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Petitions & Complaints
Recommendation for the Way Forward
30 January 2022

Background

With the onset of the Pandemic, Jordan Operation has sealed all the petition boxes for COVID prevention reasons and have informed PoCs to send their petitions via email or through the Helpsite. Since February 2020, SOPs for management of email petitions have been in place to enhance the accountability for managing and referring the petitions and complaints made by affected population and to harmonize it against the obligations set by the AAP Operational Framework [Refer to *SOP on Petitions and Complaint October 2020 update*].

As of July 2021, the Helpline team is responsible for managing petitions which was previously managed by the RSD unit. On a rotational basis, focal points (FPs) were assigned to review all the emails received in the General Mailbox within a week and place each email in the individual functional unit folder. At that point the FP for each unit should:

- Review the emails in their designated folder on a weekly basis.
- Update ProGres v4 with Communication record and upload any attachments received via email on ProGres.
- Follow up as necessary on the query and as per each unit's SOPs (through ProGres V4 referrals, RAIS, emails, etc.).
- The functional units are responsible for providing <u>timely feedback</u> to refugees on the complaints received. They should also record their feedback on ProGres.

Helpline unit coordinates the intake process and ensures rotation of FPs is taking place and petitions are reviewed and processed on a timely manner.

2021 Results and Management of Challenges

From January – October 2021, a total of **86,500** email petitions were received through the General Mailbox and through the Helpsite. The biggest concern is that the email petition channel is not being an effective communication method for below explained reasons:

Challenge 1: Managing Petitions and Complaints in the General Mailbox

During the COVID emergency, Focal Points (FPs) from all units were granted an access to the General Mailbox and Individual Functional units Folders. FPs were assigned to review all the emails received in the General Mailbox within a week and place each email in the individual functional unit folder. This process is facing continuous challenges:

1. The JORAM mailbox and the staff members' emails who have access to the mailbox were not accessible due to the huge number of petition emails.

2. FPs require a lot of reminders to discharge these functions, as they are overwhelmed with their functions and not dedicating sufficient time for these processes

3. FPs faced challenges in the case identification, primarily for the emails received through the General Mailbox and not through the Helpsite where the file number is required. Emails lacked file numbers or senders have sent a wrong file number.

4. FPs and Helpline faced challenge of managing the duplicate petitions which resulted in inability to analyze trends and provide comprehensive reports accordingly.

Challenge 2: Processing of Petitions in the Individual Functional Unit Folder and ProGres Update

From January – October 2021, a total of **86,500** emails were received. Updating ProGres was only done for 5,507 emails; 7% for the email petitions that we have received due to multiple reasons as indicated below by the FPs

- The functional unit does not use ProGres to record received emails.
- Some FPs do not record repetitive emails received in the same day/week/month.
- Some FPs do not record communication type correctly on ProGres.
- Some FPs do not have the time to record communications when there are many emails received so they respond/refer/follow-up directly instead to save time.
- Some FPs forget to record communication record for some cases, especially it is not being done systematically.

This resulted in the following:

1. No action or follow up has been taken on the petition received.
2. Even if the follow up has been done, there is no evidence for the action taken.
3. Absence of guidance for an escalation process to the supervisors and HoUs that should help in improving the process,
4. The lack of follow up and feedback results in weakening the accountability with POCs.

Challenge 3: Management, Oversight, Analysis and Reporting

With the current structure, the Helpline team is unable to provide comprehensive reports. This includes the number of email petitions received, breakdown by nationality, breakdown by request type, emails missing information, repetitive emails and actions taken by the focal points.

In-depth Analysis

Following the petitions report shared with HoUs in September 2021 the Helpline team analyzed 7% of the email petitions recorded in v4, including against IVR/Helpline records with the following results:

From January -October 2021, **86,500** email petitions were received. Only **5,507 (7%)** have an update on V4 by RSD, REG, CBP and protection units.

- Out of the **5,507** emails; **2,641** are related to unique cases.

- **2,409 (91.2%)** cases who sent an email petition have also called the Helpline (2,409 cases). Below are some details:
    - **42%** sent more than one email (2 times – more than 10 times).
    - **95%** called the Helpline more than one time (2 times – more than 30 times).
    - **68%** called and emailed in the same month.
    - **62%** asked about different topics.

Conclusion

Evidence suggests that vast majority of POCs who sent petition to general email box, have called the Helpline (over 91% of cases). Among them 95% have been calling the Helpline between 2-30 times with 68% of them calling and writing within the same month. Thus, keeping the two communication / petition channels open renders processes repetitive, due to significant level of overlap. Rather, efforts and resources should be invested in follow up and feedback provision, which at present Units have to scatter among dual petition streams. Therefore, and with the view that Protection section has opened up appointment-based protection counselling system to persons of concern the below recommendations are proposed.

Recommendations

The below recommendations were discussed and agreed by the Heads of Units during the Protection and Solutions meeting on 16 January and were also agreed with CBI and Health units:

- Close petition intake through the general email account as well as embedded email in Helpsite and direct it completely to the Helpline/IVR.

- For as long as Pandemic is present keep petition boxes sealed.

- Maintain/empower Helpline as a key communication tool with PoCs yet ensuring:
    - Reinforcing the feedback.
    - Providing more in-depth counselling by agents.
    - Reducing the number of tickets (referrals) raised by agents.

- Helpline will invest further efforts in data analysis to enhance synergies with other protection units, to unpack and understand repetitive nature of calls and petitions placed regardless on the feedback provided.
- Helpline will enhance its monthly data analyses aiming to identify groups not serviced by this communication tool (e.g., persons with hearing problems, those residing at the farms, etc.), and customize for them focus group discussions.

Essential Considerations

- Careful assessment of Helpline agents' capacities (DEC 2021, 42,000 calls were abandoned by agent while 21,000 were answered by agents) against the risk of generating the demand increase by providing more information.

- Maintain general anti-fraud email for intake of fraud complaints, with clear autoreply explaining its purpose, and directing petition submissions to the Helpline. The Helpline team will then record it on RAIS (*source of referral*: email petition).

- Maintain the email referrals received from MENA Individual Case Management as is but send a clear autoreply to the senders directing them to the Helpline.

Helpline Unit

30 January 2022

Annex 2 - Focal Points - July 2022

Unit	Focal point	Backup
BO Amman		
RST & CP		
Registration		
Protection		
Health		
Legal		
RSD		
CBI		
Irbid		
Protection and Field		
Mafraq		
Protection		
Zaatari Camp		
Protection		
Azraq Camp		
Protection		

Petitions and Complaints Referral Criteria

CBI Unit

- Asking for monthly assistance
- Complaint about the enumerator from the mindset company (the service provider who conduct the home visit assessments)
- Requests for appeal related to monthly assistance
- Any complaint about withdrawal issues (ATM Card, U wallet, IRIS, change cash collector, convert the modality of withdrawn money)
- Request for a home visit

Registration Unit

- Appointment requests: renewal, adding, split/merge
- New registration appointment requests (to schedule if eligible, and counsel if not)
- Requests to replace/receive ASC/RC
- Adding or updating data, such as: adding documents, adding medical reports, amendment/changes to their biodata

RSD Unit

To use the same guide created for QMS to identify the cases that can be referred to RSD:

- https://unhcr365.sharepoint.com/teams/mena-jor-RSDUnit/SitePages/RSD-Counselling-Guide-(QMS-and-Helpline).aspx?ga=1

Resettlement and Complementary pathways Unit

In line with existing SOPs, the resettlement team can only follow-up on petitions with <u>active resettlement cases</u> as reflected in proGres v4. For integrity purposes, resettlement consideration cannot be initiated based on a petition, but would require a referral from another functional unit. Focal points should review proGres v4 to see if there is any active resettlement case and distribute the petitions accordingly:

- **Petitions from PoCs with active Resettlement Cases**: refer the petition to the resettlement team for follow-up counselling on their current resettlement status.
  For petitions on resettlement received in Field offices, focal points will send the petitions to the Resettlement Unit twice a week.
- **Petitions from PoCs asking for multiple service areas in addition to Resettlement**: Most often we see petitions requesting a multitude of services (cash, health, protection, etc.) as well as resettlement. Such petitions should be referred to the unit that can resolve or verify the most urgent protection need. Once the functional units review the case they can refer officially for resettlement should the vulnerability require it.
- **Petitions from POCs with no active resettlement case <u>only</u> asking for resettlement:** These petitions should be considered as #no action needed (Section 7 of SOP on Petitions and Complaints) and receive a message acknowledging the letter, with no follow-up needed.

Any petition seeking information or support for complementary pathways can be referred to the solutions team:

- Petitions inquiring about family reunification with a close relative in a third country
- Petitions asking about third-country scholarships or employment visa programs
- Petitions asking for support or documentation for private sponsorship (e.g. Canada's G5 program)

Health unit

All petitions requesting treatment for medical conditions or mention suffering from medical conditions (with or without available medical reports) should be referred to Health Unit **unless**:

- Applicants are asking for resettlement on medical grounds: refer to HU but first V4 must be checked, if applicant has an active resettlement file then do not refer to HU
- Petition is for a disability/ paralysis case: refer to CBP
- Applicants mention that they have medical issues but their main request is cash, protection, resettlement (for reasons other than health): refer to respective unit
- Children (under 18) suffering from mental health issues: refer to Child Protection
- There are medical reports but without a petition: refer to filing to be added to case file
- Applicant wants to add medical report to case file: refer to registration

Legal unit

- All detention related cases, such as: risk of detention/deportation, confiscated documents, etc.
- All legal related cases, such as: threats in CoA, issues of documentation, court cases, home eviction, etc.

Annex 4

Updating ProGres – Communication Entity

Any information related to petitions received from PoCs should be recorded under the communication entity.

Creating a communication record in ProGres:

In ProGres V4, you can create a communication record for the Registration Group as per below:

1- Click on the Registration Group to open up the case page, click on ADD button, then select communication from the Registration Group page OR from the top bar click on the Registration Group number and choose communication entity.

2- Complete the required fields on the communication form.

In the create communication window that appears fill out the following as required (Note that mandatory fields are highlighted with*. **Please pay attention to the fields in red font (entries in this field should match the below guidance to enable extraction of statistics**.

Record form: Communication	
Fields	**Contents**
Communication Number	Generated Automatically by the system
Communication Description*	Fill in the subject/ purpose of the communication, e.g. Registration, RSD, RST, Protection, CBI, CBP, health, PRRP, LPP
Communication Date *	It appears automatically the current date and it could be changed manually
Communication By	Default to user who create the record
Communication Type*	Select appropriate value from the Look up view (select MAIL here)
Category	Select the functional unit that the petition is addressed to
Other Category	Indicate other category that the communication may also fall under (if the petition is addressed to more than one functional unit)
Communication Details	A summary on the contents/reason of the communication