EHAGL Region Community Feedback Analysis Report

January – March 2025

INTRODUCTION

During the first quarter of 2025, the UNHCR and its partners in the East, Horn of Africa, and Great Lakes (EHAGL) region continued to prioritize community engagement and accountability through the systematic collection and analysis of feedback from affected populations. This reporting period, covering **January to March 2025**, was marked by significant operational challenges, most notably the funding freeze directive issued by the United States government. This development has had a direct impact on humanitarian aid flows and led to a slowdown in the implementation of key initiatives across the region.

Despite these constraints, community feedback was successfully documented across nine country operations including Burundi, Ethiopia, Kenya, Rwanda, Somalia, Sudan, South Sudan, Tanzania, and Uganda, maintaining the same geographic coverage as the previous quarter. A total of **67,459 feedback entries** were recorded, reflecting a slight decrease from the **69,927 entries** documented in Q4, 2024.

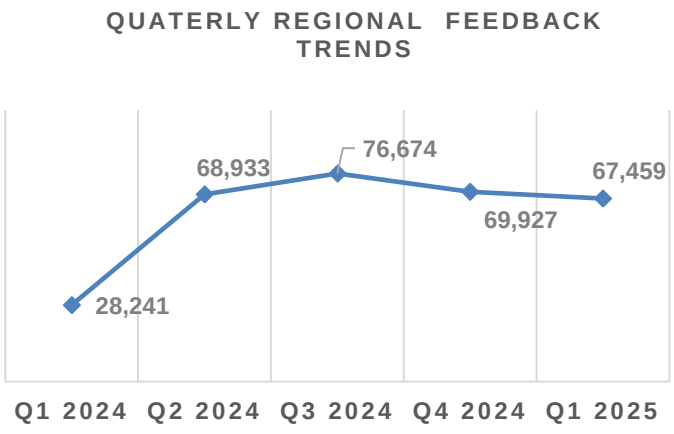
A notable trend in this quarter's analysis is the continued rise in feedback related to **Requests for assistance or services**, which accounted for **60% of all entries**, the highest proportion recorded since the inception of regional feedback analysis in Q1 2024. This surge underscores the growing needs of communities amidst constrained resources and highlights the urgency for timely and targeted responses. The proportion of **fully resolved feedback cases** however declined to **64%**, the lowest rate observed over time. This drop is largely due to gaps in data collation and the delayed implementation of response actions.

KEY METRICS

67,459 Total number of feedback received	**27.8%** Feedback received through Inter Agency led channels	**71.6%** Feedback received through Toll-Free Hotlines	**60%** Requests for Assistance or Services	**39.9%** Registration and Documentation related feedback	**64%** Fully Resolved Feedback

A. Regional Community Feedback Trends

During the first quarter of 2025, the total number of queries and concerns raised by targeted communities across the EHAGL region slightly declined from **69,927 in Q4 2024 to 67,459**. Despite this reduction, the volume of feedback remains within the average range observed over the past three reporting periods, indicating continued community engagement. This quarter was notably shaped by the U.S**.** government's announcement of a funding freeze, which significantly impacted UNHCR and partner operations. In response, there was a strategic shift toward reprioritizing programmatic initiatives and enhancing communication with communities.



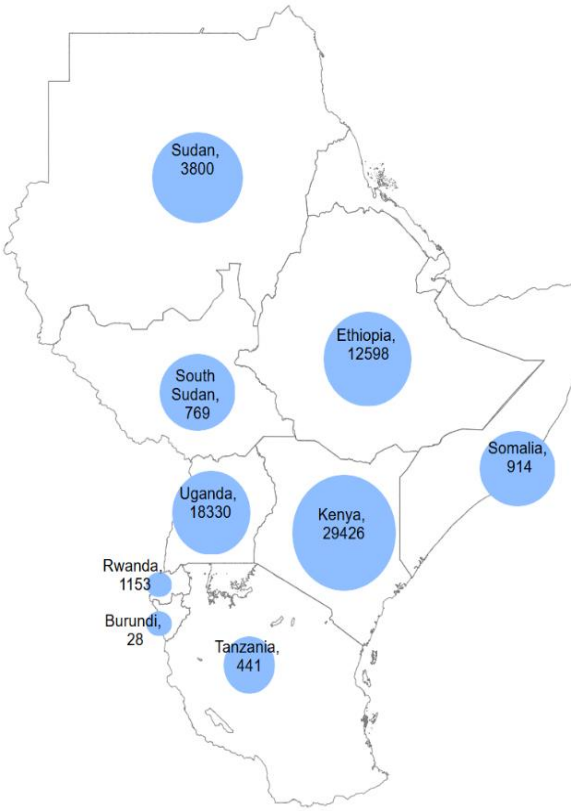
B. Feedback Distribution by Country Operation

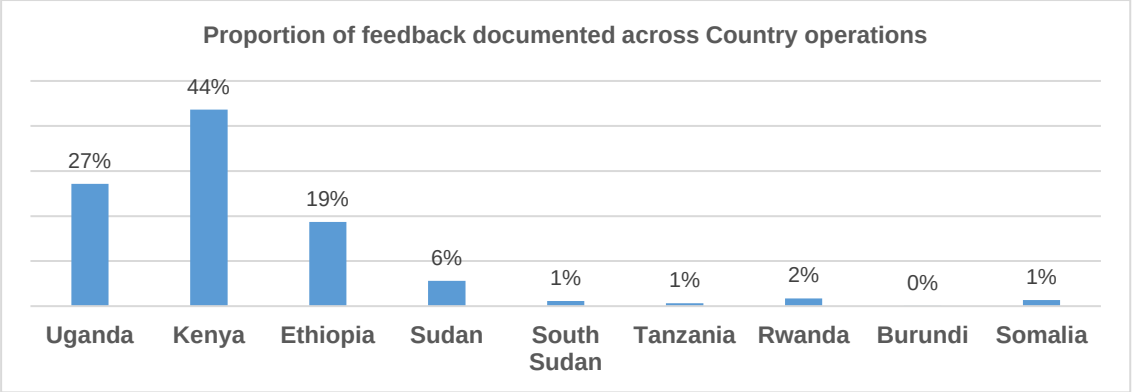
During the reporting period, operations across nine countries: Burundi, Ethiopia, Kenya, Rwanda, Somalia, Sudan, South Sudan, Tanzania, and Uganda continued to engage communities through feedback mechanisms, with varying levels of responsiveness and resolution.

Kenya, like in the past reporting periods documented the highest number of feedback **44% (29,426)** followed by Uganda **27% (18,330)** and Ethiopia **19% (12,598).**

A notable distinction in this reporting cycle was the approach taken by Kenya and Uganda, which were the only operations to disaggregate feedback into **new and follow-up queries**. This level of detail revealed that a substantial portion of the feedback, **(55%) in Kenya and (48%) in Uganda,** was follow-up in nature, suggesting ongoing dialogue and a commitment to resolving previously raised concerns.

Resolution rates across the region showed encouraging progress, with **64%** of all feedback fully addressed. Kenya led with **95%** resolution rate, followed by Somalia at **79.3%** and Uganda at **75.4%.** These figures highlight the effectiveness of feedback management systems in these countries and their responsiveness to community needs.





C. Demographic Analysis

The demographic analysis of feedback providers shows that **61.9% (41,774)** of individuals specified their gender, while **38.1% (25,685)** remained uncategorized. This emphasizes a need for improved data collection strategies to ensure more inclusive demographic representation.

Of all feedback providers that indicated their gender profiles, **32.2% (21,726)** were **Males** while **29.7% (20,048),** were **females**. Compared to the last three reporting periods, the number of Females contacting available feedback mechanisms is lower in the current quarter. This could either be due to the high number of uncategorized data or that most females were not able to access the channels.

Gender	Frequency	Percentage
Male	21,726	32.2%
female	20,048	29.7%
Missing/mixed group	25,685	38.1%
Age Groups	67459	
0-4	28	0.04%
5 to 17	1,630	2.4%
18-59	50,143	74.3%
over 60	1,711	2.5%
Missing/mixed group	13,947	20.7%
	67459	

Regarding Age categorization, the **18-59** years, age group accounted for most feedback entries at **74.3% (50,143).** The **60 year and above** age group contributed **2.5% (1,711)** of the total feedback while **5-17 years** age group recorded **2.4% (1,630).**

Younger children within the listed age brackets are basically individuals whose caregivers contacted the communication channels on their behalf.

Most feedback, **(76%)** originated from **Refugees and asylum seekers**, reaffirming the centrality of these groups in regional operations. However, feedback from **internally displaced persons (IDPs), host communities, and refugee returnees** remained limited, comprising only about **3%** of the total. This points to a potential area for improvement in ensuring inclusivity and broader community representation in feedback mechanisms.

D. Disaggregation by Feedback Channels

In Q1 2025, country operations across the EHAGL region continued to utilize a diverse range of feedback channels, consistent with previous reporting periods. These included both **digital platforms** and **face-to-face interactions**, ensuring accessibility for a wide range of community members.

The majority of feedback, **71.6%** was received through **Toll-Free Hotlines**, reported from Kenya, Uganda, Sudan, and Somalia,while Ethiopia **Digital Request and Complaint System (DRCS)** accounted for **18.7%** of the feedback.

Protection/Feedback helpdesks contributed **7.0%**, with entries primarily from Somalia, Sudan, Rwanda, Kenya, Tanzania, and South Sudan. Additionally, **email channels** made up **2.2%**, predominantly used in **Kenya** while **Community outreach volunteers and monitors** played a smaller but important role, contributing **0.6%** of the feedback, and reported from Sudan, South Sudan, Rwanda, and Kenya. Notably, **Sudan** was the only operation to report feedback received through **social media platforms**,particularly **WhatsApp** and **Interactive Voice Response (IVR)** systems.

FEEDBACK CHANNELS	BURUNDI	ETHIOPIA	SOUTH SUDAN	RWANDA	SUDAN	SOMALIA	KENYA	TANZANIA	UGANDA	Total	Percentage
Office_walk_in	16	-	-	-	295	-	-	-	-	311	0.50%
Physical mail-letters	8	-	-	-	-	-	-	-	-	8	0.00%
Hotline (Toll_free_line)	-	-	-	-	352	453	29134	-	18330	48269	71.60%
Email	-	-	-	87	-	-	60	-	-	147	0.20%
SMS	1	-	-	16	-	-	-	-	-	17	0.00%
Feedback/protection help desks	-	-	752	815	2042	461	222	423	-	4715	7.00%
DRCS (Digital Request and Complaints System-ETH)	-	12598	-	-	-	-	-	-	-	12598	18.70%
Hotline (non-Toll_free_line)	-	-	-	187	369	-	-	-	-	556	0.80%
Community outreach volunteers/monitors	-	-	17	48	313	-	7	-	-	385	0.60%
Community leadership and structures	3	-	-	-	134	-	3	-	-	140	0.20%
Feedback boxes	-	-	-	-		-	-	18	-	18	0.00%
Social media-WhatsApp	-	-	-	-	134	-	-	-	-	134	0.20%
Interactive Voice Response	-	-	-	-	161	-	-	-	-	161	0.20%
	28	**12598**	**769**	**1153**	**3800**	**914**	**29426**	**441**	**18330**	**67459**	**100.00%**

E. Disaggregation by Broad Feedback Categories

In the current reporting period, **Requests for Assistance** have seen a notable increase, rising from **52.7% in Q4** of 2024 to **60%**. This category continues to dominate feedback trends across all country operations, reflecting persistent and evolving needs among affected populations. Most of these requests centred on critical themes such as **Registration and Documentation, Resettlement and Complementary Pathways, Health, and Legal Assistance**, underscoring the importance of sustained support in these areas.

Conversely, **Requests for Information** experienced a slight decline, dropping from **40.7% in the previous quarter** to **36% in Q1** of 2025. Despite this decrease, both Requests for Assistance and Requests for Information have consistently remained the **top two feedback categories throughout** 2024, highlighting their centrality in community engagement efforts.

A significant shift was observed in the **Feedback Interaction** category. While this issue was previously concentrated in Ethiopia, accounting for **2.4% of feedback in Q4**,it has now been documented under the Sudan operation, albeit at a much lower rate of **0.3%.** This reduction in Ethiopia suggests a possible improvement in communication and referral mechanisms, enabling more effective resolution of community concerns.

Regarding **Allegations of Misconduct**, it is important to note that this category falls under the exclusive mandate of the Inspector General's Office (IGO) for verification and follow-up. It includes sensitive issues such as aid diversion, sexual exploitation and abuse (SEA), fraud, and corruption involving aid workers. In line with confidentiality protocols, country-specific data for this category has been withheld. Any interest in disaggregated figures should be directed to the respective country operations.

BROAD CATEGORIES	Uganda	Kenya	Ethiopia	Sudan	South Suda	Tanzania	Rwanda	Burundi	Somalia	TOTAL	%
Request for Assistance/services	11905	11185	11824	3125	751	408	923	21	217	40359	60%
Request for Information	5821	17867	-	88	-	33	172	4	183	24168	36%
Complaints	-	-	774	117	3	-	42	3	342	1281	2%
Allegations of Misconduct										248	0%
Reports and Incidents Related to Access, Safety and Security	97	363	-	162	12	-	16	-	171	821	1%
General Perceptions, Observations & Suggestions	166	-	-	104	1	-	-	-	1	272	0%
Feedback Interaction Issues		-	-	204	-	-	-	-	-	204	0%
Data Subjects Request	106	-	-		-	-	-	-	-	106	0%
TOTALS	18330	29426	12598	3800	769	441	1153	28	914	67459	100%

F. Sectoral Focus Analysis

In the first quarter of 2025, the top five thematic areas raised by communities across the EHAGL region were consistent with previous trends, though notable shifts were observed in the proportions. **Registration and Documentation** remained the most frequently raised issue, accounting for **39.9%** of all feedback, though this marked a decrease from **43.9% in Q4 2024**. This was followed by **Legal Assistance (16.0%)**, which saw a significant increase from **7.7%** in the previous quarter, indicating a growing demand for legal support, particularly in **Kenya**, where such requests had been relatively low in the past two quarters. The sharp rise in legal assistance requests signals a need for **enhanced engagement with legal partners** to determine whether these are follow-up cases or new concerns requiring redress. This will be critical to ensuring timely and appropriate support for affected individuals.

Refugee Status Determination (RSD) accounted for **9.1%** of feedback, down from **12.3%**, while **Resettlement and Complementary Pathways** dropped slightly to **6.9%** from **7.8%**. **Health-related concerns** comprised **6.6%** of the feedback. The reduction in feedback related to RSD and resettlement suggests that country operations, especially in Kenya and Ethiopia, could have implemented more effective strategies to address community concerns in these areas.

Gender-Based Violence (GBV) cases accounting for **0.8%** of the feedback were primarily reported in Uganda and Somalia. This highlights the need for strengthened collaboration with partners and communities to co-develop and implement effective GBV prevention, mitigation, and response strategies.

All feedback related to country-specific **Allegations of misconduct** continues to be handled with confidentiality and rigor. These are investigated and verified by the **Inspector General's Office (IGO)** before any dissemination. As such, any requests for operational details on this category should be directed to the respective country offices.

SECTORS	BURUNDI	ETHIOPIA	SOUTH SUDAN	RWANDA	SUDAN	SOMALIA	KENYA	TANZANIA	UGANDA	Total	Percentage
Registration and documentation	1	12043	734	303	238	4	12268	9	1340	**26940**	39.9%
Legal Assistance	2	34	10	1	159	-	7866	9	2734	**10815**	16.0%
Refugee status determination (RSD)	1	9	2	14	1	4	5980	-	144	**6155**	9.1%
Resettlement and complementary pathw ays	4	214	1	99	265	1	1268	-	2832	**4684**	6.9%
Health	1	3	3	408	391	93	574	17	2986	**4476**	6.6%
Food security and Nutrition	-	-	-	23	429	42	307	6	1705	**2512**	3.7%
Education	-	4	-	96	21	5	94	2	2039	**2261**	3.4%
Livelihoods	-	-	2	13	184	77	57	5	1472	**1810**	2.7%
Shelter	-	-	9	1	396	9	167	180	916	**1678**	2.5%
Child Protection	-	12	6	22		1	25	3	1473	**1542**	2.3%
Cash and Voucher assistance	-	11	1	48	132	364	256		-	**812**	1.2%
Non Food Items (NFIs)/Core Relief Items (CRI)	-	-	-	15	777	1	2	3	-	**798**	1.2%
Gender Based Violence	-	1	1	3	21	98	20	3	377	**524**	0.8%
Feedback mechanism	-	147	-		219	5			-	**371**	0.5%
Physical Insecurity	19	86	-	81	30	12	26	71	-	**325**	0.5%
Voluntary repatriation		3	-	5	1	190	106		-	**305**	0.5%
Tracing and Family reunification	-	-	-	-	-	-	244	-	-	**244**	0.4%
WASH-Water,Sanitation and Hygiene	-	-	-	-	9	8	46	32	115	**210**	0.3%
Mental Health and Psychosocial Support (MHPSS)	-	-	-	-	1	-	6	3	144	**154**	0.2%
Mine Action	-	-	-	-	122	-	-	-	-	**122**	0.2%
Housing, land and property (Inc Relocation)	-	-	-	-	6	-	100	-	-	**106**	0.2%
Transport and Logistics	-	-	-	-	1	-	-	-	43	**44**	0.1%
Fraud and Corruption										**44**	0.1%
Camp Coordination and Camp Management (CCCM)	-	-	-	-	-	-	-	92	-	**92**	0.1%
Local Integration	-	1	-	19	-		-	-	-	**20**	0.0%
Appreciation/Thank you notes	-	-	-	-	19	-	-	-	-	**19**	0.0%
Sexual Exploitation and Abuse										**13**	0.0%
Energy/environment	-	-	-	2	-	-	-	6	1	**9**	0.0%
Blank	-	-	-	-	374	-	-	-	-	**374**	0.6%
Total	**28**	**12598**	**769**	**1153**	**3800**	**914**	**29426**	**441**	**18330**	**67459**	**100.0%**

G. Conclusions

- Total feedback documented in Q1 of 2025 was **67,459**, a slight drop from Q4 which recorded,69,927 community feedback. Majority of the feedback was contributed by Kenya, Uganda and Ethiopia.
- **37%** of the total feedback was comprised of **follow up** issues mainly from Kenya and Uganda
- Majority of feedback was received from **Toll-Free Hotlines (71.6%)**, **DRCS** (Digital, Request and Complaint System) in Ethiopia **18.7%** and **Protection/Feedback Helpdesks** recorded at **7.0%.**
- **64%** of the feedback was **fully resolved**, while **27.8%** was collated from **interagency mechanisms**
- **Requests for Assistance and services** increased from 52.7% in Q4 of 2024 to **60%** while **Requests for Information** slightly reduced from 40.7% in the last quarter to **36%**.
- The highest thematic areas recorded this period included **Registration and documentation**, which comprised **39.9%**, **Legal Assistance (16.0%), Refugee Status Determination (RSD**) **(9.1%), Resettlement and Complementary Pathways (6.9%)** and **Health**, **(6.6%).**

H. Recommendations

1. **Country Operations AAP Multi-Functional Teams (MFTs) Engagement:** Country-level MFTs are encouraged to take the lead in addressing recurring thematic issues such as Registration, Documentation, Refugee Status Determination (RSD), and Legal Assistance. These teams should ensure timely and coordinated responses to community concerns raised through feedback mechanisms.
2. **National and Sub-National AAP Working Group Participation:** Sharing feedback trends and collaborating with key partners in AAP working groups at all levels by the country operation teams would help leverage joint solutions, especially considering shrinking humanitarian resources.
3. **Standardization and Disaggregation of Feedback Data:** Information Management (IM) and Community-Based Protection (CBP) teams at country levels are encouraged to fully adopt the standardized feedback categories and thematic areas provided by the Regional Bureau and ensure disaggregation of all data by the AGD variables provided in standard templates. Future reports should equally disaggregate feedback into new and follow-up queries to better assess the scale and efficiency of feedback handling.
4. **Regional IM Support for AAP:** Despite funding constraints, the Regional Bureau should consider assigning a dedicated IM support to the AAP function. This would enhance data management, analysis, and timely decision-making at the regional level.

For more information contact: Ogwangk@unhcr.org or Atiemao@unhcr.org