CAIPP UPDATE – UNHCR Complaint and Feedback Mechanism in the Rohingya Refugee Response, Bangladesh

June-September 2024

A consultation at the Complaint and Feedback Mechanism (CFM) Desks on Bhasan Char © UNHCR/ Shari Nijman

Accountability to Affected Populations

Accountability to Affected Population (AAP) remains one of UNHCR's priorities in the Rohingya Refugee response to ensure that refugees are able to express their concerns, receive accurate and timely information in the language they understand, and access protection and assistance. A key element of AAP is effective feedback and response systems. Since the establishment in December 2023 of the Centralized Automated Information Processing Platform (CAIPP), the technologically driven platform that streamlines all UNHCR Complaint and Feedback Mechanism (CFM) channels used by refugees to communicate with UNHCR and consolidates data, further strides have been made.

WHAT'S NEW? In June 2024, after the pilot phase, CAIPP was successfully rolled out to all 33 camps in Cox's Bazar and Bhasan Char. CAIPP is now able to process requests and refer tickets for follow-up in a timely manner, CAIPP Focal Points have a system supporting their responses, and centrally, the platform can track all tickets raised by refugees across sectors and camps, as well as in Bhasan Char.

CAIPP Tools – Continuous Improvement

A major effort was made during this reporting period to clean the data sets of the pilot phase and match the categories to those of the post-pilot "new environment" to ensure a seamless reporting capacity since the launch of CAIPP. The data clean-up was also carried out with in mind the eventual **migration into the Refugee Assistance and Information System (RAIS)** that will replace the current Power Bi and Power Atomate tools in CAIPP. RAIS is planned to be rolled out during quarter 4 of 2024.

RAIS is the UNHCR corporate web-based ticket management platform used by UNHCR staff and partners to ensure effective tracking of queries by refugees. RAIS has been developed to interface directly with the UNHCR proGres database. The CAIPP sector categories and sub-categories as well as the Standard Operating Procedures (SOPs) are aligned with those in proGres in preparation for the RAIS roll-out. The integration of RAIS into CAIPP will further enhance accountability by **linking the management of complaint and feedback related tickets to effective case management**.

During quarter 3, UNHCR also **incorporated the Rohingya Response inter-sectoral Multi-Hazard Incident Reporting Tool (MHIRT) into CAIPP**. This aimed to solve the challenge posed by double reporting, ticket duplication and two interfaces for ticket management for Shelter, Site Management and Site Planning Focal Points. The technical solution to the interface between MHIRT and RAIS is still being worked through.

CAIPP UPDATE

CAIPP WEEKLY UPDATE

Managing quality

The **CAIPP Weekly Updates** have continued to draw the attention of CAIPP frontline responders and focal points on issues of quality noted through the regular quality control checks. The weekly updates also capture emerging issues and provide guidance on how to manage these through customer service and the recording in CAIPP.

The **CAIPP dashboard** also serves as a quality control monitoring tool to track any backlog to Heads of Units to ensure timely action is taken before ticket closure.

Quality control is embedded in the daily management of the Helpline, while unannounced spot checks at the CFM Desks managed by partners allow firsthand observations and monitoring. The **assessment** focuses on three quality criteria 1) ticket management and adherence to guidelines, 2) customer relations and counselling skills during interactions with refugees, and 3) data collection and reporting, each including more detailed sub-indicators.

The assessment has found that the information provided by frontline respondents is based on the **library of Frequently Asked Questions** (100% and 89% respectively for CFM Desks and Helpline) and the guidance is in line with the referral pathways (100% and 90% respectively). The indicators for customer relations and counselling skills also show high levels of customer satisfaction varying between 83% and 100% depending on the six sub-indicators and the channel. Recommendations include training to CFM Desk staff to bolster the quality of the notes recorded in CAIPP to support Focal Point follow-up, as well as the roll out a tele-psychological first aid training for Helpline operators.

*"A ticket is considered **closed** when action has been taken i.e. when requests for information have been effectively answered and information provided and for complaints, requests for assistance or other queries when these have been effectively followed up on by the focal point in charge, as per the relevant sectoral SOPs. The closure of a ticket is different from the resolution of a case in the context of case management, which may take place at a later stage."*

CAIPP Standard Operating Procedures

Streamlining CFM desks

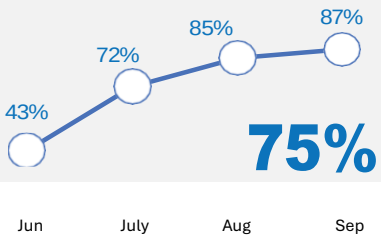
UNHCR carried out an assessment of all Complaint and Feedback Mechanism (CFM) Desks in all 33 camps and on Bhasan Char to streamline and standardize functions across all desks and rationalize coverage. The assessment also included an analysis of the impact of limited power and internet connectivity in most camps on CAIPP tools and functionality. This assessment will inform the planning for 2025 including the re-distribution of CFM desks to improve accessibility. Work on the standardization of functions across CFM desks is ongoing as well as discussions with the Refugee Relief and Repatriation Commissioner's Office (RRRC) to enhance access to power and connectivity in the camps.

CAIPP UPDATE

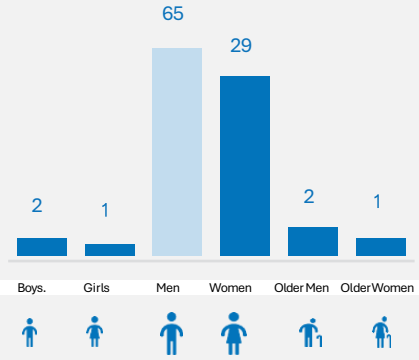
Queries raised through telephone operators

47,152

On the Spot Response Rate



AGE & GENDER



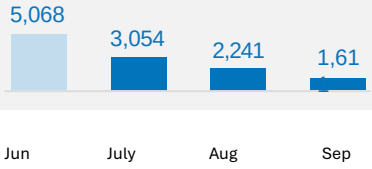
Tickets received by persons with disabilities

3%

Number of tickets received
between 1 june 2024 and 31 Sept 2024

11,974

Number of tickets per month



CAIPP Dashboard

Following the data clean-up, a static CAIPP dashboard has been developed to visualize the data and trends, for enhanced transparency. The dashboard shows that 126,880 queries have been received through all the CAIPP channels between June and September 2024. 60% have been closed during the same period. UNHCR's CFM Desks in the camps remain the preferred channel of communication, in particular for refugee women, while persons with disabilities tend to contact the UNHCR Helpline in larger numbers.

The dashboard shows that Shelter, Registration, Field and Site Management, Site Development, and Food Security continue to constitute the Top 5 sectors of concern for refugees who reach out to UNHCR. Protection follows with physical safety and security issues representing the largest portion of all queries raised. Of interest, while the Helpline is preferred to communicate about physical and safety-related issues, CFM Desks receive more queries relating to Gender-Based Violence (People at Risk). Further, Protection ranks 13th only of all issues reported through the Complaint Feedback Mechanism Desks.

Lengthy Camp-in-Charge (CiC) approval procedures have continued to add a layer of complexity in the resolution of tickets relating to Shelter, Field and Site Management and Site Development already delayed by challenges in the supply of bamboo.

Spotlight on UNHCR Helpline

The UNHCR Bangladesh Helpline has a unique feature whereby missed calls are called back by frontline staff increasing as such the total volume of queries handled by the Helpline by close to 20%.

The library of Frequently Asked Questions has continued to be updated based on queries received and rumours tracked, leading to 75% of all calls to the Helpline being answered on the spot.

Unsurprisingly in the cultural context of the Rohingya camps, men represent 65% of all Helpline callers while the ratio between men and women is more balanced among the users of the CFM Desks (43% men, 41% women, the rest being 6% children and 10% older persons). Likewise, while persons with disabilities constitute 0.3% of the refugees who visit the CFM Desk, their proportion among Helpline users rises to 4%.

71 CFM Desk Frontline staff and managers

10 Helpline staff and managers

202 Referral Focal Points and managers

622 Community Outreach Volunteers (COMs)

BANGLADESH

CAIPP - CENTRALIZED AUTOMATED INFORMATION PROCESSING PLATFORM

Complaint and Feedback Mechanism

June to September 2024

126,880 Queries have been submitted through all CFM channels

60% Closure Rate

26 days Average number of days to close queries

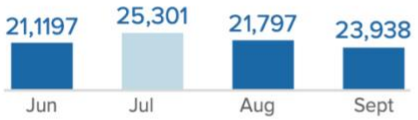
79,728 Queries submitted through CFM Desks

47,152 Queries submitted through the Helpline

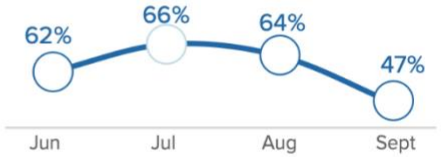
20% Single adult male users

14% Single adult female users

Number of queries per month



Closure Rate per month



TICKETS* Top Sectors

44,428 (48%) Shelter
56% Closure Rate

10,864 (12%) Registration
80% Closure Rate

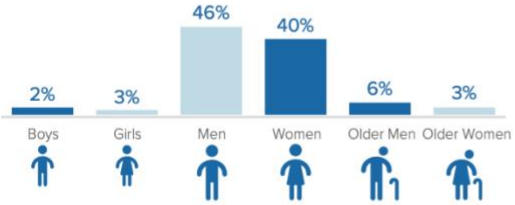
8,147 (9%) Field and Site Management
69% Closure Rate

6,027 (7%) Site Development
16% Closure Rate

4,799 (5%) Food Security
35% Closure Rate

3,880 (5%) Protection
78% Closure Rate

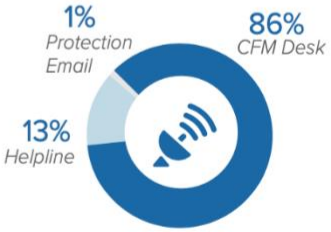
AGE & GENDER



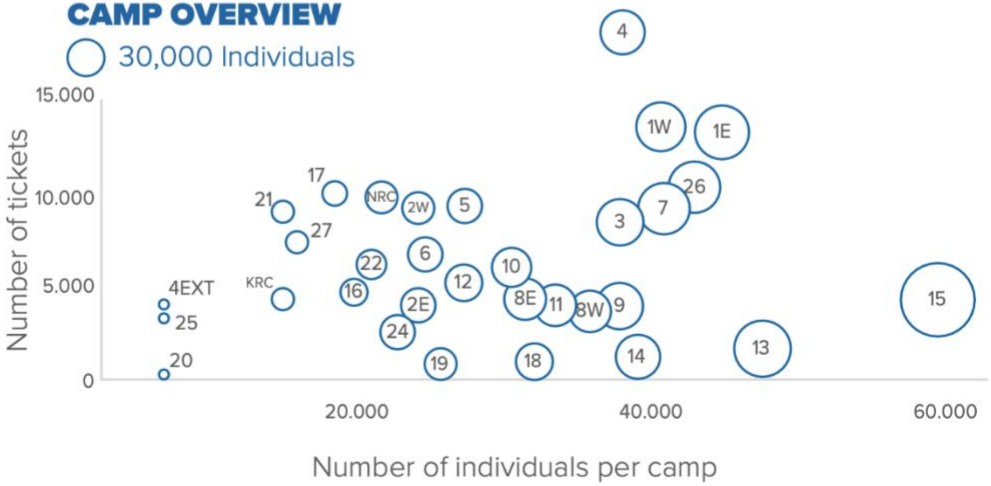
PEOPLE WITH DISABILITIES

0.7%

CAIPP CHANNELS*



CAMP OVERVIEW



PROTECTION

Top 3 protection issues

1,824 Physical safety and security issues

865 Resettlement

381 Arrest and detention

Print date: 01 October 2024 **Data Source:** UNHCR, Bangladesh Operation

The information represents data from the operations in Cox's Bazar and Bhasan Char.

CAIPP CHANNELS*: Top 3 channels used by refugees to reach UNHCR.

QUERIES/TICKETS*: Tickets are generated from queries that have triggered a referral.

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