UNHCR The UN Refugee Agency | Bangladesh

Quarterly Complaint and Feedback Mechanism Snapshot

Rohingya Refugee Response, Bangladesh

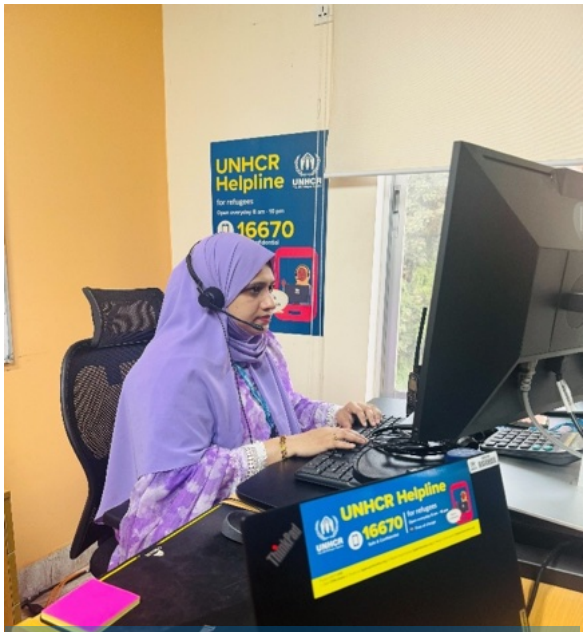
Q3 & Q4 2025 | July–December

Frontline complaints and feedback mechanism staff receive training on self- care and stress management, strengthening their resilience to better support the refugees. ©Md. Shadly Shakil/UNHCR

This snapshot provides an overview of how UNHCR listens and responds to Rohingya refugees' questions, concerns, and feedback in Bangladesh between July and December 2025. It focuses on the Complaints and Feedback Mechanism (CFM), which allows refugees to share issues, seek information, and report problems through multiple safe and accessible channels, including helpdesks and a toll-free helpline. In Bangladesh, the CFM operates through the Centralized Automated, Information Processing Platform (CAIPP), which helps ensure automated referral of the issues, the provision of information provided by the service provider, supported by a FAQs messages library for reliable information, and access to needed services supporting UNHCR's commitment to transparency, accountability to affected populations (AAP) and responsive humanitarian action.

KEY HIGHLIGHTS

- Complaints and Feedback Mechanism (CFM) frontline staff continued to operate under significant workload pressure, managing high daily volumes of in-person visitors at CFM desks in camp and calls to the UNHCR helpline, affecting staff well-being. The continuous exposure to refugee concerns also impacted staff mental health. UNHCR provided stress management and selfcare training to 85 frontline staff in Q3, equipping them with practical strategies to manage stress, maintain professional boundaries, and protect their mental health. These efforts strengthened staff resilience and supported sustained service delivery.
- Quality assurance across CFM channels was a key priority. The UNHCR Helpline demonstrated strong performance, with 93% adherence to ticket management guidelines, 91% call satisfaction, and each staff member processing over 3,000 tickets. These results reflect consistent compliance with standards, effective communication, and a strong commitment to timely, accountable, and high-quality support to refugees



A UNHCR Helpline operator listening to community concerns and providing counselling support. © Turna Chakma/UNHCR

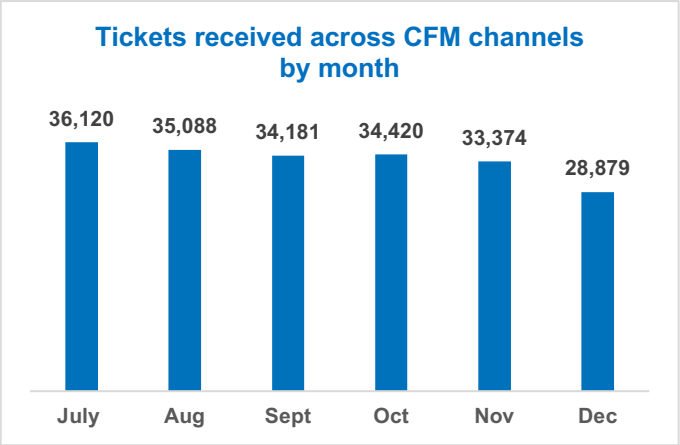
- UNHCR organized AAP-focused online learning sessions for CFM desk staff, reaching 60 staff over three days. The training focused on strengthening the accurate submission and quality of protection tickets, informed by an analysis of protection

data recorded in CAIPP. Key challenges identified included inconsistencies in the categorization of protection within the Kobo intake form, areas for improvement in providing comprehensive information to support follow-up actions to ensure alignment with the standard operating procedures of the respective technical unit.

- From July to December 2025, UNHCR shared 26 Centralized Automated Information Processing Platform (CAIPP) Weekly Updates to CFM staff and supervisors, providing timely guidance on ticket submission, resources, and operational updates across key sectors, including the family reunification process and shelter assistance. The updates promoted unified messaging, improved frontline awareness, and reinforced accountability, while also recognizing best practices among CFM workers and highlighting success stories.
- UNHCR team led a two-day training (9-10 September) on community-based approaches for UNHCR staff across technical units and partner staff. The training emphasized the importance of co-creating communications content with refugees.
- UNHCR, UNICEF and IOM jointly delivered an AAP session at the two-day thematic workshop (3-4 December) on protection topics for camp-in-charge (CiC) officials. The session clarified roles, workflows, and verification processes and shared practical recommendations to improve accuracy, transparency, and consistency across camps. AAP principles were also integrated into disaster risk management (DRM) through training of trainers sessions for camp-level disaster management committees. Practical tools and participatory exercises encouraged participants to identify concrete ways to enhance accountability, reinforcing inclusive, transparent, and community-centred approaches.
- Community-based protection (CBP) partners ACTED and NGO Forum phased out and handed over 15 CFM desks in mid-December. In the absence of regular staffing during the transition, the CFM desks operated primarily through volunteers. Visitors were encouraged to contact the UNHCR Helpline to report any urgent protection concerns.

TRENDS & OBSERVATIONS

- From July to December 2025, 202,062 inquiries, requests for information, and/or service requests were received by UNHCR through all CFM channels, averaging 33,677 cases per month. CFM Desks (71%) and the UNHCR toll-free Helpline (23%) received the most complaints, followed by email and suggestion/complaint boxes (6%).
- The average closure time was 16 days, with 98% average closure rate. Women and girls accounted for 43% of users and men and boys represented 51%. In-person CFM desks were the most accessible channel during regular working hours, while limited access to mobile phones continued to constrain women's use of the Helpline.



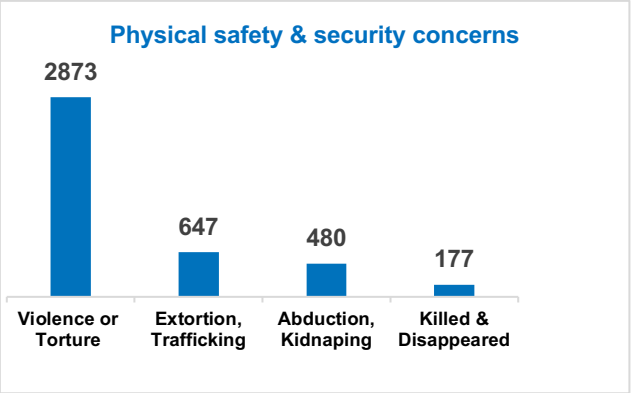
- 2,518 tickets were received across all channels. The most common themes included delays to or inadequate shelter assistance and technical verifications (33%); insufficient cooking gas supply and irregular distribution (26%); limited access to quality health services and medicine shortages (15%); rumours related to resettlement, repatriation, and aid reductions (8%); and food quality and quantity concerns, particularly rice and vegetables (9%). Overall, the feedback highlighted persistent service delivery and communication gaps, underscoring the need for strengthened coordination and accountability mechanisms.
- The top six sectors of inquiries and requests were Shelter and Site Development (41%), Protection (23%), Field and Site Management (12%), Registration (8%), Health (5%), and Food Security (3%).
- Timely responses and consistently high closure rates demonstrate the CAIPP system's effectiveness, reliability, and relevance, reinforcing UNHCR's commitment to accountability to affected populations and responsive humanitarian action.

Shelter and Site Development

- 82,730 tickets related to shelter and site development, 41% of total tickets, making it the most reported sector. High demand persisted across camps, including 1,953 tickets from Bhasan Char and 11,346 complaints from IOM-managed camps. CFM desks received 90% while 10% were received via the UNHCR Helpline.
- 99% of tickets were closed, with 62% recorded as referral tickets requiring follow-up action and 37% as requests for shelter-related information or support requests. All information-related requests were fully resolved.
- The most common issues concerned weather-damaged shelters (48%), followed by damaged pathways and bridges (10%). Requests for new shelters, pathways and bridges (1%) remained difficult to resolve due to space and resource constraints.
- Data indicates shelter and site development remain the most critical needs, Continuous exposure to harsh weather, aging shelters, and population pressure underscore the need for sustained investment in shelter maintenance and site infrastructure despite funding constraints.

Protection

- 46,558 legal protection tickets were received through CAIPP — the central entry point for case management of legal cases including 7,161 tickets referred through CFM channels. Of them, the UNHCR Helpline received 10.2%, 2.7% of tickets were received through letters and emails, , while 16% were raised through CFM desks.
- Physical safety and security concerns, including abduction, kidnapping, arrest, trafficking, violence, and torture, accounted for 58% of protection tickets, with more than two-thirds relating to violence and torture incidents. Just 3.9% of protection referrals through CFM channels related to refugee complaints regarding access to justice.
- Resettlement inquiries (14%) and family tracing and reunification requests (7%) reflected information gaps and continued family separation challenges.



Field Site Management

- 23,380 field and site management-related tickets were received— including 13,192 from UNHCR-managed camp 1East, 1West, 2East, 2West, Kutupalong RC, 3, 4, 4Extension, 5, 6, 7, 17, 21, 26, NRC, 27 and transit centres (TCs), primarily related to non-food items (NFI), cooking gas supply, relocation, and food security. Food-related cases were referred to WFP. 12,529 cases were addressed and closed, in close coordination with site management partners and trained refugee volunteers, ensuring timely follow-up and community engagement.
- 10,188 tickets from IOM-managed camps were recorded as 'Requests for Information and Feedback'. ISCG referral forms were used and continuous follow-up with relevant partners maintained.

Registration

- 14,398 registration-related concerns were referred to the Registration Appointment Desks (RADs), as per FAQs, mainly concerning document updates on replacements, newborn birth registration, and biodata updates. Appointments for birth registrations are no longer required as of Q4 2025, which will significantly reduce birth registration inquiries.
- Of the open registration-related tickets, which are around 7% of the total tickets, around 10% tickets were related to unregistered individuals who recently arrived from Myanmar. Registration continues to provide appointments for the Biometric Identification Exercise (BIE) to new arrivals and issues Joint Assistance Cards to new arrivals.
- 4% of tickets related to difficulties obtaining CiC-endorsed civil documentation, including Birth Information Notes (BINs), death certificates and marriage or divorce certificates. BIN-related complaints declined significantly in Q4.

Healthcare

- 10,740 health-related tickets were received with 92% successfully closed. Common concerns included medical assessments, health facility maintenance and long waiting times. Refugees requested clarification of medical conditions and access to specialized or chronic disease care, and rehabilitation assistance or assistive devices.
- Close coordination with community health workers and partners supported timely referrals and case follow-ups, and patient counselling to manage expectations and better understand available options where direct or specialized services remained limited.

SPOTLIGHT!

Building trust with Rohingya communities

Communication with Communities (CwC) remained a key priority. Mainstreaming of AAP principles across sectors could be seen in the development and translation of multilingual messages on critical issues such as liquefied petroleum gas (LPG(reward vouchers for cooking, newborn birth registration, and family reunification. Messages related to WASH, shelter upgrades, and solid waste management were also reviewed to ensure they were clear, reliable, and appropriate for community audiences.

Conducting an information-sharing session with the community group members © Anwar Islam, CFM Volunteer

As demand for high-quality communication grew, UNHCR organized a two-day workshop on CwC message development and provided additional support on road safety and landslide-related relocation, responding to protection and site management related needs. UNHCR supported community awareness around a joint Government of Bangladesh–UNHCR pilot to distribute 10,000 SIM cards to Rohingya refugees, initially targeting camp volunteers. FAQs and audio messages were produced in Rohingya and Burmese and disseminated through volunteer networks and religious leaders, helping ensure wide reach and better understanding across camps.

Family Reunification (FR)

UNHCR and partner ACTES initiated a Family Reunification (FR) activity in selected camps in Q2, focusing on awareness-raising and data collection to identify refugees potentially eligible for FR in third countries. Rumours linked the initiave to resettlement opportunities, leading to a sharp increase in Helpline calls and CFM inquiries from August. In Q3, 334 FR-related tickets were raised in addition to resettlement-related inquiries. In response, UNHCR redesigned the activity, developing standardized scripts, flyers, and key messages, and mainstreamed FR awareness into regular community sessions. This helped clarify activity objectives, leading to a decline in misinformation and inquiries.

Transit Centre Phase-out

UNHCR partner ACTED operated a CFM desk to receive cocnerns related to closure of the Transit Centre (TC) due to funding constraints. UNHCR developed key messages and conducted multiple information sessions in December promote community awareness.

Contacts

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