Feedback, Referral, and Resolution Mechanism (FRRM)

February 2024 Newsletter

FRRM / UNHCR and Ministry of Gender staff during an exchange visit at the Sauti helpline centre in, Kampala in February 2024. ©Pauline Laker, UNHCR.

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 17,097 calls and 2,970 new queries during February 2024 representing a 0.8% increase compared to January 2024. 1,455 (49.0%) new queries came from females and 1,515 (51%) from males.

At the helpline level, 1,774 (59.7%) queries were resolved using FAQs. The remaining 1,196 (40.3%) 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 974 Category 3 referrals (requests for assistance) during the month and this included 361 from those received within the month and 613 from the previous month's backlog across all locations. Overall, among referrals received during the month, 31.3% were resolved, 52.9% were still being actioned on and 15.8% remained unopened.

Kampala - Urban Settlement registered the highest number of new queries (602) in the month. Kyaka II Settlement followed with 540 new queries; Nakivale Settlement with 510 new queries; Kyangwali Settlement with 267 new queries; and Rwamwanja Settlement with 231 new queries.

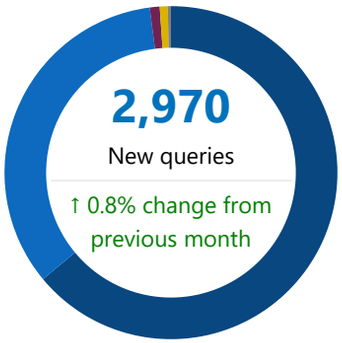
Compared to January 2024, by sector, Durable Solutions (Resettlement, Local integration and Voluntary repatriation) registerd 454 new queries indicating a 33.5% increase. This was followed by Community Based Protection with 435 new queries and a 1.4% decrease; Health and Nutrition with 327 new queries and a 13.9% increase; Legal and Physical Protection with 326 new queries and a 38.1% increase; Education with 296 new queries and a 89.7% increase.

49.0% of callers in February were **women and girls**

59.7% of the calls were resolved directly **by the helpline**

40.3% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



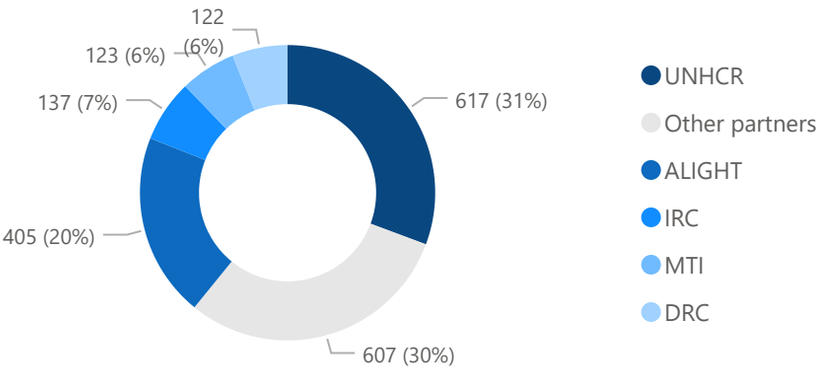
	Call Category	New queries	% of total queries	% change from previous month
1	General and/or positive feedback (no response required)	25	0.8%	↑ 19.0%
2	Information request answered directly using standard FAQs	1,749	58.9%	↓ -14.0%
3	Request for support and assistance through a referral	1,155	38.9%	↑ 34.9%
4	Calls relating to allegations of fraud, corruption	35	1.2%	↑ 59.1%
5	Calls regarding serious life-threatening cases	6	0.2%	↓ -50.0%

REFERRALS to UNHCR and PARTNERS

1,155
Number of Category 3 referrals received

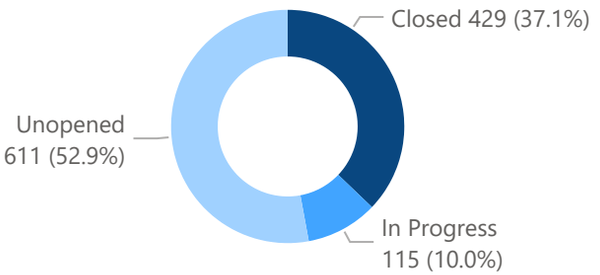
34.9%
Percentage change from the previous month

29
Number of agencies who received referrals

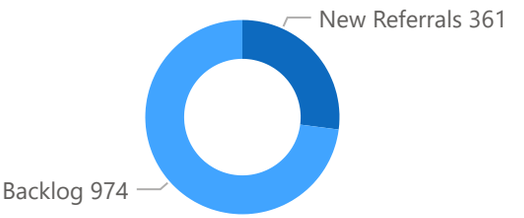


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by the end of month

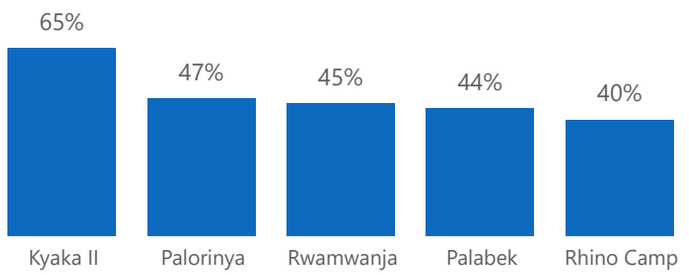


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

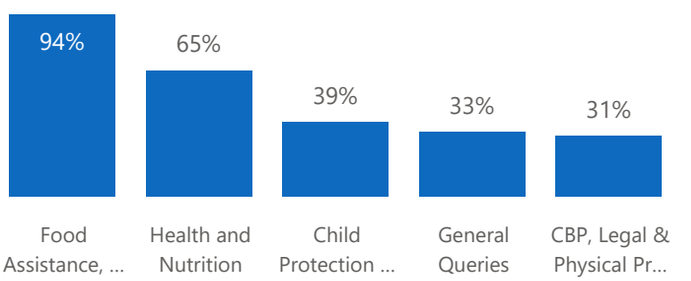


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

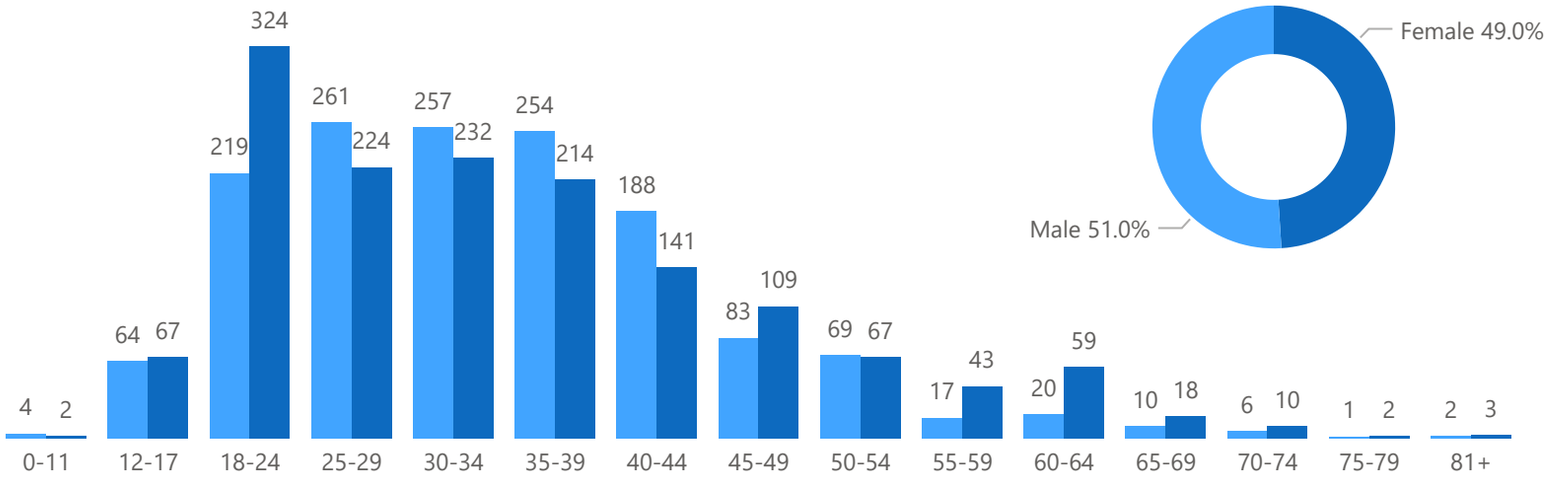


POSITIVE FEEDBACK RECEIVED

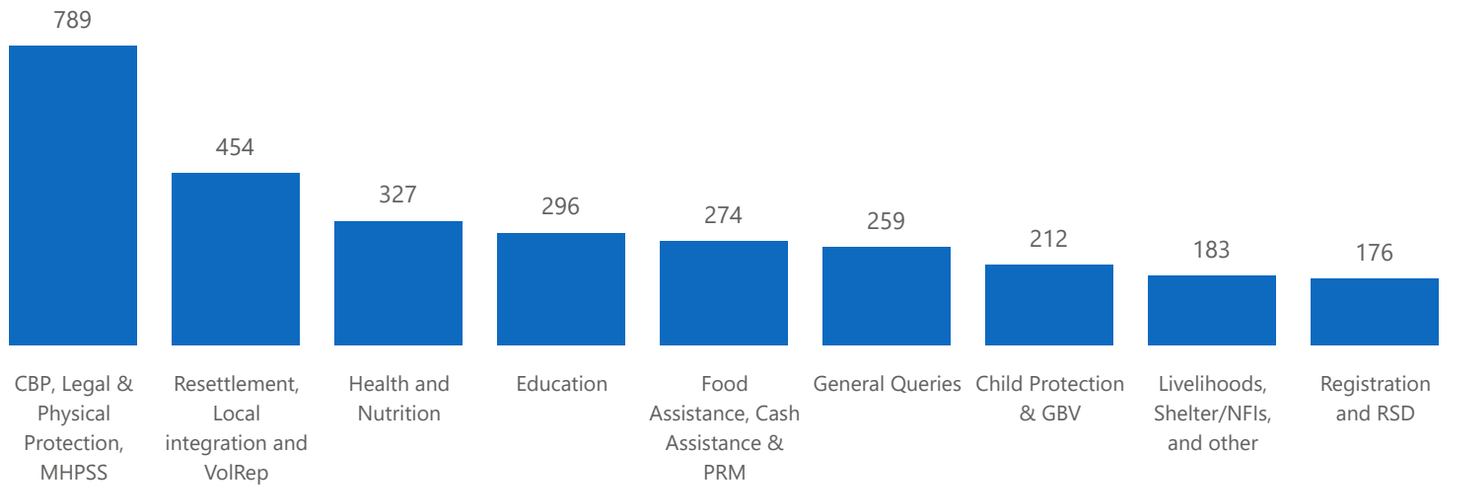
- The caller appreciated UNHCR and MTI for providing medical support to her 15-year-old son as she was unable to meet the bills on her own. - **Health and Nutrition, Oruchinga (13 Feb 2024)**
- The caller thanked the helpline for giving him the right guidance on required documents for police to release him from from their custody. - **Legal and Physical Protection, Kampala (20 Feb 2024)**
- The FDSP appreciated the partner, LWF for enroling him for catering and bakery course until completion and is now looking forward to starting work with the new skills. - **Livelihoods, Palorinya (16 Feb 2024)**
- The FDSP called to appreciate a staff of ALIGHT and OPM for working together to replace her attestation card and to register her neighbour's grandchildren too. - **Registration, Kyaka II (28 Feb 2024)**
- The FDSP called to extend his gratitude for the medical support he got from the partner, IRC after raising his issue through the helpline. He mentioned that his health is now improving. - **Health and Nutrition, Bidibidi (22 Feb 2024)**
- The FDSP expressed her gratitude towards the helpline for addressing her case to UNHCR who linked her with a doctor from MTI for further medical support. - **Health and Nutrition, Nakivale (23 Feb 2024)**
- The FDSP called to extend her gratitude to the helpline for addressing her concern to UNHCR and OPM. She was supported to replace her lost family attestation and refugee ID card. - **Registration, Palabek (27 Feb 2024)**
- The FDSP called to appreciate the helpline and the partner Water Mission (WM U) for fixing the water tank in their area on 5th February 2024 as they are now able to get water. - **WASH, Bidibidi (05 Feb 2024)**

DEMOGRAPHICS, SECTORS AND LOCATIONS

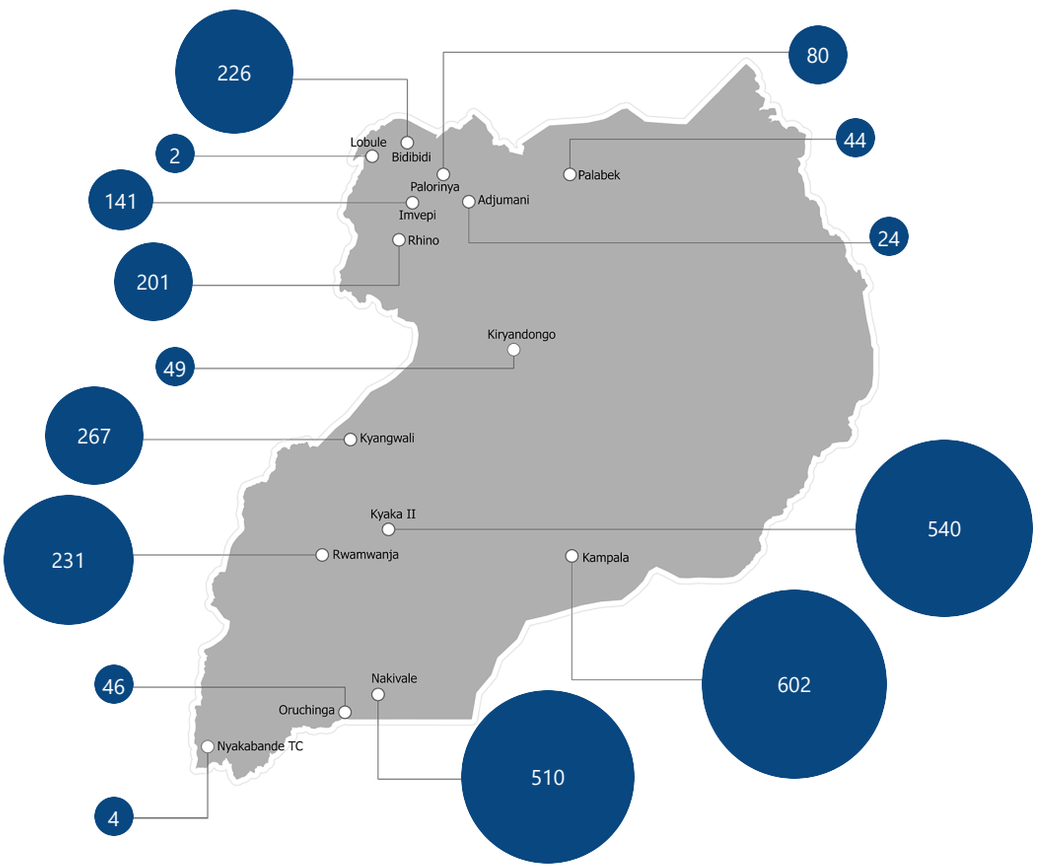
New Queries by Gender and Age Group



New Queries by Sector



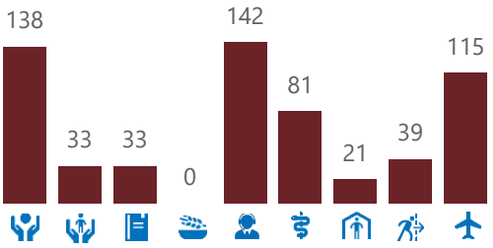
New Queries by Location



NEW QUERIES by SECTOR and LOCATION

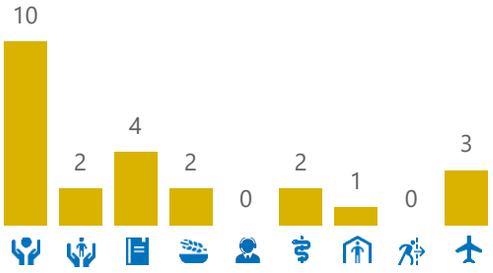
- CBP, Legal & Physical Protection, MHPSS
- Child Protection & GBV
- Education
- Food , Cash Assistance & PRM
- General Queries
- Health and Nutrition
- Livelihoods, Shelter/NFIs, and other
- Registration and Refugee Status Determination
- Resettlement, Local Integration and Voluntary Repatriation

Kampala - Urban

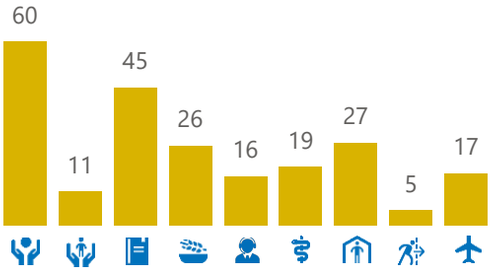


Kiryandongo - Mid West

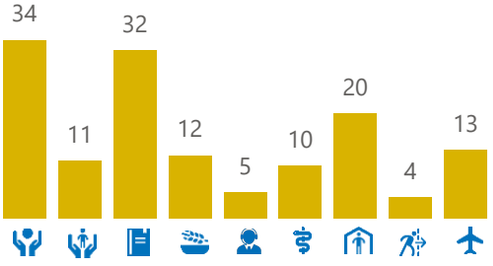
Adjumani - West Nile



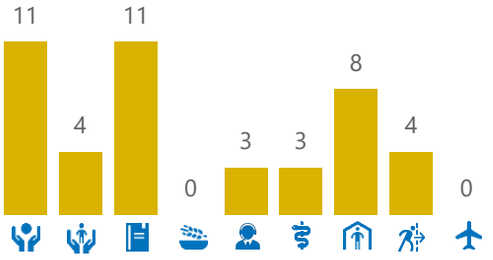
Bidibidi - West Nile



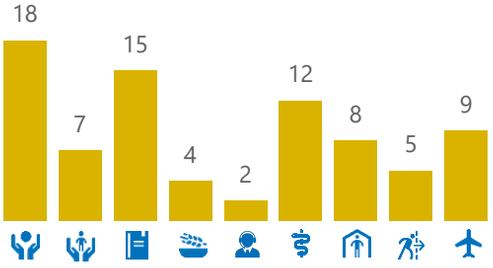
Impevi - West Nile



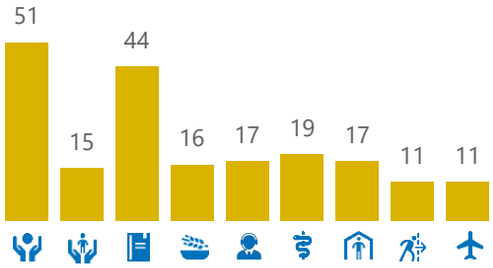
Palabek - West Nile



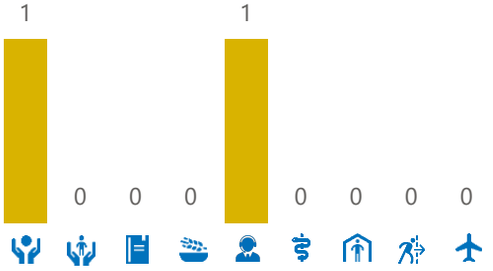
Palorinya - West Nile



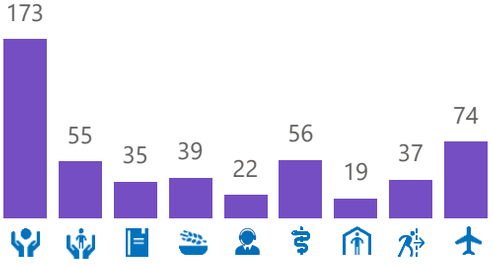
Rhino Camp - West Nile



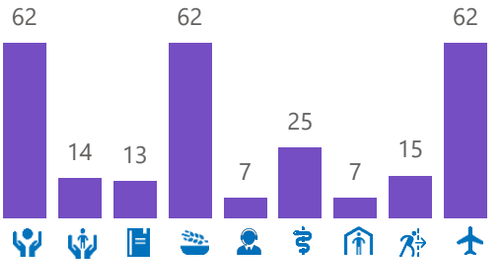
Lobule - West Nile



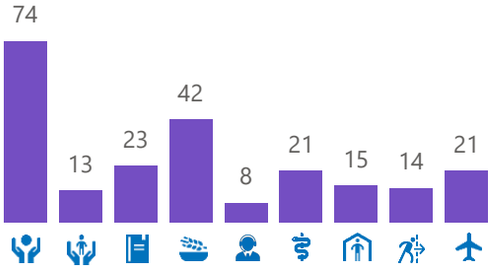
Nakivale - South West



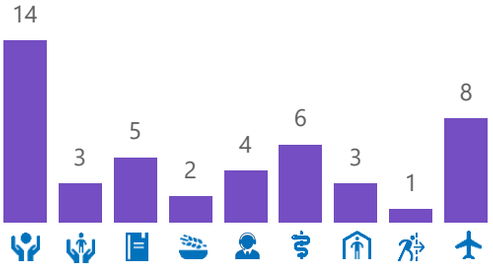
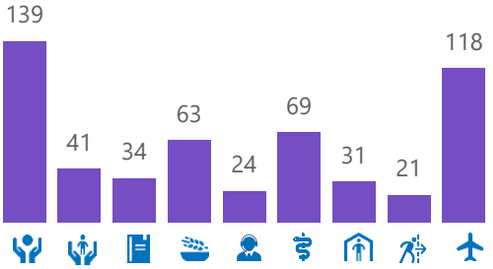
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West