UNHCR AFGHANISTAN

Complaints and Feedback Mechanism Quarterly Report - 1st January to 31st March 2025



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 first quarter of 2025, UNHCR and its partners received a total of 7,314 queries, including questions, feedback, suggestions and complaints, through the Complaint and Feedback Mechanism (CFM). This reflects a 54% decrease compared to the 15,917 queries recorded during the same period in 2024.

Number of queries in 2025 2,758 2,606 1,950 February March

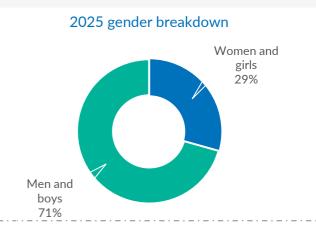


DEMOGRAPHICS

In the first quarter of 2025, 27% of queries originated from women, which is a decrease compared to the 36% reported in 2024.

This reduction may be linked to the delays in the finalization of Project Agreements with partners impacting the onboarding of COVs and COFPs across the country, a channel favored by women in 2024 with 35% of women using COVs/COFPs as opposed to only 24% of men. Representing 68% of all queries, men between the ages of 25 and 59 were the most frequent category of users in the first quarter of 2025, followed by women between 25 and 59 (25%). Accounting for only 1% of all queries, women over 60 were the least frequent users.

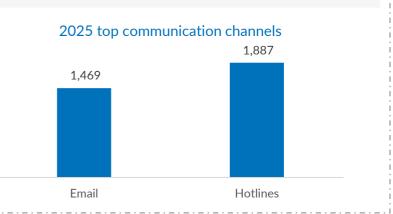
This overall composition of users remains broadly consistent with trends observed in 2024.





CHANNELS OF COMMUNICATION

Accounting for 70% of all queries, emails remained the preferred channel of communication, followed by hotlines (24%, including 27% of women). In comparison, during the same period in 2024, emails accounted for 52% followed by hotlines (37%).



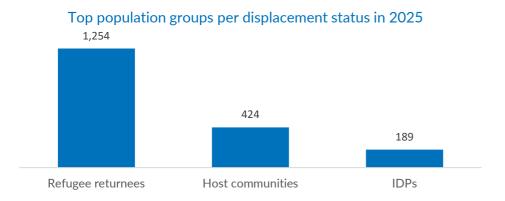
Complaints and Feedback Mechanism Quarterly Report – 1st January to 31st March 2025





In the first quarter of 2025, returnees were the top category of users (64% of all queries), followed by host community members (21%) and IDPs (10%). This is consistent with trends reported in 2024.

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 2024. At last, 1% of queries were formulated as complaints, the majority of which concerned delays in receiving assistance and/or assessments. This reflects a decrease compared to the first quarter of 2024, when the figure stood at 2%.





With 6,485 queries, the Kabul Country Office received the highest number of communications, followed by the Kandahar (625), Jalalabad (374), Herat (29), Kunduz (32) and Mazar (12) offices. Of note, the Kabul Country Office continued to centralize the reception and management of queries received by emails and via the three country-wide hotlines.





In the first quarter of 2025, CFM operators provided a response to all queries. For 1,278 cases requiring tailored follow-up, referrals were made to relevant UNHCR offices and partners.

In total, 88 % of the queries recorded in the first quarter of the 2025 are already closed. This is a considerable increase from 2024, when only 66% of queries were closed. This development is linked to an upgrade of the FRS, streamlining data visualization and follow-up of individual entries.

