



# Feedback, Referral, and Resolution Mechanism (FRRM)

October 2024 Newsletter



FRRM V3 field activity module training for protection desk staff and VHTs in Bidibidi settlement in October 2024. Photo ©UNHCR/RMU

## MONTHLY HIGHLIGHTS



The Inter-agency FRRM helpline received a total of **25,333** calls and **4,076** new queries during October 2024 representing a **8%** increase compared to September 2024. **2,187 (53.7%)** new queries came from females and **1,889 (46.3%)** from males.



At the helpline level, **2,195 (53.9%)** queries were resolved using FAQs. The remaining **1,881 (46.1%)** 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 **1,218** Category 3 referrals (requests for assistance) during the month and this included **574** from those received and closed within the month and **644** from the previous month's backlog across all locations. Overall, among referrals received during the month, **37.6%** were resolved, **10.6%** were still being actioned on and **51.8%** remained unopened.



**Kampala - Urban Settlement** registered the highest number of new queries (**640**) in the month. **Nakivale Settlement** followed with **632** new queries; **Kyaka II Settlement** with **585** new queries; **Bidibidi Settlement** with **523** new queries; and **Rhino Camp Settlement** with **402** new queries.



Compared to **September 2024**, by sector, Community Based Protection registered **759** new queries indicating a **20.9%** increase. This was followed by Food Assistance with **467** new queries and a **25.3%** decrease; General Queries with **424** new queries and a **25.1%** increase; Health and Nutrition with **406** new queries and a **6.6%** increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with **379** new queries and a **4.4%** increase.



**53.7%**

of callers in October were **women and girls**



**53.9%**

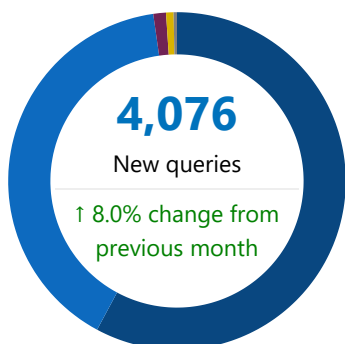
of the calls were resolved directly **by the helpline**



**46.1%**

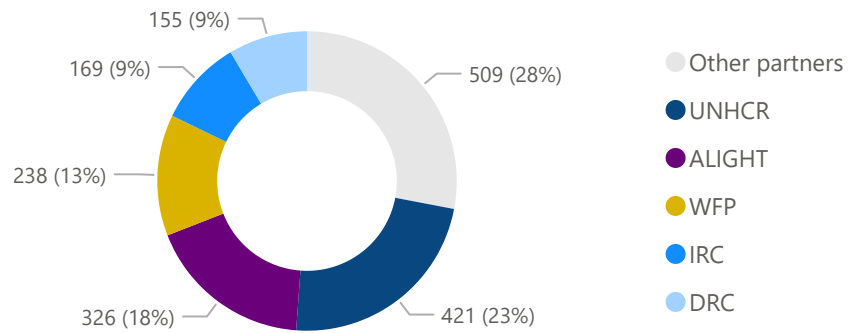
of the calls were referred to **UNHCR and partners**

## SUMMARY STATISTICS



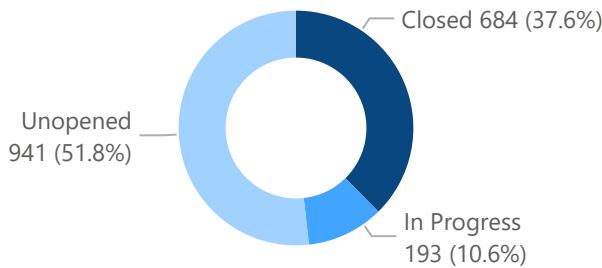
Call Category	New queries	% of total queries	% change from previous month
1 General and/or positive feedback (no response required)	30	0.7%	↑ 0.0%
2 Information request answered directly using standard FAQs	2,165	53.1%	↑ 11.8%
3 Request for support and assistance through a referral	1,818	44.6%	↑ 4.8%
4 Calls relating to allegations of fraud, corruption	57	1.4%	↓ -12.3%
5 Calls regarding serious life-threatening cases	6	0.1%	↓ -33.3%

- 1,818  
Number of Category 3 referrals received
- 4.8%  
Percentage change from the previous month
- 30  
Number of agencies who received referrals

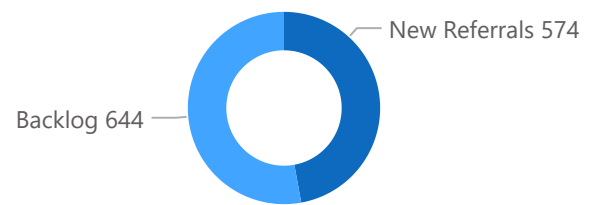


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting

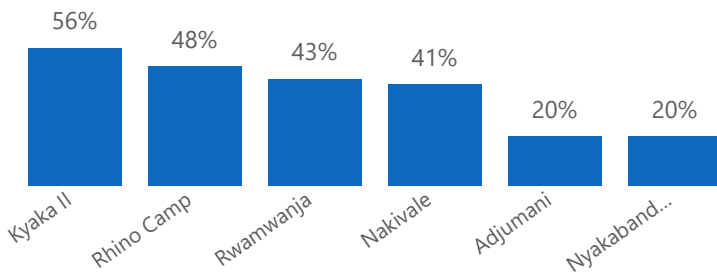


Category 3 referrals resolved by UNHCR and partners in the current month that were placed within the month and from the backlog since the beginning of the year

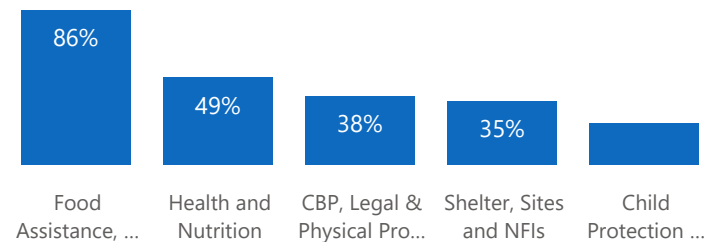


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



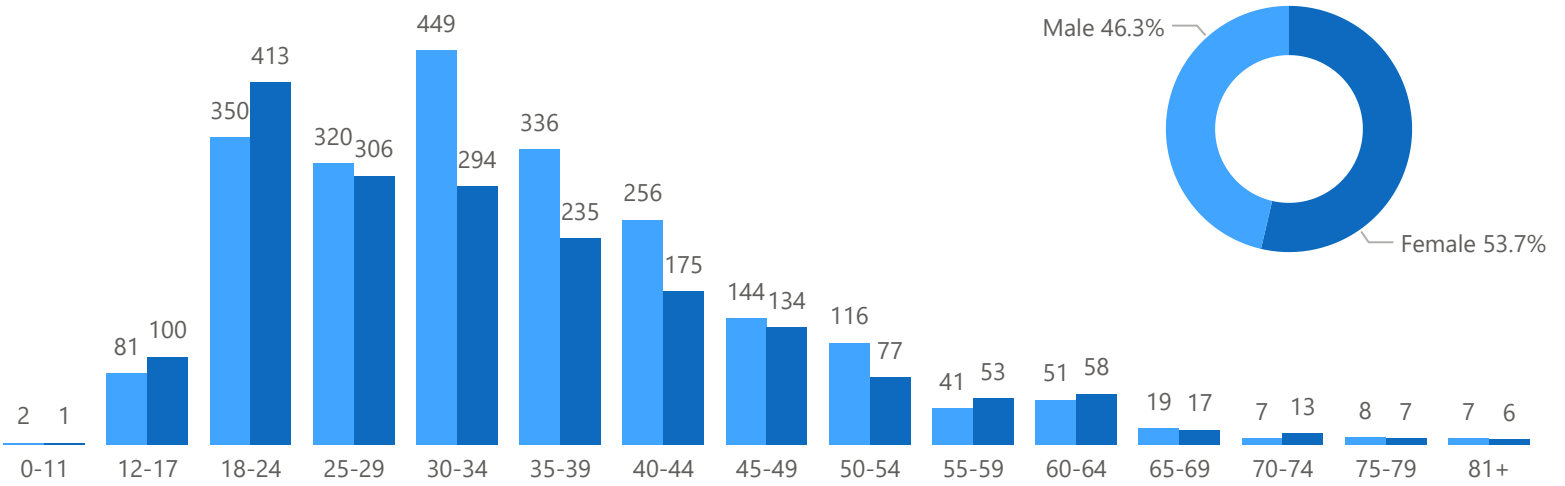
Top five sectors with highest percentage of closed referrals



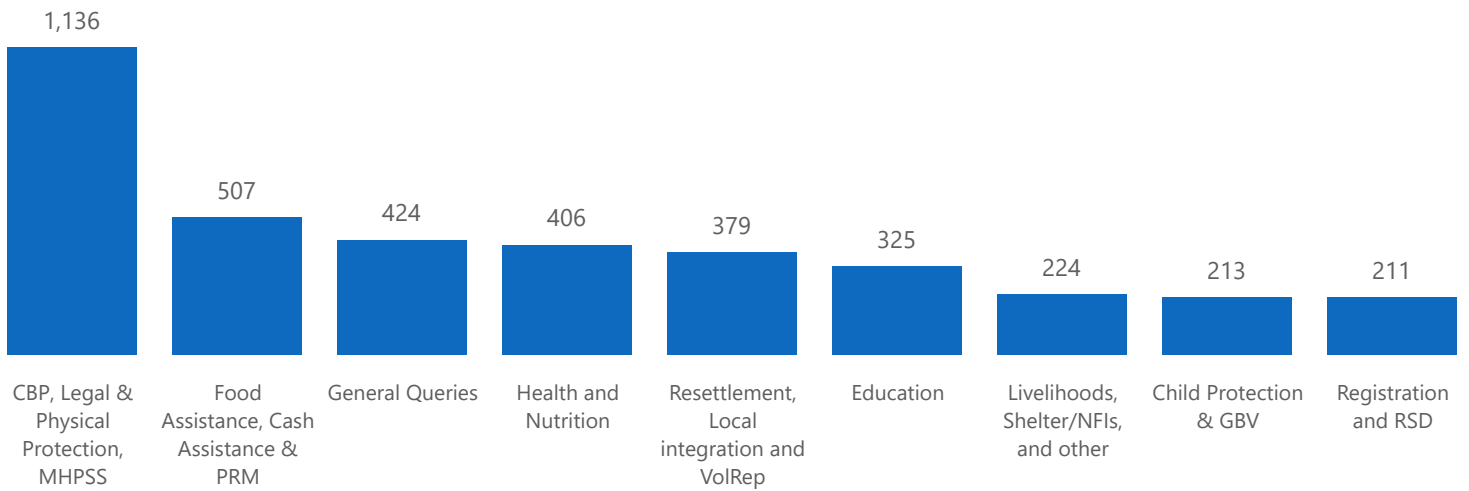
POSITIVE FEEDBACK RECEIVED

- Caller's monthly cash ration delayed while his counterparts had received theirs. His concern was addressed to the partner WFP, who followed and ensured he received his cash. He called to appreciate the FRRM and WFP for the support. - **Food Assistance, Nakivale, (06 Oct 2024)**
- The caller expressed her appreciation to the partner, DRC for considering her PSN cash assistance that she has now started receiving. She is grateful. - **Community Based Protection, Nakivale, (14 Oct 2024)**
- He called to appreciate the FRRM helpline for the clear information and guidance provided when he had a resettlement related inquiry. - **Durable Solutions, Kyangwali, (16 Oct 2024)**
- FDSP thanked the FRRM for sharing her legal case with the partner LWF. She was visited for assessment and support is ongoing. She is grateful to LWF. - **Psycho-social Support, Palorinya, (18 Oct 2024)**
- The FDSP received school fees support from NRC and called to appreciate them and the FRRM because the assistance was timely and came when they were really in need. - **Education, Kampala, (22 Oct 2024)**
- The caller needed to update erroneous data in her family attestation and her issue was addressed to UNHCR & OPM Registration team. She received the necessary support and called to appreciate the FRRM, OPM and UNHCR. - **Registration, Kyangwali, (23 Oct 2024)**
- The caller received cash grant from the partner, NRC to boost his poultry farming business. The business is now thriving and he has managed to further train other youth to start the business too. He wishes to be visited so that he can show the progress he has made. - **Livelihoods, Kyangwali, (16 Oct 2024)**
- The caller expressed gratitude to UNHCR, FRRM helpline and partner, AHA for providing an ambulance when they needed to transport their daughter to Kirudu Hospital for treatment. The child received treatment and is now improving. - **Health and Nutrition, Kampala (24 Oct 2024)**

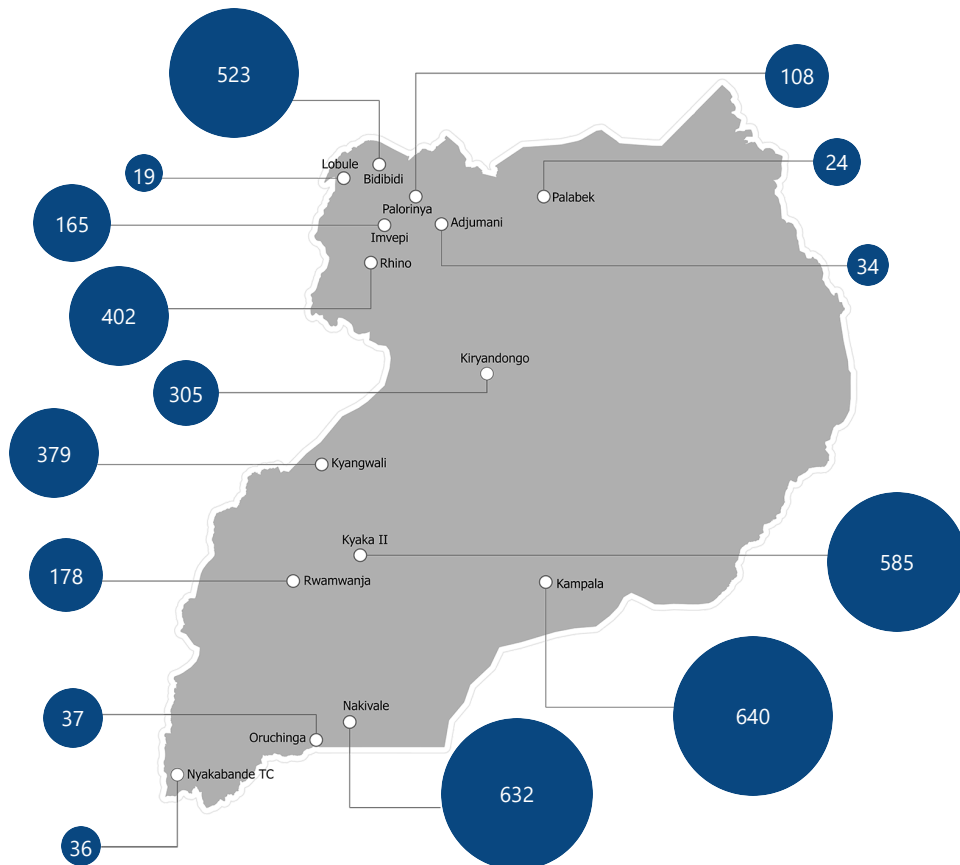
New Queries by Gender and Age Group












New Queries by Sector

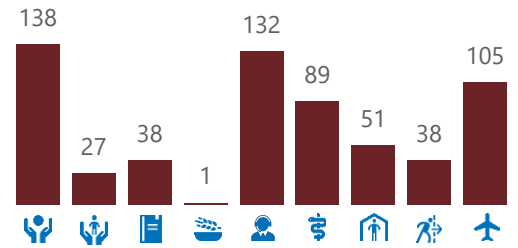


New Queries by Location

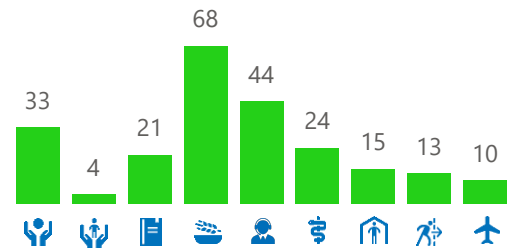


-  CBP, Legal & Physical Protection, MHPSS
-  Child Protection & GBV
-  Education
-  Food , Cash Assistance & PRM
-  General Queries
-  Health and Nutrition
-  Livelihoods, Shelter/NFIs, and other
-  Registration and Refugee Status Determination
-  Resettlement, Local Integration and Voluntary Repatriation

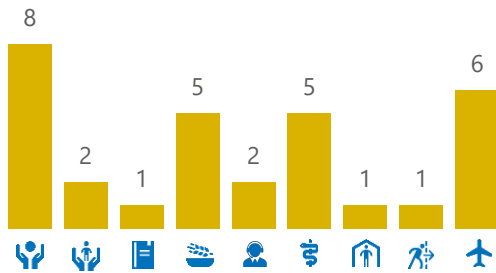
Kampala - Urban



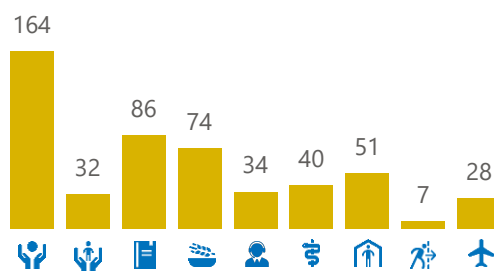
Kiryandongo - Mid West



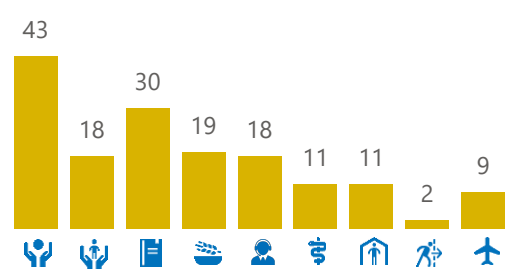
Adjumani - West Nile



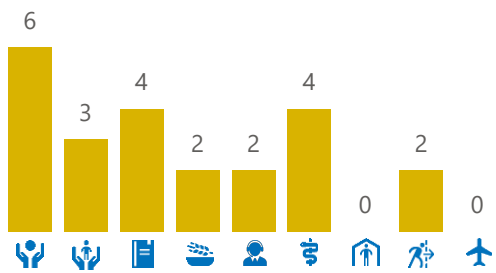
Bidibidi - West Nile



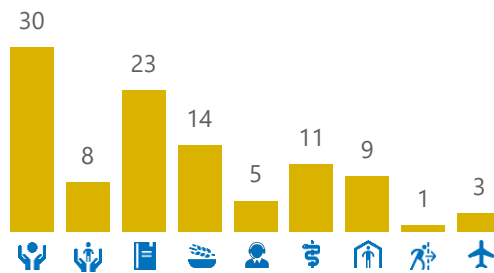
Impevi - West Nile



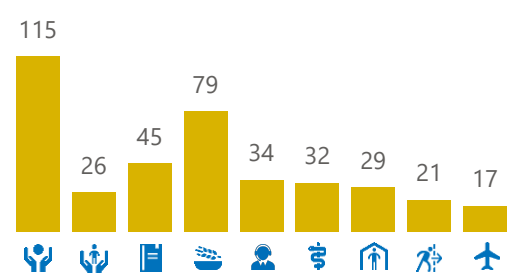
Palabek - West Nile



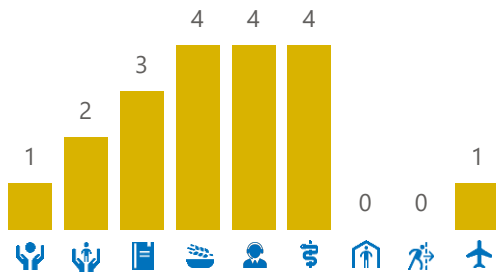
Palorinya - West Nile



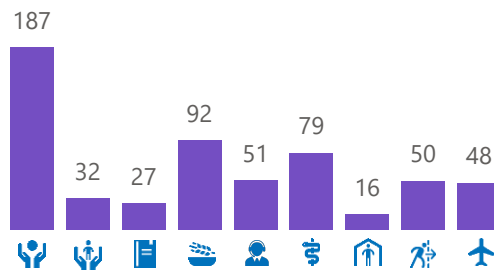
Rhino Camp - West Nile



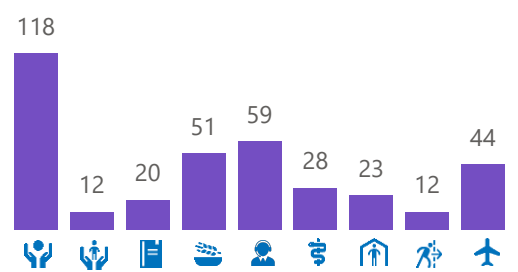
Lobule - West Nile



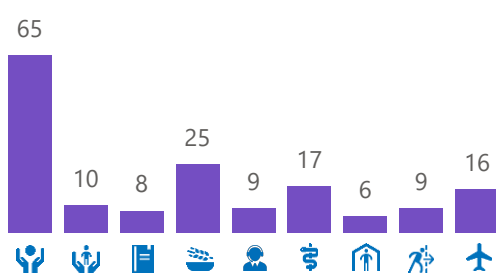
Nakivale - South West



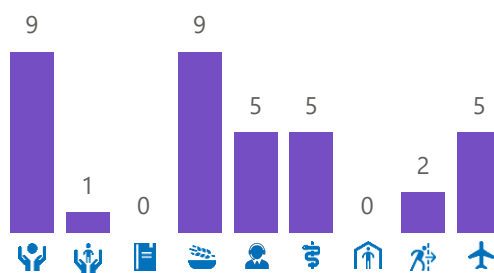
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West

