

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

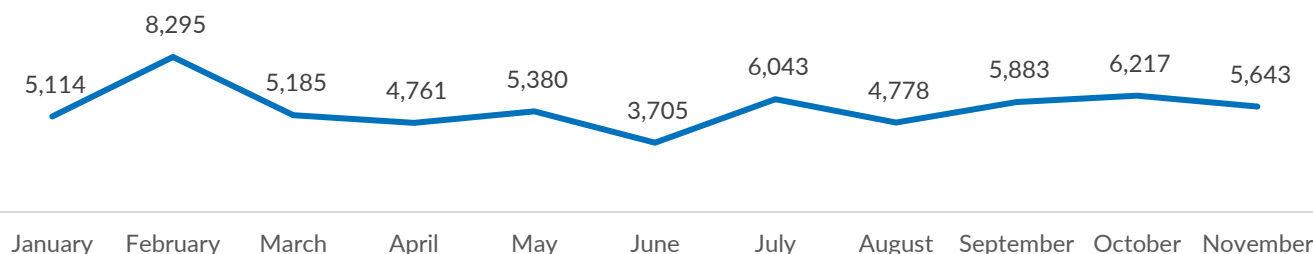
UNHCR Afghanistan’s Complaints and Feedback Mechanism (CFM) operates both at Country Office level and across field offices, each equipped with various tools and channels. The Operation supports a protection mailbox, five hotlines managed by Country Office Kabul, Sub Office Jalalabad, Sub Office Kandahar, Sub Office Mazar and Field Unit Bamyan, as well as 30 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, 102 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 Rapid Household Assessments (RHAF) 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

Monthly number of queries in 2024



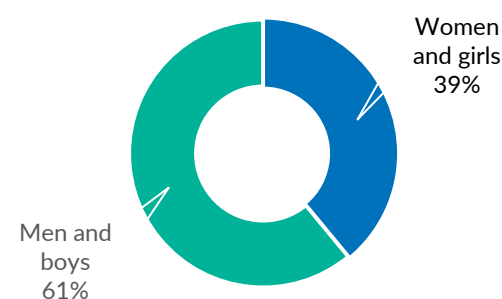
In November 2024, a total of 5,643 questions, feedback, suggestions, and complaints were received by UNHCR and partners via the CFM, maintaining a similar volume as the previous month.

## DEMOGRAPHICS

The gender breakdown remained similar compared to the previous month, with 39% of queries originating from women and girls. This does not account for the number of women and girls using emails, a channel which does not allow UNHCR to systematically capture or verify gender. Yet, it can be assumed that emails, as a mode of communication, are favored by women and girls due to the anonymity it provides and the lack of direct contact.

Representing 51% of all queries, men between 25 and 59 remained the most frequent category of users, followed by women between 25 and 59 (35%).<sup>1</sup> Accounting for only 4% of all queries, women over 60, boys and girls were the least frequent users. These results are largely consistent with those reported in October.

Monthly gender breakdown

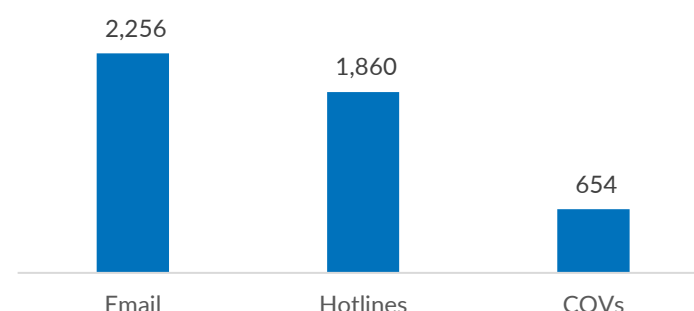


## CHANNELS OF COMMUNICATION

Accounting for 40% of all queries, emails remained the preferred channel of communication, followed by hotlines (35%, including 37% of women), and community outreach volunteers and focal points (COVs) (12%, including 46% of women). This is consistent with the previous monthly report, when hotlines, emails and COVs were also the top channels.

Considering women users only, the hotlines and COVs were the most favored communication channels.

Top communication channels



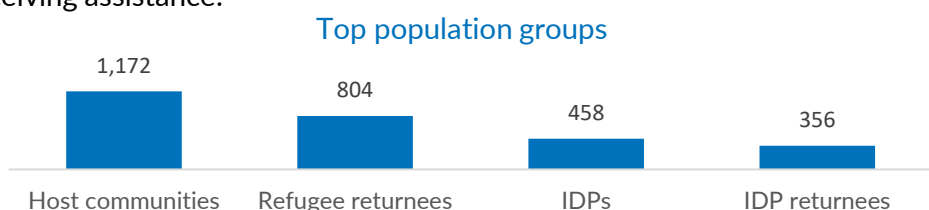
All demographics provided in this report account for all queries, with the exception of emails. This is due to the challenge in determining and verifying the age, gender and specific status of the sender as a consequence to the absence of direct interaction.



**PROFILE**

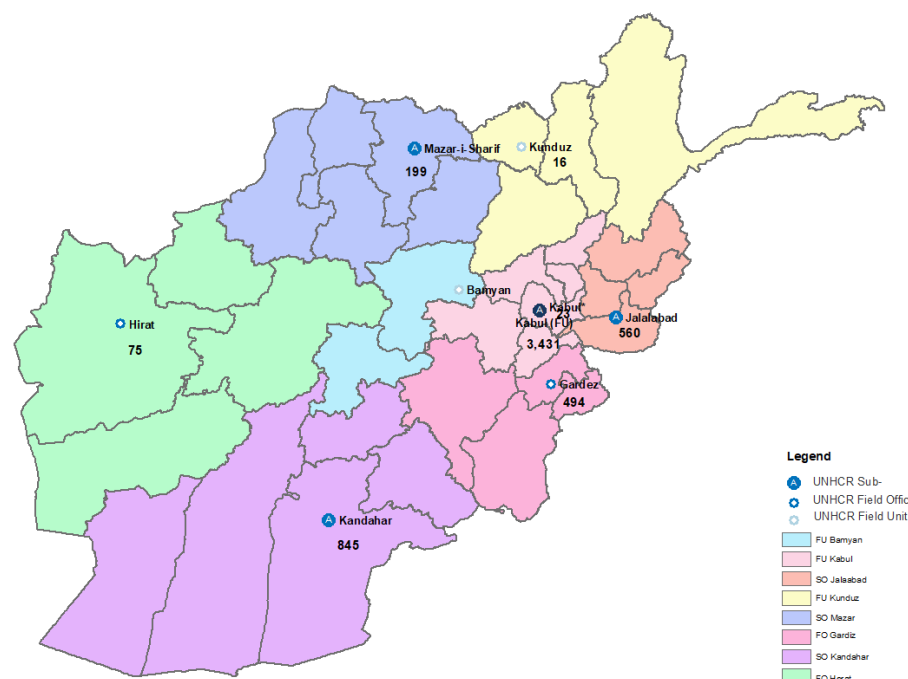
Host community members remained the category who most frequently used the CFM (38% of all queries), followed by refugee returnees (26%), IDPs (15%) and IDP returnees (12%). Among IDP returnees, a significant increase in CFM usage was observed in November, with the number of queries rising from 168 to 355. This increase is assumed to be linked to the launch of UNHCR’s 2025 Participatory assessment exercise on November 10. Including focus group discussions (FGDs) and key informant interviews (KIIs), the exercise has played a pivotal role in enhancing the engagement of IDP returnees, encouraging their active participation, and fostering greater reliance on the CFM as a platform to address their specific needs and concerns.

As a continuing trend, 84% of inquirers used the CFM to request protection interventions and/or assistance, primarily in relation to specific needs followed by multi-purpose cash, shelter, livelihood, and evacuation/relocation. Next, 13% of queries conveyed requests for information, including information on available assistance and on individual cases. At last, 1% of queries provided feedback on services and 1% formulated complaints, the majority of which concerned delays in receiving assistance.




**LOCATION**

With 3,431 queries, the Kabul Country Office received the highest number of communications, followed by the Kandahar (845), Jalalabad (560), Gardez (494), Mazar (199), Herat (75), Kabul Field Unit (23), and Kunduz (16) 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.




**RESPONSE**

CFM operators provided a response to all queries. For 2,339 cases requiring tailored follow-up, referrals were made to relevant UNHCR Offices and partners. In total, 50 % of the queries recorded in November are already closed and 64% of the total of queries received so far this year are closed. Although many of these queries have in fact been considered and treated in line with existing standard operating procedures, a challenge remains in the update of entries over time to reflect the various outcomes of individual case processing. This challenge is even more acute when actions have to be taken by partners who do not currently have access to the FRS, primarily for data protection reasons. UNHCR is currently working on the FRS tool to streamline the update of cases and expand its use to partners in line with data protection policies.

