UNHCR The UN Refugee Agency | Somalia

COMPLAINTS AND FEEDBACK MECHANISMS

2024 Quarter 3, Newsletter

UNHCR Call centre in Mogadishu/Somalia. ©Photo / UNHCR IMU

QUARTERLY HIGHLIGHTS

UNHCR Somalia Complaints and Feedback Mechanisms (CFM) received a total of **6,184 new queries from 5,412** individuals during Quarter 3, 2024 representing a **increase of 14%** in total number of indivdiuals and **reduction of 40.2%** in new queries compared to Quarter 2, 2024. **4,781 (77.3%)** of new queries were made by females while **1,403 (22.7%)** were made by males. Similary, **3,767 (60.9%)** of the queries in Quarter 3, 2024 were from IDPs, **1,214 (19.6%)** Refugees/Asylum Seeker, and remaining **1,203 (19.5%)** were from Refugee Returnee and Host Communities. Since the launch of UNHCR Helpline center, it has received a total of **1,917 calls** .

In Quarter 3 2024, a total of **1,753 (28.3%)** queries regarding general feedback and request for information, which were resolved using FAQ's and providing required information. The queries include general feedback and request for information. The remaining **4,266 (69%)** new queries included request for assistance and serious life threatening cases were referred to UNHCR and partners for follow up and assitance. UNHCR and parters closed **1,137 Category 3 referrals (requests for assistance) and 0 Category 5 (serious life-threatening cases) referrals** during the month. Overall, **28.3% of queries in the month were resolved while 71.7% still require action**.

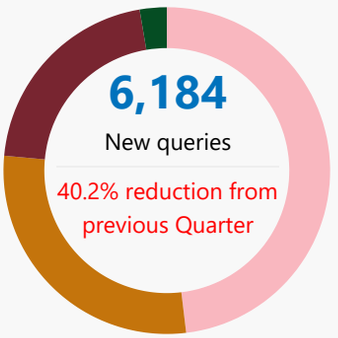
Galgaduud region registered the highest number of new queries **(3,121 - 50%)** in the month of Quarter 3. Woqooyi Galbeed region followed with **227 (18%)** new queries.

77.3% of callers in June 2024 were **women and girls**

28.3% **of the calls were resolved directly by the various mechanisms.**

71.7% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



Call Category	New Queries	% of total queries	Closed queries	% Closed Queries	% Change from previous month
1 - General and/or positive feedback (no response required)	165	2.7%	165	100.0%	▲ 194.6%
2 - Information request	1,753	28.3%	1753	100.0%	▼ -201.0%
3 - Request for support and assistance through referral	2,975	48.1%	1137	38.2%	▼ -1.8%
4 - Calls relating to allegations of fraud, corruption	0	0.0%	0		0.0%
5 - Calls regarding serious life-threatening cases	1,291	20.9%	552	42.8%	▲ 316.5%

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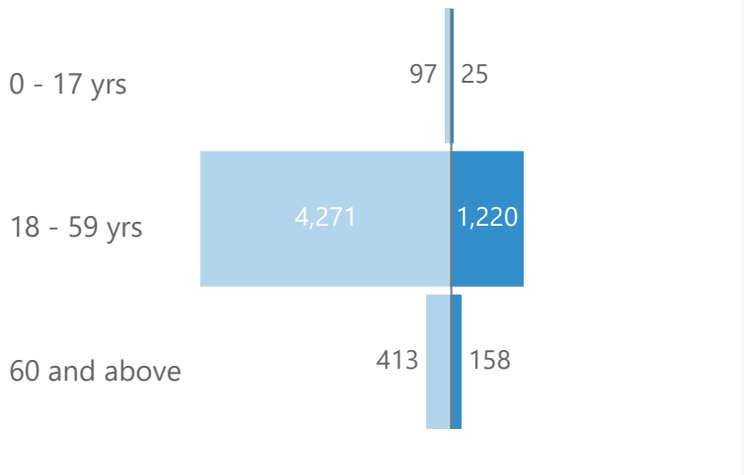
Individual Demographic details

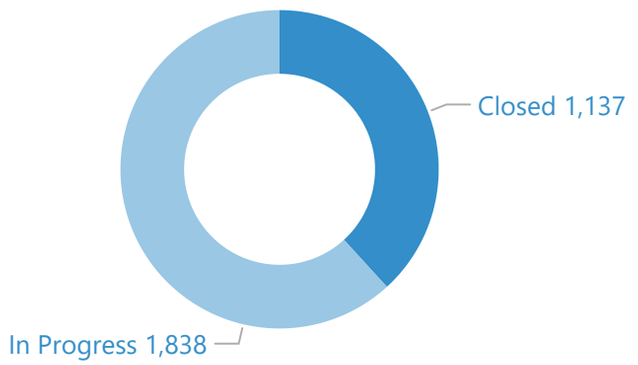
77% | 23%



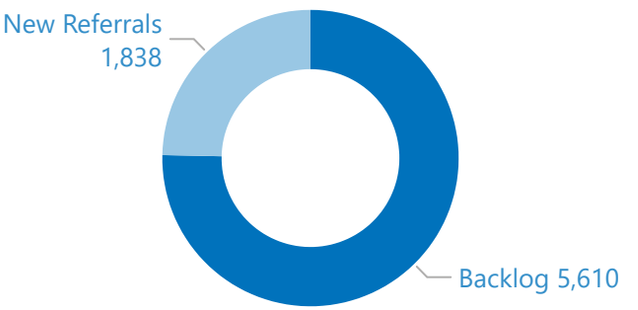
Region	# New Queries	% New Queries
Galgaduud	3,121	50.47%
Woqooyi Galbeed	1,092	17.66%
Mudug	827	13.37%
Banadir	429	6.94%
Bari	385	6.23%
Bay	90	1.46%
Lower Shabelle	84	1.36%
Middle Shabelle	52	0.84%
Bakool	45	0.73%
Nugaal	31	0.50%
Hiraan	17	0.27%
Lower Juba	5	0.08%
Awdal	2	0.03%
	1	0.02%
Borama	1	0.02%

ACTION on CATEGORY 3 REFERRALS (Request for support and assistance through referral)

Status of Category 3 referrals for Quarter 3, 2024

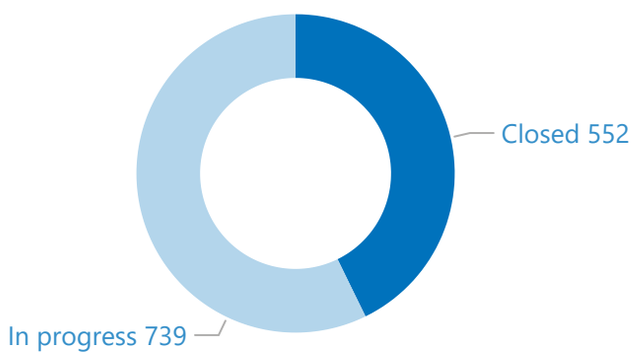


Category 3 referrals resolved by UNHCR and partners in Quarter 3 and the backlog since beginning of the year

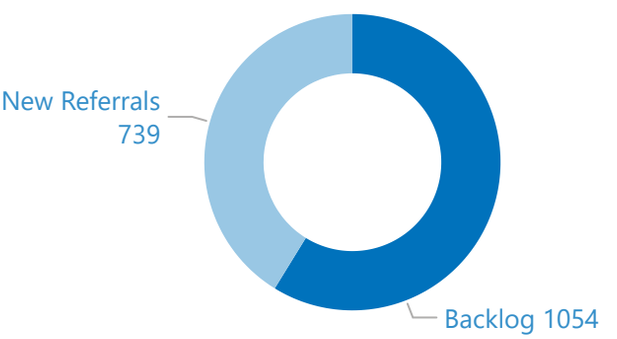


ACTION on CATEGORY 5 REFERRALS (Serious life threatening cases)

Status of Category 5 referrals for Quarter 3, 2024



Category 5 referrals resolved by UNHCR and partners in Quarter 3 and the backlog since beginning of the year



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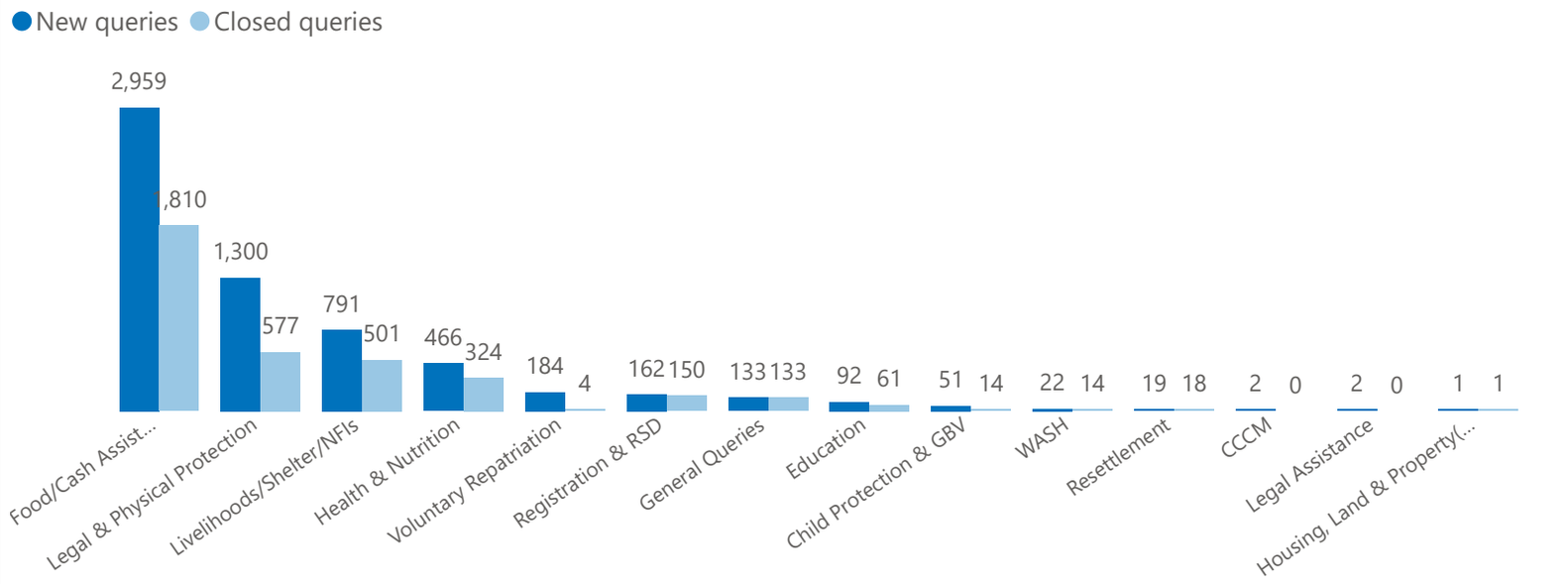
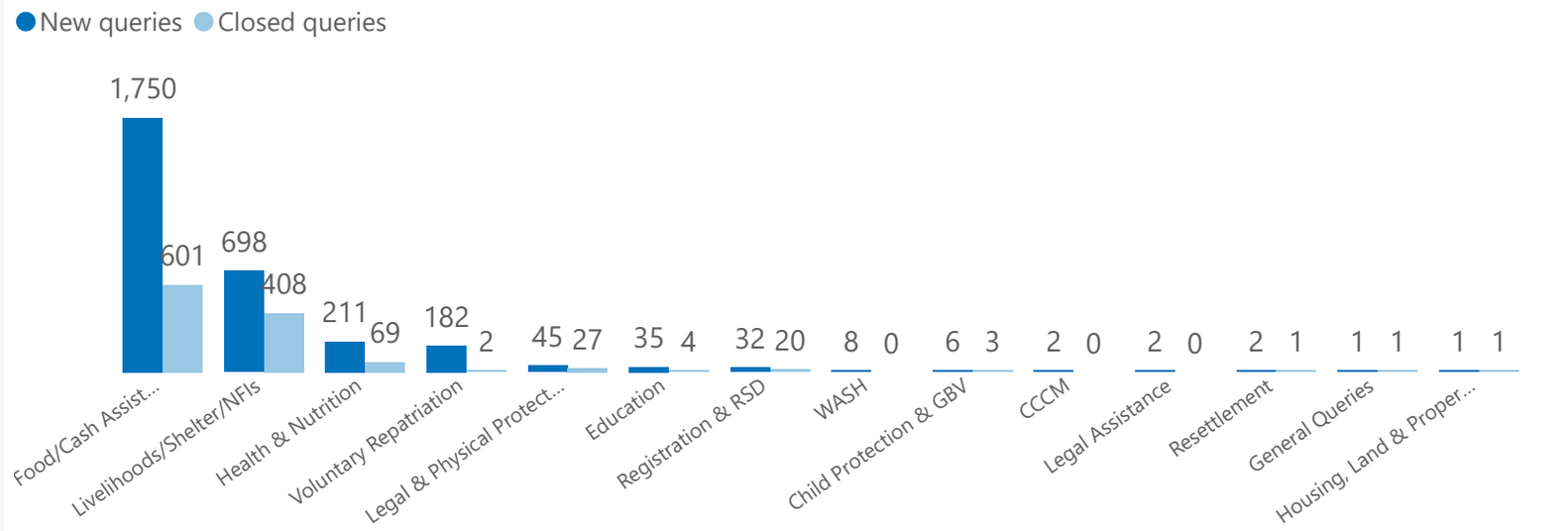
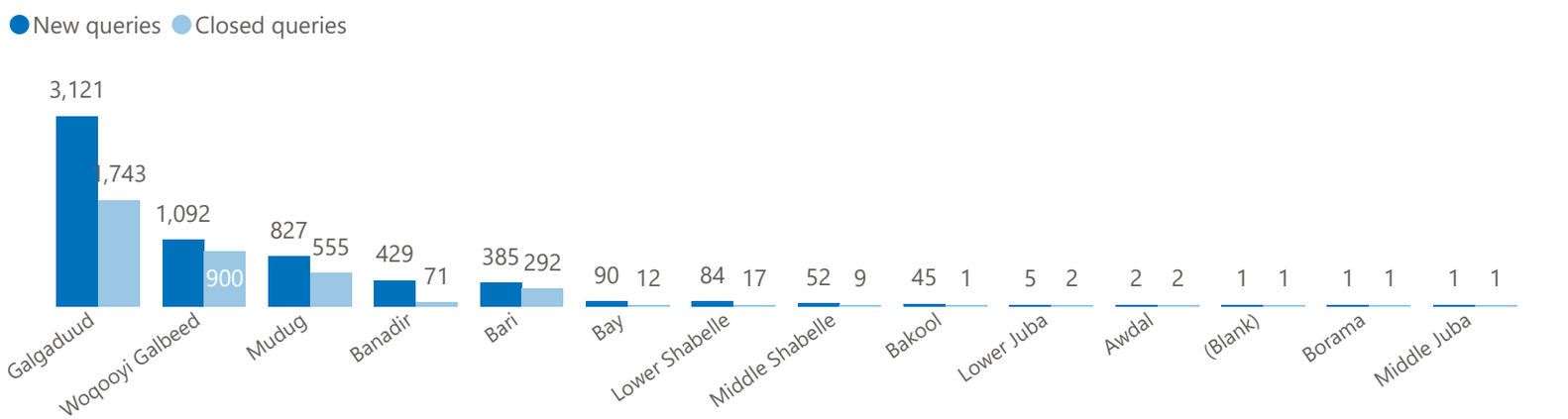
New/Closed queries by Sector



New/Closed queries by Sector for Category 3 - Request for support and assistance through referral



New/Closed queries by Region



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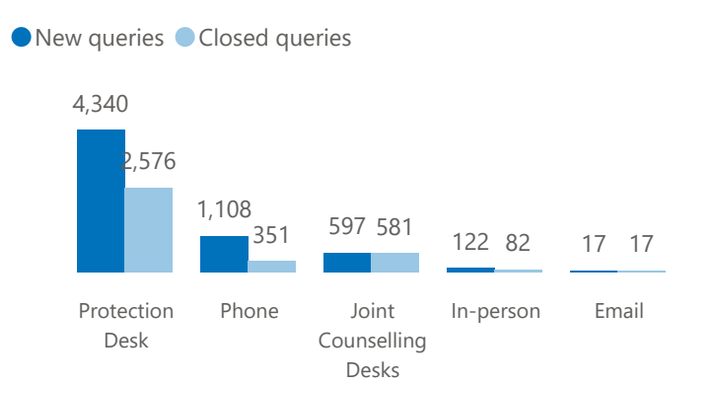
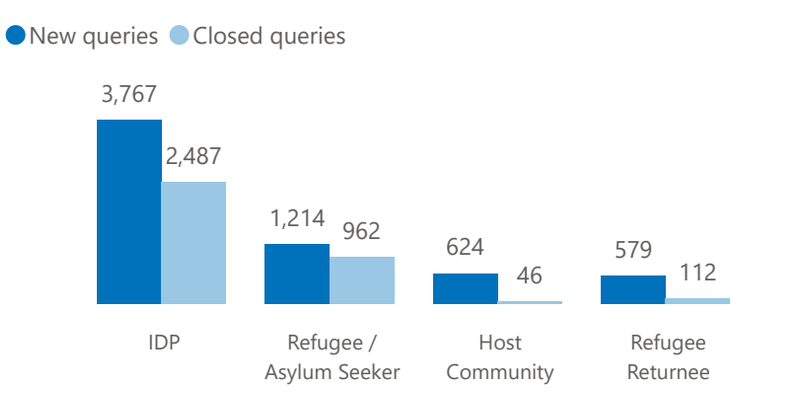
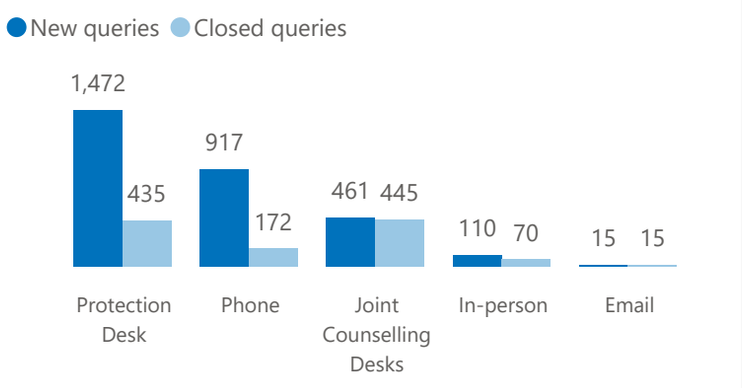
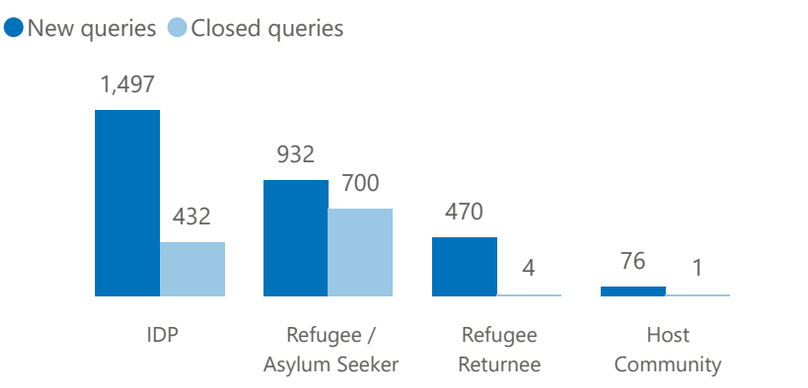
New/Closed queries by Communication & Population Type



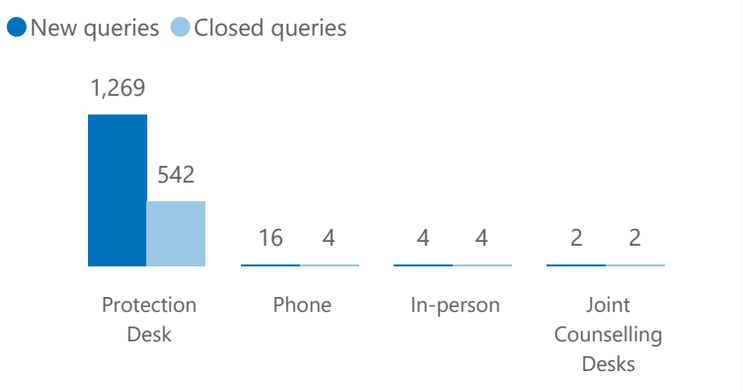


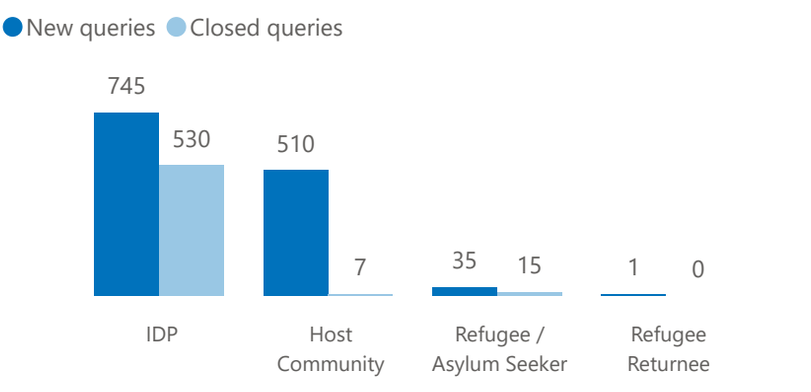
New/Closed queries by Communication/Population Type for Category 3 (Request for assistance and support through Referral)





New/Closed queries by Communication/Population Type for Category 5 (serious life-threatening cases)





Data Sources : Data collected through UNHCR Protection Desks and UNHCR Inter-agency Complaints and Feedback Mechanism (ICFM) Helpline Centre.

Annexe 1: New/Closed queries by Sector and Categories

Sector	Category 1			Category 2			Category 3			Category 4			Category 5			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed
CCCM							2	0	0.0%							2	0
Child Protection & GBV				9	9	100.0%	6	3	50.0%				36	2	5.6%	51	14
Education	1	1	100.0%	56	56	100.0%	35	4	11.4%							92	61
Food/Cash Assistance	1	1	100.0%	1,208	1,208	100.0%	1,750	601	34.3%							2,959	1,810
General Queries	131	131	100.0%	1	1	100.0%	1	1	100.0%							133	133
Health & Nutrition				255	255	100.0%	211	69	32.7%							466	324
Housing, Land & Property(HLP)							1	1	100.0%							1	1
Legal & Physical Protection							45	27	60.0%				1,255	550	43.8%	1,300	577
Legal Assistance							2	0	0.0%							2	0
Livelihoods/Shelter/NFIs				93	93	100.0%	698	408	58.5%							791	501
Registration & RSD	20	20	100.0%	110	110	100.0%	32	20	62.5%							162	150
Resettlement	11	11	100.0%	6	6	100.0%	2	1	50.0%							19	18
Voluntary Repatriation	1	1	100.0%	1	1	100.0%	182	2	1.1%							184	4
WASH				14	14	100.0%	8	0	0.0%							22	14
Total	**165**	**165**		**1,753**	**1,753**		**2,975**	**1,137**					**1,291**	**552**		**6,184**	**2,890**

Annexe 2: New/Closed queries by Region and Categories

Region	Category 1			Category 2			Category 3			Category 4			Category 5			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed
Awdal							2	2	100.0%							2	2
Bakool	1	1	100.0%				44	0	0.0%							45	1
Banadir	68	68	100.0%	3	3	100.0%	356	0	0.0%				2	0	0.0%	429	71
Bari	2	2	100.0%	231	231	100.0%	95	28	29.5%				57	31	54.4%	385	292
Bay	11	11	100.0%	1	1	100.0%	78	0	0.0%							90	12
Borama							1	1	100.0%							1	1
Galgaduud				1,063	1,063	100.0%	1,033	283	27.4%				1,025	397	38.7%	3,121	1,743
Hiraan							17	0	0.0%							17	0
Lower Juba	2	2	100.0%				3	0	0.0%							5	2
Lower Shabelle	17	17	100.0%				67	0	0.0%							84	17
Middle Juba							1	1	100.0%							1	1
Middle Shabelle	9	9	100.0%				43	0	0.0%							52	9
Mudug	1	1	100.0%	311	311	100.0%	339	129	38.1%				176	114	64.8%	827	555
Nugaal							20	0	0.0%				11	0	0.0%	31	0
Sanaag							1	0	0.0%							1	0
Woqooyi Galbeed	54	54	100.0%	143	143	100.0%	875	693	79.2%				20	10	50.0%	1,092	900
Total	**165**	**165**		**1,753**	**1,753**		**2,975**	**1,137**					**1,291**	**552**		**6,184**	**6,184**

Annexe 3: New/Closed queries by Communication Type and Categories

Communication Type	Category 1			Category 2			Category 3			Category 4			Category 5			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed
Email	2	2	100.0%				15	15	100.0%							17	17
In-person	4	4	100.0%	4	4	100.0%	110	70	63.6%				4	4	100.0%	122	82
Joint Counselling Desks	24	24	100.0%	110	110	100.0%	461	445	96.5%				2	2	100.0%	597	581
Phone	135	135	100.0%	40	40	100.0%	917	172	18.8%				16	4	25.0%	1,108	351
Protection Desk				1,599	1,599	100.0%	1,472	435	29.6%				1,269	542	42.7%	4,340	2,576
Total	**165**	**165**		**1,753**	**1,753**		**2,975**	**1,137**					**1,291**	**552**		**6,184**	**6,184**

Annexe 4: New/Closed queries by Population Type and Categories

Population Type	Category 1			Category 2			Category 3			Category 4			Category 5			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed
Host Community				38	38	100.0%	76	1	1.3%				510	7	1.4%	624	46
IDP	7	7	100.0%	1,518	1,518	100.0%	1,497	432	28.9%				745	530	71.1%	3,767	2,487
Refugee / Asylum Seeker	58	58	100.0%	189	189	100.0%	932	700	75.1%				35	15	42.9%	1,214	962
Refugee Returnee	100	100	100.0%	8	8	100.0%	470	4	0.9%				1	0	0.0%	579	112
Total	**165**	**165**		**1,753**	**1,753**		**2,975**	**1,137**					**1,291**	**552**		**6,184**	**6,184**

Categories Description

Category 1 :- General and/or positive feedback (no response required)

Category 2 : - Information request

Category 3 :- Request for support and assistance through referral

Category 4 :- Allegations of fraud, corruption

Category 5 :- Serious life-threatening cases

Annexe 5: New/Closed queries by Region and Sectors

Region	CCCM			Child Protection & GBV			Education			Food/Cash Assistance			General Queries			Health & Nutrition			Housing, Land & Property(HLP)			Legal & Physical Protection			Legal Assistance			Livelihoods/Shelter/NFIs			Registration & RSD			Resettlement			Voluntary Repatriation			WASH			Total	
	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed	% Closed	New	Closed
Awdal										2	2	100.0%																															2	2
Bakool										21	0	0.0%	1	1	100.0%							1	0	0.0%				19	0	0.0%										3	0	0.0%	45	1
Banadir				1	0	0.0%	7	0	0.0%	196	2	1.0%	68	68	100.0%	17	0	0.0%				7	0	0.0%				13	1	7.7%	5	0	0.0%	1	0	0.0%	114	0	0.0%				429	71
Bari				16	5	31.3%	18	16	88.9%	215	180	83.7%	2	2	100.0%	40	26	65.0%	1	1	100.0%	46	31	67.4%	1	0	0.0%	44	31	70.5%							2	0	0.0%				385	292
Bay	2	0	0.0%							49	0	0.0%	12	12	100.0%													5	0	0.0%	3	0	0.0%				17	0	0.0%	2	0	0.0%	90	12
Borama										1	1	100.0%																															1	1
Galgaduud				27	7	25.9%	49	35	71.4%	1,219	729	59.8%				375	283	75.5%				1,005	397	39.5%				431	279	64.7%	1	1	100.0%							14	12	85.7%	3,121	1,743
Hiraan										12	0	0.0%																1	0	0.0%							4	0	0.0%				17	0
Lower Juba										3	0	0.0%	2	2	100.0%																												5	2
Lower Shabelle										35	0	0.0%	17	17	100.0%													1	0	0.0%							31	0	0.0%				84	17
Middle Juba													1	1	100.0%																												1	1
Middle Shabelle										22	0	0.0%	9	9	100.0%							5	0	0.0%				8	0	0.0%							7	0	0.0%	1	0	0.0%	52	9
Mudug							1	1	100.0%	411	269	65.5%				5	3	60.0%				176	114	64.8%				225	159	70.7%	6	6	100.0%	1	1	100.0%				2	2	100.0%	827	555
Nugaal				2	0	0.0%				14	0	0.0%										9	0	0.0%	1	0	0.0%	5	0	0.0%													31	0
Sanaag																																					1	0	0.0%				1	0
Woqooyi Galbeed				5	2	40.0%	17	9	52.9%	759	627	82.6%	21	21	100.0%	29	12	41.4%				51	35	68.6%				39	31	79.5%	146	142	97.3%	17	17	100.0%	8	4	50.0%				1,092	900
Total	**2**	**0**		**51**	**14**		**92**	**61**		**2,959**	**1,810**		**133**	**133**		**466**	**324**		**1**	**1**		**1,300**	**577**		**2**	**0**		**791**	**501**		**162**	**150**		**19**	**18**		**184**	**4**		**22**	**14**		**6,184**	**3,607**