	1,530	7	-	3,833	5.0%
Legal assistance	-	17	59	2	37	1,552	1,499	9	-	3,175	4.1%
Physical insecurity	11	42	795	1,300	2	-	-	3	-	2,153	2.8%
Durable Solution	-	-	-	-	-	-	1,749	-	-	1,749	2.3%
Cash and Voucher assistance	4	-	244	1,225	143	-	-	-	-	1,616	2.1%
Livelihoods	9	-	52	669	80	-	421	-	-	1,231	1.6%
Feedback mechanisms Interaction Issues	1	-	124	-	77	-	-	-	718	920	1.2%
Child protection	9	18	38	14	5	5	740	-	-	829	1.1%
Non-Food Items/Core relief items assistance	3	8	2	9	591	24	-	-	-	637	0.8%
Education	10	2	68	92	32	7	380	4	-	595	0.8%
Gender Based Violence (GBV)	5	5	2	37	61	-	375	3	-	488	0.6%
Voluntary repatriation	-	116	90	184	-	4	-	-	-	394	0.5%
Tracing and Family reunification	5	-	351	-	-	-	-	1	-	357	0.5%
Water, Sanitation and Hygiene (WASH)	5	75	27	22	10	-	25	-	-	164	0.2%
Fraud and Corruption	4	1	31	-	-	-	-	-	-	36	0.0%
Sexual Exploitation and Abuse (SEA)	-	-	-	-	12	-	13	-	-	25	0.0%
Transport and Logistics	1	-	-	-	-	-	8	8	-	17	0.0%
Environment, Energy and Climate change	-	11	-	-	-	-	-	-	-	11	0.0%
Complementary pathways	-	-	9	-	-	-	-	-	-	9	0.0%
Relocation	4	-	-	-	-	-	-	-	-	4	0.0%
Appreciations/Thank you notes	2	1	-	-	-	-	-	-	-	3	0.0%
Local Integration	-	1	-	-	1	-	-	-	-	2	0.0%
TOTAL	312	898	40,438	6,184	10,180	2,116	10,217	56	6,273	76,674	

F. Conclusions

- The volume of feedback collected and documented continued its upward trend in Q3, rising from **68,933** in Q2 to **76,674**, marking a significant increase. This steady growth reflects enhanced outreach efforts, improved accessibility of feedback mechanisms, and a growing demand for services and information across the region.

- Kenya, Uganda and Sudan contributed the highest number of feedback, accounting for **79.3%** of the total feedback.

- In Q3, the majority of feedback (**53.4%**) consisted of **requests for assistance or services**, while **41.1%** was related to **information about services**. This trend marks a shift in community priorities compared to Q2, where **47.5%** of feedback focused on information about services, and **41.3%** was related to requests for assistance. In the first Quarter however, the trend was similar to the current

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quarter as 58% of the feedback was related to request for services and assistance. The increasing demand for assistance services reflects evolving community expectations, while the heightened need for accessible information on services underscores the importance of transparent communication.

- The top thematic feedback areas reported were **registration and documentation (32.8%)**, **Refugee Status Determination (19.6%)**, **food assistance (11.6%)**, **Shelter (6.7%)**, **Resettlement (5.6%)** and **health (5%)**.
- **82.6%** of the total feedback received is **closed**, while **17.4%** of cases remain **open or pending** action by partners. This is a slight improvement from last quarter which had **77.3%** of feedback that were closed.
- The majority of feedback was received through **UNHCR led channels**, accounting for **57.9% (44,396)** of the total feedback. **Partner** channels contributed **28.4% (21,797)**, while **Inter-Agency Mechanisms** accounted for **13.7% (10,481)**. This distribution indicates that **UNHCR channels** remain the primary medium for gathering feedback, while **partners and inter-agency mechanisms** also play significant roles in engaging with the community and listening to their needs and concerns.
- The data indicates that **individual feedback** dominates the submissions, accounting for **92% (70,245)** of all feedback, while **group feedback** submissions constitute only **8% (6,429 feedback)**.

G. Recommendations

1. Generally, progress was made during the period under review. Most Operations were able to adopt the **IASC community feedback taxonomy** and the **Kobo-Power BI platform that incorporates referral system** as advocated for by the Regional Bureau. The operations whose platform is either in use or ready for piloting include South Sudan, Burundi, Sudan, and Tanzania. Uganda is currently being supported by a DIP consultant to align the FRRM taxonomy to the current **IASC taxonomy**. Similar support is being provided to Somalia to enable the alignment of the Collective Aggregator Model to the **IASC taxonomy** and facilitate SOPs development for the inter-agency AAP working group. It is, however, critical for Rwanda, Somalia, Djibouti, Ethiopia, and Kenya to fast-track the establishment of the platform and alignment of the current data submissions to the feedback categories and sectors guided by the RB. Data quality issues continue to delay the feedback consolidation at the regional level, implying delays in decision making.

2. Community feedback handling is a **multi-functional teams' approach** and thus, teams in country operations are encouraged to **conduct reflection sessions** on the feedback report and, develop concrete actions to address identified challenges and gaps in feedback management within the operation.

3. Country Operations are encouraged to **strengthen staff capacities** in managing/ handling **assistance and service needs** related to registration and documentation, physical insecurity, RSD, health, food security, resettlement, and legal assistance accordingly as reflected in country-specific indications in this report.

4. There currently exists a functional **regional community feedback data analysis dashboard** that depicts quarterly trends. There is need for resource mobilization **for Information management capacity** to maintain the dashboard and continue efforts towards institutionalizing feedback and response system across the region as country operations are at different levels of adopting the **IASC taxonomy**.

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