UNHCR AFGHANISTAN
Complaints and Feedback Mechanism
Quarterly Report– 1st October to 31st December 2025

UNHCR
The UN Refugee Agency

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.

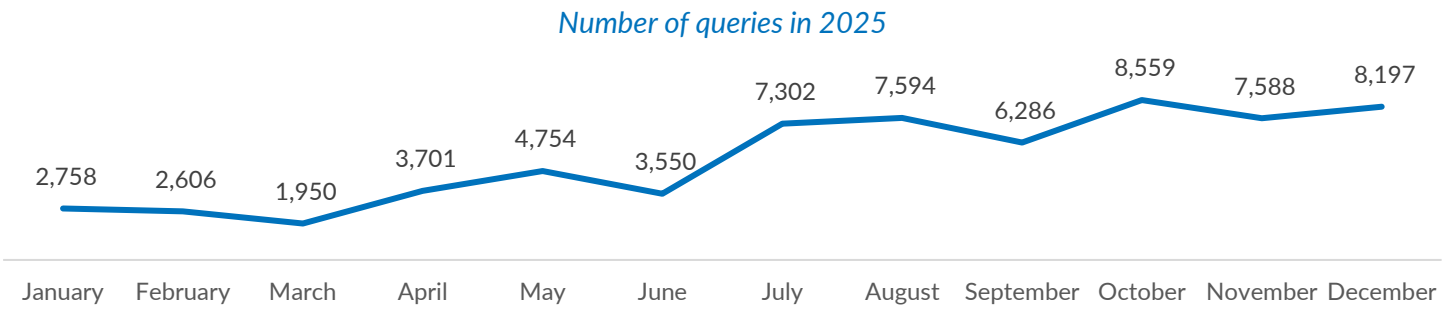
Taking into account the different needs and capacities of concerned populations, UNHCR Afghanistan is managing a Complaints and Feedback Mechanism relying on a variety of communication channels accessible all across the country.

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, 9 hotlines managed by Country Office Kabul, Sub Office Kandahar, field unite Mazar and Kunduz, and field office Herat 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 2023 and as of 2025, 337 Community Outreach Volunteers (COVs) and Community Outreach Focal Points (COFPs) deployed across 26 provinces are able to receive and record queries directly 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 Centres.The latest addition to the CFM are Community-Based Protection Monitoring (CBPM) and Household Multi-Sectoral 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.

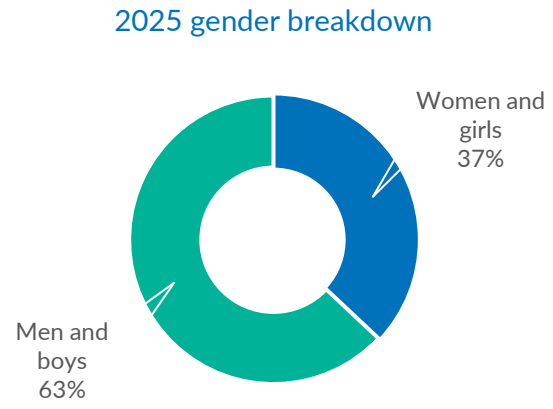
TOTAL OF QUERIES

During the fourth quarter of 2025, UNHCR and partners recorded 23,623 queries, reflecting an 11.2% increase compared to the 21,182 queries registered in the third quarter of 2025. 182 queries registered in the third quarter of 2025.



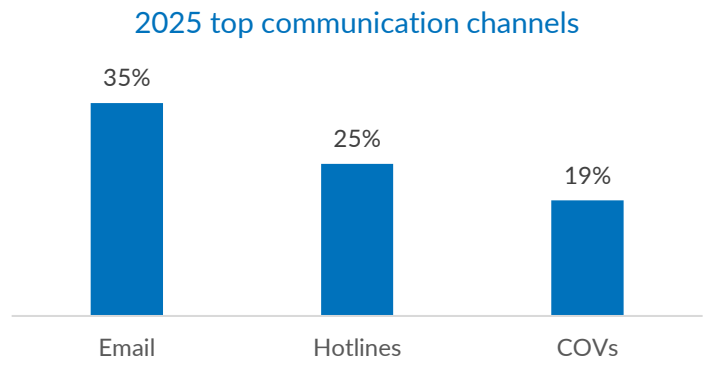
DEMOGRAPHICS

In the fourth quarter of 2025, the gender breakdown remained consistent with the previous quarter, with 37% of queries originating from women and girls. This figure does not include the number of women and girls who reached out via email , a channel through which UNHCR cannot systematically capture or verify gender. However, it can be assumed that email communication is often preferred by women and girls due to the anonymity it provides in the absence of direct interaction. Representing 52% of all queries, men between the ages of 25 and 59 were the most frequent category of users in the fourth quarter of 2025, followed by women between 25 and 59 (31 %). Accounting for only 1% of all queries, girls between 0 and 17 were the least frequent users.
This overall composition of users remains broadly consistent with trends observed in the third quarter of 2025



CHANNELS OF COMMUNICATION

Accounting for 35% of all queries, emails remained the preferred channel of communication, followed by hotlines (25%, including 33% of women), and community outreach volunteers and focal points (19%, including 38% women). In comparison, during the third quarter of 2025, emails accounted for 44% followed by hotlines (21%). Women and girls tend to prefer email over hotline channels, largely because email provides a greater sense of anonymity and trust. This pattern also suggests that they feel comfortable using community based CFMs, where female participants are able to freely express their concerns and needs



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.

UNHCR AFGHANISTAN

Complaints and Feedback Mechanism
Quarterly Report– 1st October to 31th December 2025

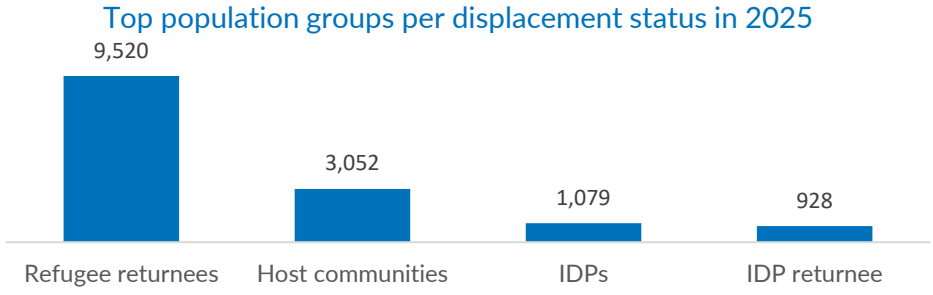
UNHCR
The UN Refugee Agency

PROFILE

In the fourth quarter of 2025, returnees were the top category of users (65% of all queries), followed by host community members (21%), IDPs (8%), and IDP returnees (6%). Compared to the third quarter of 2025, the proportion of returnees decreased slightly from 68% to 65%, while the share of host community members increased from 16% to 21%. The proportions of IDPs and IDP returnees showed only minor variation, remaining broadly consistent overall in Q4.

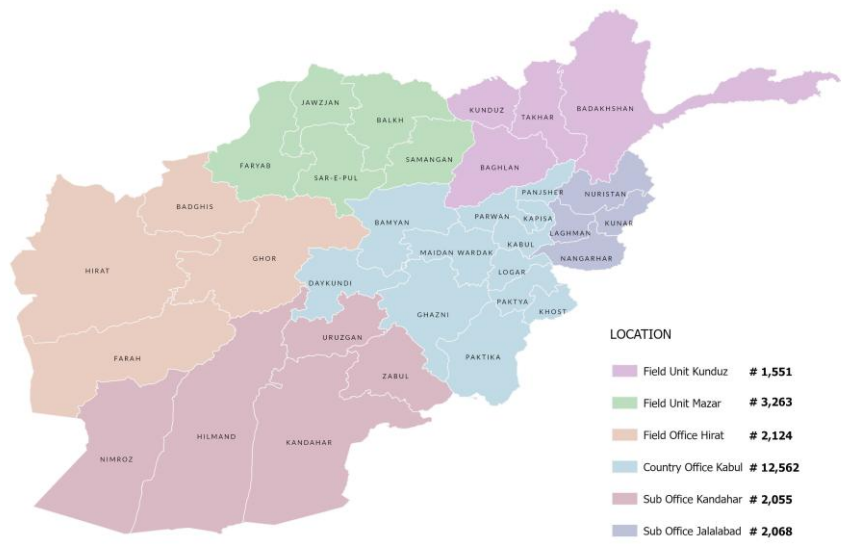
In this period, the CFM was predominantly used to request protection interventions and/or assistance, primarily in relation to specific needs followed by multi-purpose cash and cash for returns (71% of all queries). This reflects a similar trend to the third quarter of 2025, although the proportion declined from 82% to 71%. About last, 5% of queries were formulated as complaints, the majority of which concerned delays in receiving assistance and/or assessments. This pattern is consistent with the third quarter of 2025, during which a similar distribution was observed, despite a higher proportion of complaints reported in Q4 compared to Q3 (1%).

Top population groups per displacement status in 2025



LOCATION

With 12,562 queries, the Kabul Country Office received the highest number of communications, followed by the Mazar (3,263), Jalalabad (2,068), Kandahar (2,055), Herat (2,124), and Kunduz (1551) 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

In the fourth quarter of 2025, CFM operators provided a response to all queries received. For 10,502 cases requiring tailored follow-up, referrals were made to relevant UNHCR offices and partners. In comparison, in the third quarter, referrals were made for 9,073 of such cases.

Overall, 77% of queries recorded in the fourth quarter were closed, representing an increase of 32 percent compared to the third quarter, when 45% of queries were closed. This increase may be linked to improved follow-up and closure of outstanding queries during the reporting period as well due to scale of up of CFM team capacity under emergency response.

For further information please visit the Afghanistan page data portal or please contact AFGKAIMU@unhcr.org.