

Feedback and response systems allow UNHCR and partners to hear directly from refugees, internally displaced persons (IDPs), refugee and IDP returnees and host community members with a view to forming a real-time understanding of the protection risks they face and to gauging the effectiveness of protection, assistance and solutions programmes.

Taking into account the different needs and capacities of concerned populations, UNHCR Afghanistan is managing a Complaints and Feedback Mechanism relying on a variety of communication channels accessible all across the country.



THE SYSTEM AT A GALANCE

UNHCR Afghanistan’s Complaints and Feedback Mechanism (CFM) operates both at Country Office level and across field offices, each equipped with various tools and channels. The Operation supports a protection mailbox, ten hotlines managed by Country Office Kabul, Sub Office Jalalabad, Sub Office Kandahar, and Sub Office Mazar as well as 55 complaint boxes spread across the country. All queries feed into a centralized Feedback and Response System (FRS). The CFM also includes referrals from the inter-agency humanitarian call centre, Awaaz.

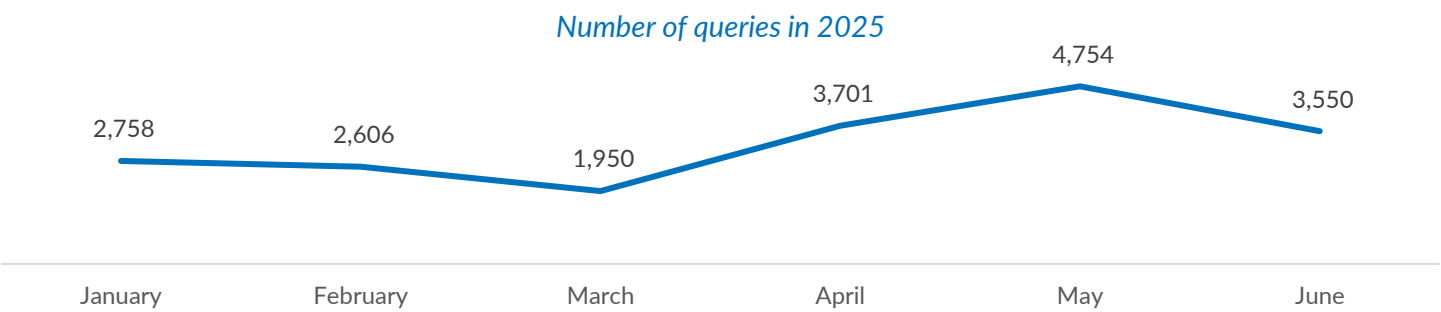
Since September 2023, 145 Community Outreach Volunteers (COVs) and Community Outreach Focal Points (COFPs) deployed across nine provinces are now able to receive and record queries into the FRS. In the context of returns from Pakistan, returnees have the possibility to use the CFM to express their concerns and offer feedback during the registration process at the Encashment Centers.

The latest addition to the CFM are Community-Based Protection Monitoring (CBPM) and Household multisectoral need assessment (HMNA) monitors, now tasked with collecting questions, feedback, suggestions and complaints received in the context of their activities via the CFM to expand the outreach of the system and harmonize responses to queries.



TOTAL OF QUERIES

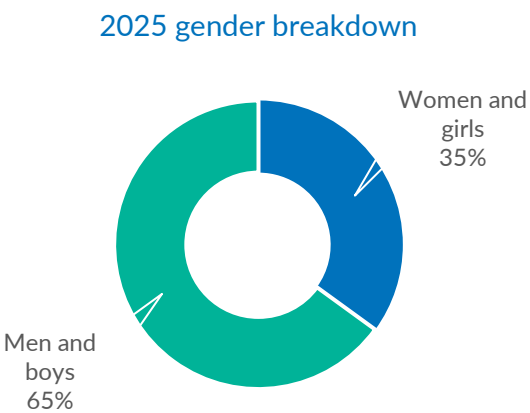
In the Second quarter of 2025, UNHCR and its partners received a total of 12,205 queries, including questions, feedback, suggestions, and complaints, through the Complaint and Feedback Mechanism (CFM). This reflects a 67% increase compared to the 7,314 queries recorded during the first quarter of 2025.





DEMOGRAPHICS

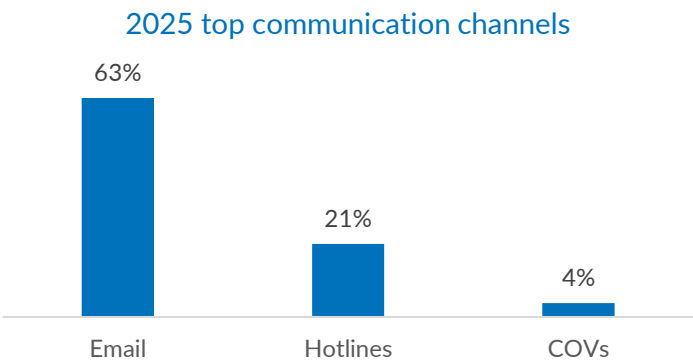
In the second quarter of 2025, 35% of queries originated from women, representing a notable increase compared to 27% in the first quarter of 2025. This increase may be linked to increased returns from Iran and the finalization of Project Agreements with partners after February 2025. The onboarding of Community Outreach Volunteers (COVs) and Community Outreach Focal Points (COFPs) across the country established another important communication channel, which was predominantly utilized by women in the second quarter of 2025. This channel was inactive in the first quarter due to delays in the finalization of Project Partnership Agreements (PPAs). The referrals and intake by COVs and COFPs resulted in higher coverage of female users with 54% compared to 46% of male users for the same period.





CHANNELS OF COMMUNICATION

Accounting for 63% of all queries, emails remained the preferred channel of communication, followed by hotlines (21%, including 25% of women), and community outreach volunteers and focal points (4%, including 54 women). In comparison, during the first quarter of 2025, emails accounted for 70% followed by hotlines (27%).



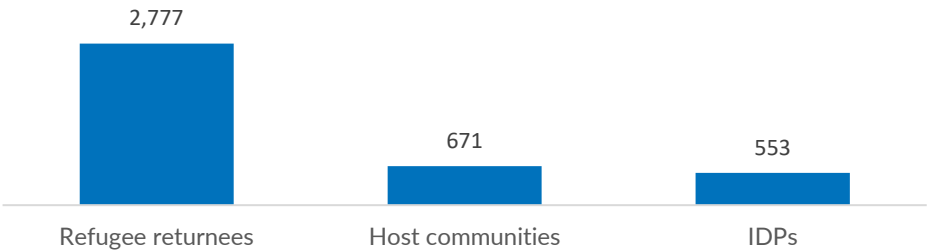
All demographics provided in this report account for all queries, with the exception of emails. This is due to the challenge in determining and verifying the age, gender and specific status of the sender as a consequence to the absence of direct interaction.

PROFILE

In the second quarter of 2025, returnees were the top category of users (61% of all queries), followed by host community members (15%) and IDPs (12%). These proportions are broadly consistent with the first quarter of 2025, where returnees accounted for 64%, host community members 21%, and IDPs 10% of total queries.

In this period, the CFM was predominantly used to request protection interventions and/or assistance, primarily in relation to specific needs, followed by multi-purpose cash and cash for returns (82% of all queries). This is in line with trends recorded in the first quarter of 2025. At last, 1% of queries were formulated as complaints, the majority of which concerned delays in receiving assistance and/or assessments. This pattern is consistent with the first quarter of 2025, during which a similar distribution was observed. Complaints constituted 1% of queries in both quarters, mainly concerning delays in assistance and assessments.

Top population groups per displacement status in 2025



LOCATION

With a total of 9,442 queries, the Kabul Country Office recorded the highest volume of communications, followed by Kandahar (1,958), Mazar (463), Jalalabad (422), Kabul Field Office (290), Herat (217), and Kunduz (32). Notably, the Kabul Country Office continued to serve as the central hub for receiving and managing queries submitted via email and the three nationwide hotlines.



RESPONSE

In the second quarter of 2025, CFM operators responded to all queries. For 4,035 cases requiring tailored follow-up, referrals were made to relevant UNHCR offices and partners. In comparison, referrals covered 1,278 in the first quarter of the year.

Overall, 79% of queries recorded in the second quarter were closed, representing a decrease of 9% compared to the first quarter, when 88% of queries were closed. This decrease may be linked to the higher volume of queries requiring tailored follow-up.

