



Feedback, Referral, and Resolution Mechanism (FRRM)

September 2024 Newsletter



FRRM awareness session with school children in Kampala. ©UNHCR/RMU Uganda.

MONTHLY HIGHLIGHTS



The Inter-agency FRRM helpline received a total of **21,159** calls and **3,774** new queries during September 2024 representing a **12.2%** reduction compared to August 2024. **1,953 (51.7%)** new queries came from females and **1,821 (48.3%)** from males.



At the helpline level, **1,966 (52.1%)** queries were resolved using FAQs. The remaining **1,808 (47.9%)** which included requests for assistance, reports of misconduct, and urgent protection cases were referred to UNHCR and partners for follow-up and assistance. UNHCR and partners closed **1,362** Category 3 referrals (requests for assistance) during the month and this included **508** from those received and closed within the month and **854** from the previous month's backlog across all locations. Overall, among referrals received during the month, **29.3%** were resolved, **43.3%** were still being actioned on and **27.4%** remained unopened.



Nakivale Settlement registered the highest number of new queries (**618**) in the month. **Bidibidi Settlement** followed with **601** new queries; **Kampala - Urban Settlement** with **512** new queries; **Kyaka II Settlement** with **482** new queries; and **Rhino Camp Settlement** with **373** new queries.



Compared to **August 2024**, by sector, Community Based Protection registered **629** new queries indicating a **4.1%** increase. This was followed by Food Assistance with **625** new queries and a **37.4%** increase; Health and Nutrition with **381** new queries and a **15.1%** increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with **363** new queries and a **17.9%** decrease; General Queries with **339** new queries and a **68.4%** decrease.



51.7%

of callers in September were **women and girls**



52.1%

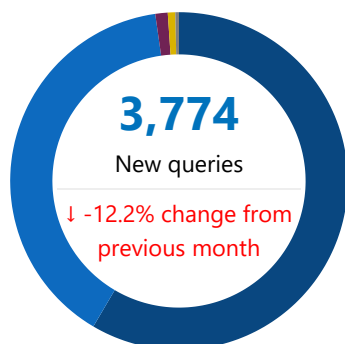
of the calls were resolved directly **by the helpline**



47.9%

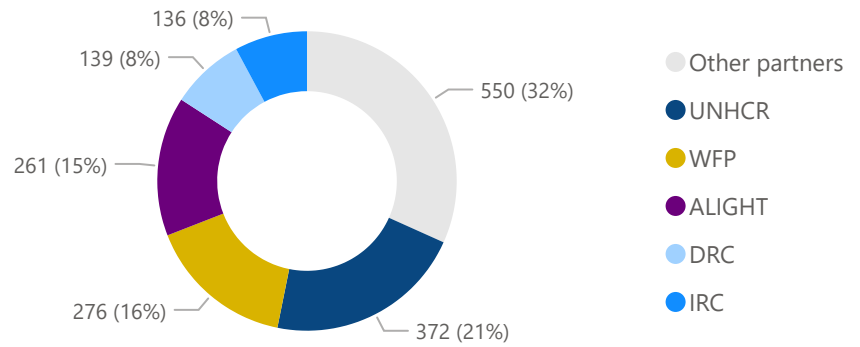
of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



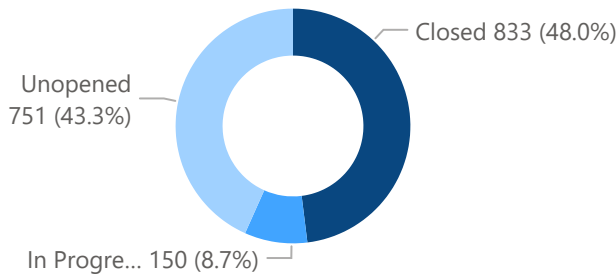
Call Category	New queries	% of total queries	% change from previous month
1 General and/or positive feedback (no response required)	30	0.8%	↑ 30.4%
2 Information request answered directly using standard FAQs	1,936	51.3%	↓ -29.9%
3 Request for support and assistance through a referral	1,734	45.9%	↑ 18.8%
4 Calls relating to allegations of fraud, corruption	65	1.7%	↑ 38.3%
5 Calls regarding serious life-threatening cases	9	0.2%	↑ 50.0%

- 1,734
Number of Category 3 referrals received
- 18.8%
Percentage change from the previous month
- 32
Number of agencies who received referrals

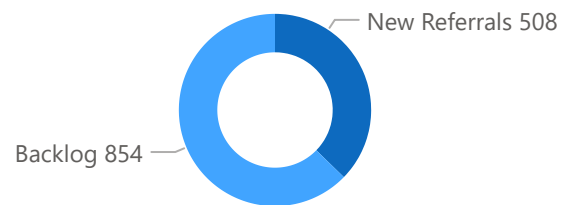


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting

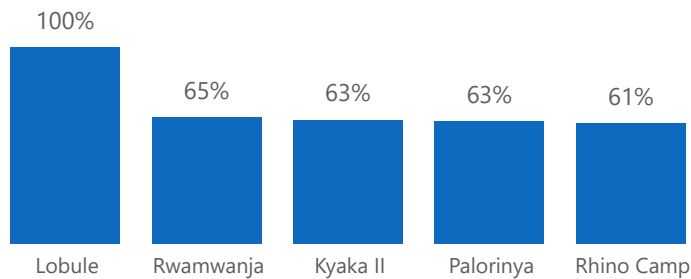


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

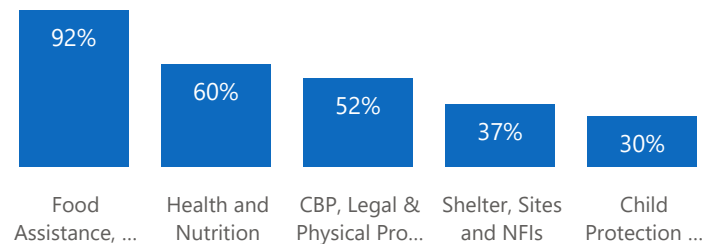


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



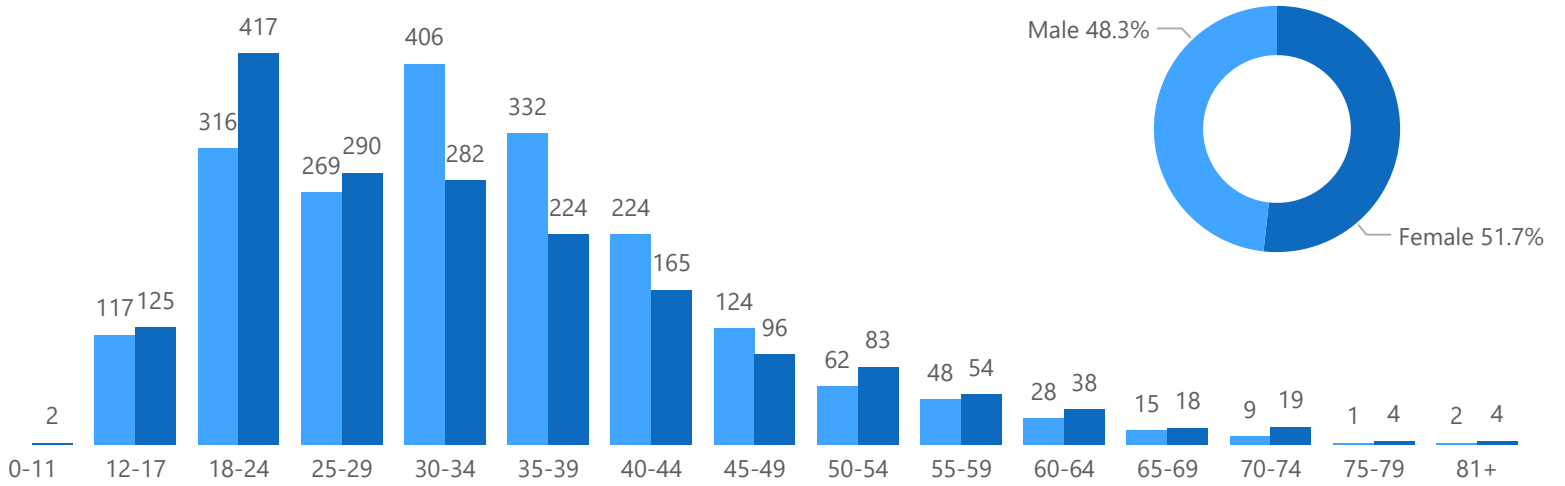
Top five sectors with highest percentage of closed referrals



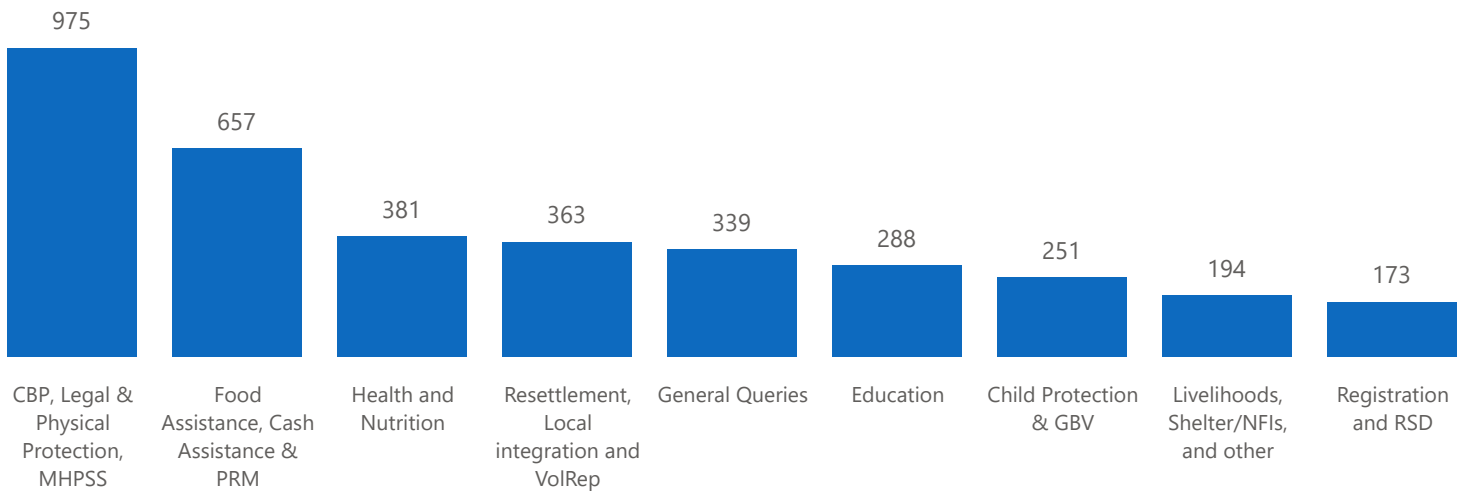
POSITIVE FEEDBACK RECEIVED

- The caller expressed gratitude to MTI and AHA for the medical support he received when he got injured through an accident in January. He is grateful and mentioned his condition has now improved. - **Health and Nutrition, Kyaka II, (03 Sep 2024)**
- The caller expressed gratitude to UNHCR and FRC for having offered her financial savings training, and to FCA who taught her salon and hairdressing skills, which she believes will be very helpful in her life. - **Livelihoods, Kyaka II, (05 Sep 2024)**
- FDSP expressed his appreciation to UNHCR, MTI, and AHA for supporting him when he got an accident. His case was addressed to AHA and they provided the necessary medical assistance. - **Health and Nutrition, Kyaka II, (09 Sep 2024)**
- FDSP expressed deep gratitude to UNHCR, FRRM, and MTI for the medical assistance accorded to his year-old child, who had sight issues but is now well after undergoing surgery. - **Health and Nutrition, Kyaka II, (11 Sep 2024)**
- The caller appreciated the guidance she received from the FRRM helpline regarding her baby's registration. Upon visiting OPM office as advised, her child was added to the attestation and she is grateful for the support. - **Registration, Nakivale, (13 Sep 2024)**
- The caller appreciated CARITAS for the shelter they built for her. She had a very precarious shelter until April 2024 when the shelter was handed to her and she is really grateful for the support. - **Shelter, Sites and NFIs, Kyangwali, (14 Sep 2024)**
- The caller expressed gratitude to UNHCR and FRRM for the support with her 10-year old child who had a mental health issue. The child received support and care from both Mulago and Fort Portal Hospitals since July 2024 has shown significant improvement. - **Health and Nutrition, Kyaka II, (19 Sep 2024)**
- The FDSP had missed cash assistance and raised the issue through the FRRM helpline. It was addressed to WFP and he was supported to receive his cash. FDSP appreciated both WFP and UNHCR. - **Food Assistance, Nakivale, (25 Sep 2024)**

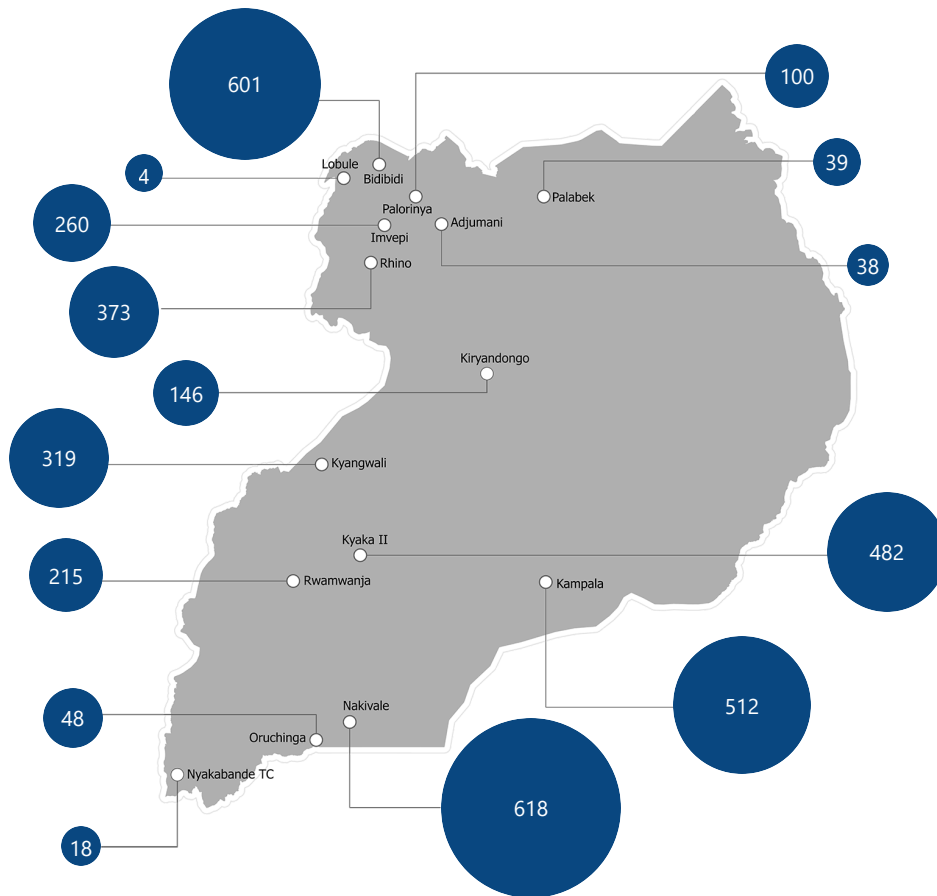
New Queries by Gender and Age Group












New Queries by Sector

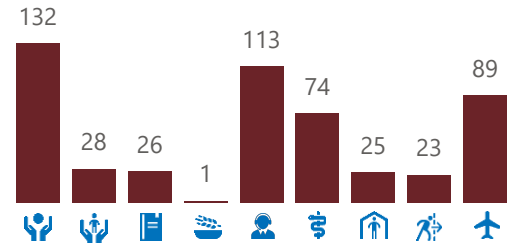


New Queries by Location

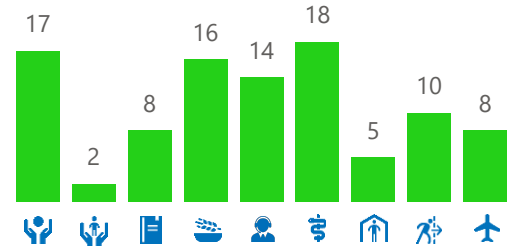


-  CBP, Legal & Physical Protection, MHPSS
-  Child Protection & GBV
-  Education
-  Food , Cash Assistance & PRM
-  General Queries
-  Health and Nutrition
-  Livelihoods, Shelter/NFIs, and other
-  Registration and Refugee Status Determination
-  Resettlement, Local Integration and Voluntary Repatriation

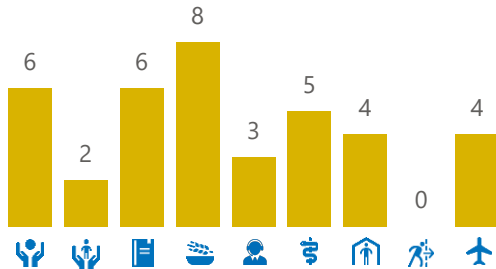
Kampala - Urban



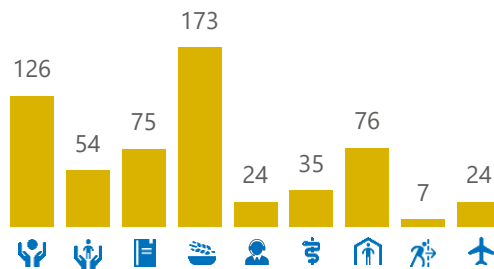
Kiryandongo - Mid West



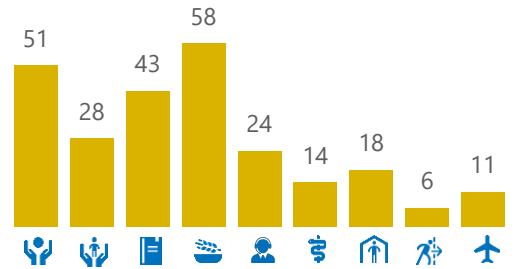
Adjumani - West Nile



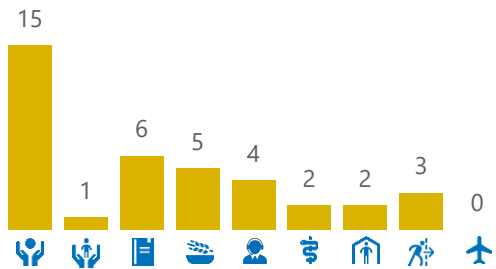
Bidibidi - West Nile



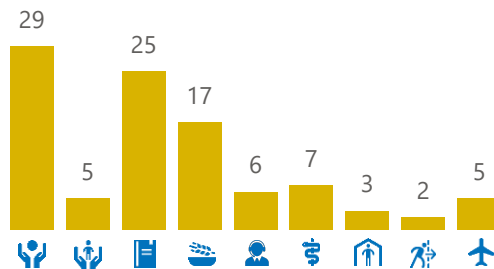
Impevi - West Nile



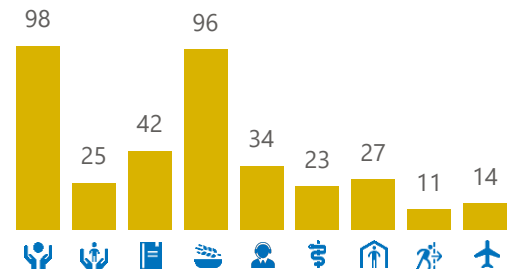
Palabek - West Nile



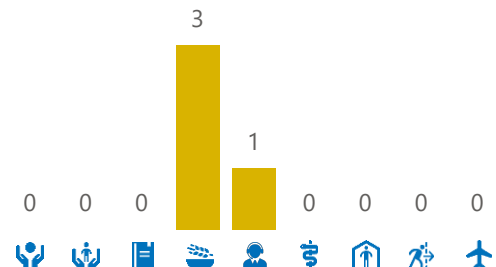
Palorinya - West Nile



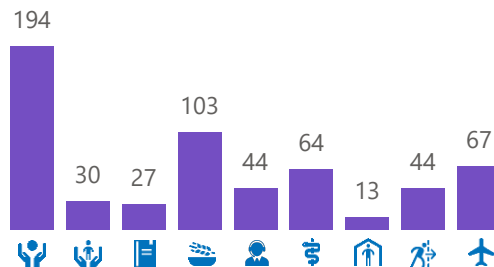
Rhino Camp - West Nile



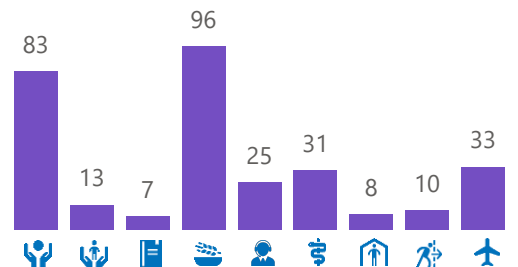
Lobule - West Nile



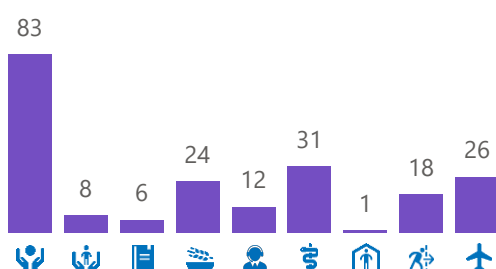
Nakivale - South West



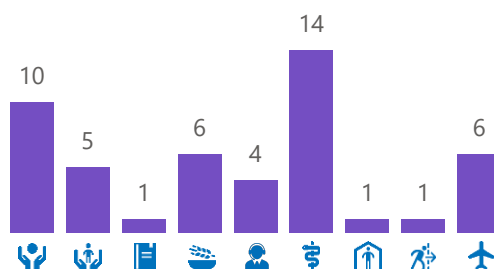
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West

