

Online Map - Digital FCRM Form - UNHCR Inter-Agency MENA Regional Bureau

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Who Should Complete: The survey should be completed by an individual within your country office or operation who is knowledgeable of your organization or operation's Feedback, Complaint, and Response Mechanism (one per operation), and preferably involved in the design and management of the mechanism.

Questions: If you have any questions, please contact: Ana Belen Anguita Arjona, Senior CBP Officer-anguita@unhcr.org; Adam Levin, Protection (AAP) Consultant- levin@unhcr.org

Does your office or operation implement a Feedback, Complaint, and Response Mechanism? *

- Yes
- No

Contact Information

Organization Name *

Please Type the Full Name

Organizational/Operational Focus

- Refugees
- Internally Displaced People (IDPs)
- Stateless persons
- Returnees
- Mixed Movements
- Host Communities
- Other Persons of Concern

Name *

Title

Phone

Please enter "+" followed by the country code and your number

Email Address

*

Can we publicly list you as the focal point for your organization or operation's FCRM?

Yes

No

Is there another contact within your country office or operation who can also be listed as a focal point for managing your organization's feedback, complaints, and response mechanism?

Yes

No

Name

Title

Phone

Please enter "+" followed by the country code and your number

Email Address

Design, Planning, and Managing Feedback, Complaint, and Response Mechanisms

Please include the name or title for your organization or operation's Feedback, Complaint, and Response Mechanism

Please share a URL/link if available for your organization or operation's Feedback, Complaint, and Response Mechanism

What setting(s) is your FCRM physically located in?

Check all that apply

- Country Office (CO)
- Sub-Office (SO)
- Field Office (FO)
- Refugee Camp
- IDP Camp
- Informal Site/Settlement
- Other (Please Specify)

If you specified other, please explain:

The FCRM has been designed to meet the following needs:

Check all that apply

- Protection
- Education
- Environment & Energy
- Food Security
- Health & Nutrition
- Mental Health and Psychosocial Support
- Livelihood & Resilience
- Shelter, Settlement & NFI
- WASH
- Cash and Basic Needs
- Trafficking and Smuggling
- Mixed Movements
- Other (Please Specify)

If you specified other, please explain:

Do you have specifically designed channels to improve the inclusion and participation of the different groups identified below

- Women and girls
- Men and boys
- Youth and adolescents
- Children
- Older persons
- People with disabilities (PWD)
- Illiterate persons
- People with Chronic diseases
- People with diverse sexual orientations and gender identities (SOGI)
- People in remote areas
- Other (Please Specify)

If you specified other, please explain:

In no more than 3 sentences, please describe your organization or operation's FCRM, highlighting any digital or technology component

*

Please select the country where the Feedback, Complaint, and Response Mechanism is located *

Select One

- Algeria
- Egypt
- Iraq
- Israel
- Jordan
- Saudi Arabia
- Kuwait
- Lebanon
- Libya
- Mauritania
- Morocco
- Syria
- Tunisia
- Turkey
- UAE
- Western Sahara
- Yemen

Based on the above country selection, select the location(s) of the Feedback, Complaint, and Response Mechanism *

Check all that apply; If national, select only nation-wide; If your location is not listed, please select other and specify

If you specified other, please explain:

Does your organization or operation use any of the following Digital Tools and Technologies for feedback and complaint channels?

Check all that apply

- Call centres, Infolines, and Hotlines
- Mobile Phone - messaging applications
- Mobile Phone - SMS
- Mobile Phone - Chatbots
- Mobile Phone - IVR
- Social Media
- Websites and online portals
- Help.UNHCR website
- Radio
- TV
- Podcasts
- Remote sensing and aerial imagery
- Bluetooth technologies
- Mobile (e.g. motorcycle, vehicle) information services
- Static (e.g. PA Systems) information services
- We do not utilize any digital tools or technologies for Feedback, Response and Complaint Mechanisms
- Other (Please Specify)

If you specified other, please explain:

If your organization or operation uses any of the of the above Digital Tools and Technologies, can you please fully describe how they are utilized?

1-3 sentences

To support the collection, recording or analysis of feedback and complaints, does your organization or operation use any of the following platforms or programs?

Check all that apply

- KujaKuja
- CommCare
- KoBoToolbox
- Microsoft Power Bi
- Frontline SMS
- Telerivet
- Refugee Assistance Information System (RAIS)
- proGress
- Zendesk Support
- Magpii
- Open Data Kit (ODK)
- Salesforce
- Survey CTO
- RapidPro
- CasePro
- ChatFuel
- We do not utilize any digital tools or technologies for Receiving, Storage, Analysis, and Management of Feedback, Response and Complaints
- Other (Please Specify)

If you specified other, please explain:

If you have any feedback about this survey or how we can support your organization or operation's FCRM, please feel free to provide this feedback below
