Common Feedback Platform - CFP

Monthly Sector Cumulative Report | January - October 2024

ISCG | Rohingya Refugee Response Bangladesh
INTER SECTOR COORDINATION GROUP

Cumulative Data January - October 2024

237,297 tickets received across **34** sites

77,488 tickets closed on the spot

159,809 tickets referred by **6** actors

76,282 responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received each Month per Sector

Sector	January	February	March	April	May	June	July	August	September	October	Grand Total
Shelter & NFI	7,148	7,841	6,968	7,419	13,649	11,192	12,219	9,905	9,842	7,685	93,868
Site Development	4,453	4,870	4,646	3,676	5,285	5,974	6,607	3,675	3,968	4,159	47,313
Site Management	2,780	2,965	2,658	1,842	2,515	2,768	3,374	3,470	4,321	2,912	29,605
ID Documents	3,202	2,781	2,119	1,960	2,513	2,414	2,085	1,223	1,607	695	20,599
WASH	1,522	1,414	1,653	1,569	1,242	914	833	759	1,099	819	11,824
Energy & Environment	1,355	1,080	924	885	1,231	1,048	863	945	1,337	1,230	10,898
Food Security	771	753	731	561	785	847	1,553	1,023	1,775	1,811	10,610
Protection	207	245	255	566	1,462	1,045	950	1,456	1,858	341	8,385
Health	566	526	494	401	491	284	427	228	485	95	3,997
Education	1	20	1	3	2	10	12	12	13	12	86
Livelihood						31	31	7	13		82
Nutrition	1	5	5	1	1	5	2		2	8	30

Cumulative Tickets per Month

	January	February	March	April	May	June	July	August	September	October	Grand Total
Total Received	22,006	22,500	20,454	18,883	29,176	26,532	28,956	22,703	26,320	19,767	237,297
Total Closed on the Spot	8,219	7,198	6,284	5,534	7,434	8,085	9,206	9,277	10,970	5,281	77,488
Total Referred	13,787	15,302	14,170	13,349	21,742	18,447	19,750	13,426	15,350	14,486	159,809
Total Replies	8,701	6,097	6,812	8,372	9,773	5,319	5,663	11,819	7,318	6,408	76,282

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	10,885	14,117	9	1
Requested for Information	9,748	9,821	2	
Damage to shelter - Shelter damaged by weather	7,510	10,352	3	4
Shelter Materials - Request additional materials	6,479	9,988	7	
NFI - Request additional materials	5,139	9,562	12	
Slope Protection (erosion) - Requested	4,804	6,711	4	
Cash for Work - Has not been selected for CfW in long time	2,669	7,082	4	
Slope Protection (erosion) - Damaged, broken, or needs improvement	3,018	5,938		
Cash for Work - Requested CfW	1,631	4,671	4	
LPG Gas - Not enough for family	1,786	3,866	1	
Cash for Work - Has not been enrolled	1,645	3,066	1	
Shelter Materials - Missed Distribution	1,664	2,148	1	
Hill or Slope - Erosion & landslide	1,185	1,839		
Protection Referral	984	1,344		
SMART Card & Family Attestation - Add New Born	739	1,060		
Cooking Stove - Broken or not working	363	668		
SMART Card & Family Attestation - Merge and split	241	261		

Cumulative Tickets by Camp | AOR

	HCR																		IOM																Grand Total
	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	Camp 06	Camp 07	Camp 17	Camp 21	Camp 26	Camp 27	Kutupalong RC	Nayapara RC	Transit Center	Camp 08E	Camp 08W	Camp 09	Camp 10	Camp 11	Camp 12	Camp 13	Camp 14	Camp 15	Camp 16	Camp 18	Camp 19	Camp 20	Camp 20 Ext	Camp 22	Camp 24	Camp 25	
Total Received	9,731	10,271	3,227	6,998	6,094	13,345	2,747	4,439	5,561	6,751	6,430	6,851	7,391	4,244	3,290	6,261	2,125	5,924	5,134	8,537	7,665	7,604	6,175	5,730	7,714	9,644	6,499	9,142	7,415	4,821	6,273	20,904	6,101	6,259	237,297
Total Closed on the Spot	1,348	1,390	23	1,978	1,143	2,847	212	576	1,149	837	1,741	732	1,294	331	11	56	931	889	1,051	4,607	1,902	2,480	1,518	1,324	4,937	3,150	2,220	6,341	3,300	3,122	2,892	14,836	2,290	4,030	77,488
Total Referred	8,383	8,881	3,204	5,020	4,951	10,498	2,535	3,863	4,412	5,914	4,689	6,119	6,097	3,913	3,279	6,205	1,194	5,035	4,083	3,930	5,763	5,124	4,657	4,406	2,777	6,494	4,279	2,801	4,115	1,699	3,381	6,068	3,811	2,229	159,809
Total Replies	2,234	1,805	83	443	1,098	5,305	366	1,392	961	1,536	1,936	854	703	1,584	1,847	1,959	572	1,740	2,023	3,345	3,437	3,175	3,045	3,360	2,360	5,214	3,084	2,845	4,260	1,705	3,187	5,238	2,063	1,523	76,282

CFM Implementers and Data Contributors: IOM UN Migration · UNHCR The UN Refugee Agency · DRC DANISH REFUGEE COUNCIL · brac · ACTED · actionaid

CFM Report Designed and Produced by NPM: NPM The UN Migration Agency

Disclaimer:

IOM : The data is collected in all the 17 IOM AoR camps where the submitted tickets either closed on the spot or referred. Once a referred ticke is replied to, the feedback is shared with the beneficiary concerned. The beneficiary confirms if they consider their ticket resolved or not. Zite manager Link - https://www.zitemanager.org/bangladesh

UNCHR: UNHCR collects data from all 33 camps. Queries by refugees are either answered on the spot or they generate a ticket that is referred to the relevant focal point for follow up. Once action has been taken in line with the UNHCR CAIPP Standard Operating Procedures (SOPs), the ticket is closed.

Common Feedback Platform - CFP
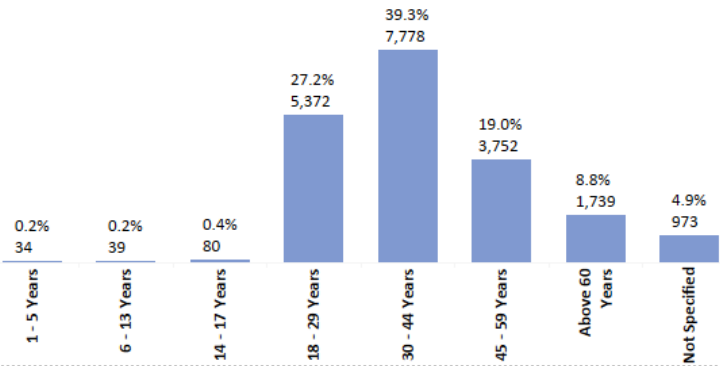
Monthly Overview | October 2024

Summary for October 2024

19,767 tickets received across **34** sites

5,281 tickets closed on the spot*

14,486 tickets referred to relevant actors

6,408 responses given by relevant actors

Tickets closed on the spot are not referred because they are resolved at the time of submission, sensitive, or not referrable (see Methodology section at end of report).

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

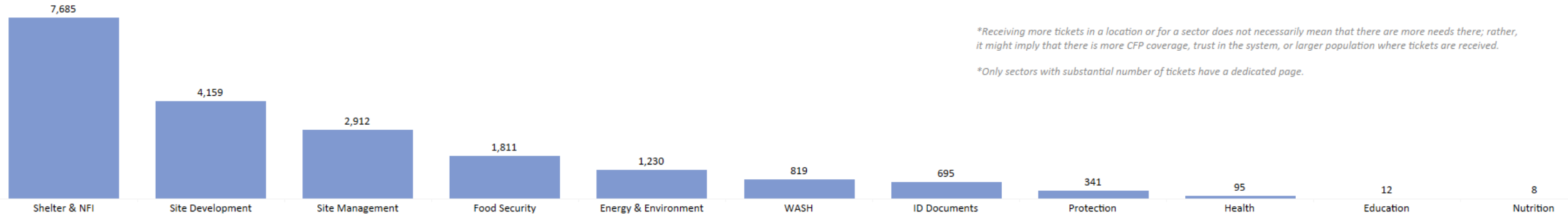## Tickets Received this Month by Age of Beneficiary

Age	%	Count
1 – 5 Years	0.2%	34
6 – 13 Years	0.2%	39
14 – 17 Years	0.4%	80
18 – 29 Years	27.2%	5,372
30 – 44 Years	39.3%	7,778
45 – 59 Years	19.0%	3,752
Above 60 Years	8.8%	1,739
Not Specified	4.9%	973

Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	1,756	2,050		
Damage to shelter - Shelter damaged by weather	682	1,092		
Cash for Work - Has not been selected for CfW in long time	346	981		
Slope Protection (erosion) - Requested	385	630		
Slope Protection (erosion) - Damaged, broken, or needs improvement	331	630		
NFI - Request additional materials	209	706		
Cash for Work - Has not been enrolled	236	466		
Cash for Work - Requested CfW	149	480	1	
LPG Gas - Not enough for family	150	427		
Shelter Materials - Request additional materials	112	324		
Shelter Materials - Missed Distribution	159	204		
Stairs - Requested	74	135		
Cooking Stove - Broken or not working	66	137		
SMART Card & Family Attestation - Add New Born	56	111		
SMART Card & Family Attestation - Lost ID Card	52	69		
SMART Card & Family Attestation - Merge and split	31	15		

Tickets Received this Month by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1,045	0	1,045	33	1,012
Camp 01W	991	0	991	134	857
Camp 02E	421	0	421	15	406
Camp 02W	585	0	585	246	339
Camp 03	709	0	709	106	603
Camp 04	764	0	764	390	374
Camp 04 Ext.	176	0	176	49	127
Camp 05	451	0	451	127	324
Camp 06	257	0	257	25	232
Camp 07	483	0	483	188	295
Camp 08E	408	8	400	80	320
Camp 08W	464	10	454	178	276
Camp 09	526	217	309	247	62
Camp 10	645	12	633	491	142
Camp 11	525	162	363	102	261
Camp 12	366	6	360	259	101
Camp 13	642	65	577	397	180
Camp 14	1,081	797	284	161	123
Camp 15	746	247	499	436	63
Camp 16	306	8	298	165	133
Camp 17	130	0	130	30	100
Camp 18	1,021	766	255	232	23
Camp 19	727	337	390	470	0
Camp 20	360	224	136	85	51
Camp 20 Ext	689	356	333	328	5
Camp 21	201	0	201	126	75
Camp 22	2,126	1,630	496	323	173
Camp 24	660	94	566	234	332
Camp 25	518	342	176	153	23
Camp 26	584	0	584	239	345
Camp 27	441	0	441	66	375
Kutupalong RC	354	0	354	259	95
Nayapara RC	314	0	314	31	283
Transit Center	51	0	51	3	48

Tickets Received this Month by Sector

Sector	Count
Shelter & NFI	7,685
Site Development	4,159
Site Management	2,912
Food Security	1,811
Energy & Environment	1,230
WASH	819
ID Documents	695
Protection	341
Health	95
Education	12
Nutrition	8

Receiving more tickets in a location or for a sector does not necessarily mean that there are more needs there; rather, it might imply that there is more CFP coverage, trust in the system, or larger population where tickets are received.

Only sectors with substantial number of tickets have a dedicated page.
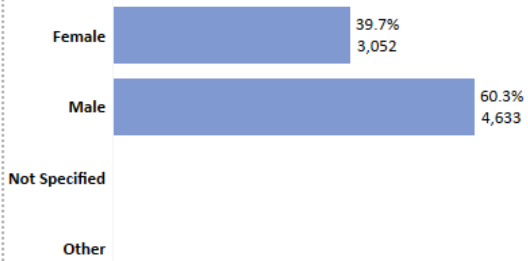
Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | Shelter & NFI
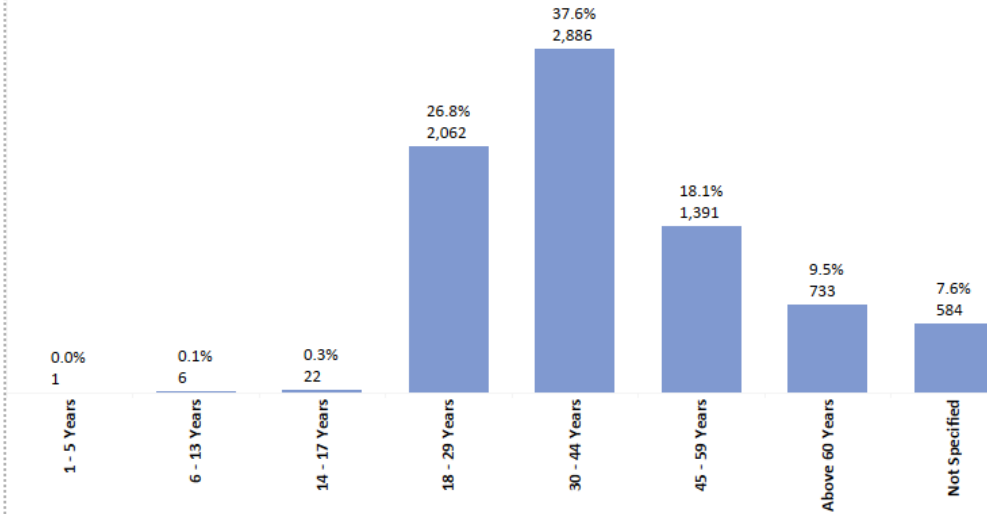
Summary for October 2024

7,685 tickets received across **34** sites

1,365 tickets closed on the spot

6,320 tickets referred to relevant actors

1,950 responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

Female	39.7% 3,052
Male	60.3% 4,633
Not Specified	
Other	

Tickets Received by Age of Beneficiary

Age	%	Count
1 - 5 Years	0.0%	1
6 - 13 Years	0.1%	6
14 - 17 Years	0.3%	22
18 - 29 Years	26.8%	2,062
30 - 44 Years	37.6%	2,886
45 - 59 Years	18.1%	1,391
Above 60 Years	9.5%	733
Not Specified	7.6%	584

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	3,806	130	3,676	1,103	2,573
Damage to shelter - Shelter damaged by weather	1,774	0	1,774	538	1,236
NFI - Request additional materials	915	915	0	0	0
Shelter Materials - Request additional materials	436	246	190	6	184
Shelter Materials - Missed Distribution	363	0	363	190	173
Shelter Number - Requested	139	0	139	39	100
Request for additional room - Request for new room	105	0	105	34	71
NFI - Missed Distribution	38	0	38	8	30
Shelter Kit - Requested (general households)	32	32	0	0	0
Shelter Materials - Received amount is not enough	15	1	14	5	9
When is the next Shelter Materials distribution day?	11	11	0	0	0
How to receive shelter upgradtion material from IOM instead of receiving constructed shelther from BDRCS?	6	1	5	0	5
Shelter Materials - Received poor quality materials	6	6	0	0	0
NFI - Received damaged materials	5	5	0	0	0
When is the next NFI distribution day?	5	5	0	0	0
Shelter Kit - Requested (evicted household)	4	0	4	13	0
Shelter Kit - Requested (new arrival)	4	0	4	3	1

Tickets Received by Camp

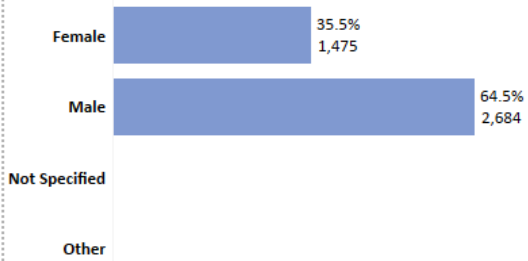|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	868	0	868	21	847
Camp 01W	732	0	732	121	611
Camp 02E	364	0	364	8	356
Camp 02W	529	0	529	230	299
Camp 03	514	0	514	79	435
Camp 04	519	0	519	353	166
Camp 04 Ext.	139	0	139	46	93
Camp 05	218	0	218	100	118
Camp 06	131	0	131	4	127
Camp 07	353	0	353	137	216
Camp 08E	1	0	1	0	1
Camp 08W	5	2	3	0	3
Camp 09	105	93	12	7	5
Camp 10	234	2	232	89	143
Camp 11	32	27	5	2	3
Camp 12	27	2	25	3	22
Camp 13	171	21	150	86	64
Camp 14	161	124	37	14	23
Camp 15	69	37	32	33	0
Camp 16	46	1	45	0	45
Camp 17	74	0	74	12	62
Camp 18	219	208	11	10	1
Camp 19	106	104	2	3	0
Camp 20	59	57	2	9	0
Camp 20 Ext	38	36	2	5	0
Camp 21	128	0	128	92	36
Camp 22	572	568	4	0	4
Camp 24	34	33	1	0	1
Camp 25	51	50	1	3	0
Camp 26	481	0	481	230	251
Camp 27	288	0	288	8	280
Kutupalong RC	306	0	306	244	62
Nayapara RC	68	0	68	1	67
Transit Center	43	0	43	0	43

Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | Site Development
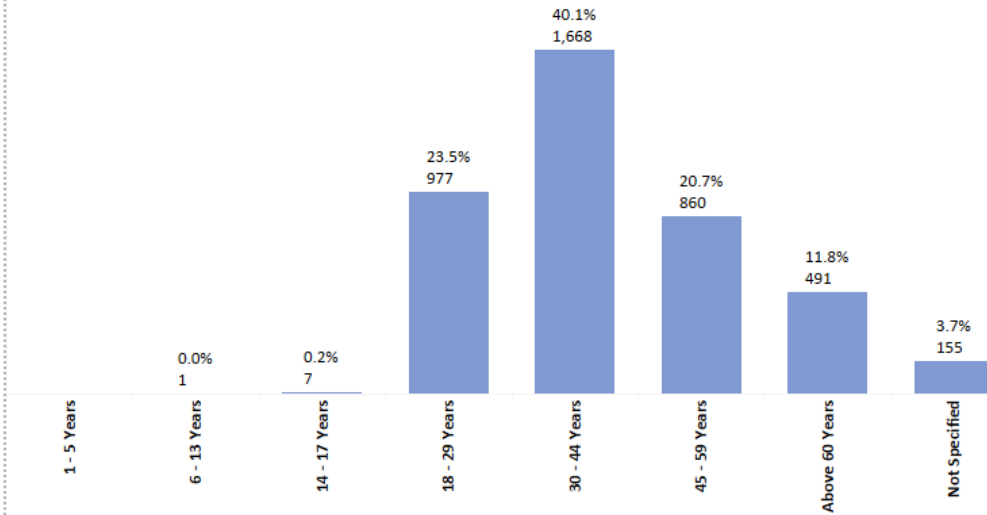
Summary for October 2024

4,159 tickets received across **34** sites

24 tickets closed on the spot

4,135 tickets referred to relevant actors

2,695 responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

- Female — 35.5% 1,475
- Male — 64.5% 2,684
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years: 0.0% 1
- 6 - 13 Years: 0.0% 1
- 14 - 17 Years: 0.2% 7
- 18 - 29 Years: 23.5% 977
- 30 - 44 Years: 40.1% 1,668
- 45 - 59 Years: 20.7% 860
- Above 60 Years: 11.8% 491
- Not Specified: 3.7% 155

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	1,015	0	1,015	756	259
Slope Protection (erosion) - Damaged, broken, or needs improvement	961	0	961	894	67
Pathway - Damaged, broken, or needs improvement	685	0	685	179	506
Pathway - Requested	301	0	301	158	143
Drainage - Drain Requested	244	0	244	136	108
Stairs - Damaged, broken, or needs improvement	210	0	210	129	81
Stairs - Requested	209	0	209	123	86
Drainage - Damaged, broken, or needs improvement	107	0	107	87	20
Drainage Cover (Slab) - Requested	100	0	100	60	40
Drainage - Blocked or Water logging	52	0	52	26	26
Slope/Ramp - Requested	39	0	39	12	27
Lamp post or Street light - Requested	38	0	38	34	4
Lamp post or Street light - Damaged, broken, or needs improvement	37	0	37	22	15
Bridge - Damaged, broken, or needs improvement	35	0	35	30	5
Slope/Ramp - Damaged, broken, or needs improvement	25	0	25	1	24
Drainage Cover (Slab) - Damaged, broken, or needs improvement	18	0	18	9	9
Fence or railing for path or stairs - Requested	14	0	14	9	5

Tickets Received by Camp

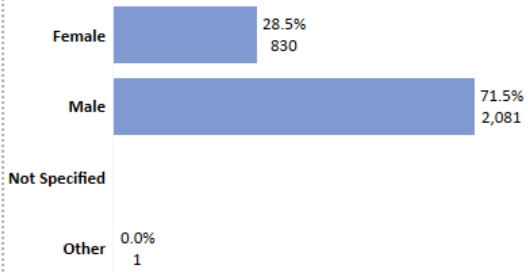|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	47	0	47	0	47
Camp 01W	152	0	152	1	151
Camp 02E	38	0	38	3	35
Camp 02W	14	0	14	12	2
Camp 03	72	0	72	0	72
Camp 04	115	0	115	12	103
Camp 04 Ext.	0	0	0	0	0
Camp 05	147	0	147	0	147
Camp 06	67	0	67	3	64
Camp 07	57	0	57	26	31
Camp 08E	219	0	219	21	198
Camp 08W	223	0	223	169	54
Camp 09	243	0	243	220	23
Camp 10	254	0	254	287	0
Camp 11	223	1	222	53	169
Camp 12	197	0	197	189	8
Camp 13	348	0	348	290	58
Camp 14	182	20	162	73	89
Camp 15	296	3	293	203	90
Camp 16	176	0	176	91	85
Camp 17	20	0	20	16	4
Camp 18	135	0	135	202	0
Camp 19	331	0	331	391	0
Camp 20	55	0	55	42	13
Camp 20 Ext	112	0	112	87	25
Camp 21	29	0	29	4	25
Camp 22	84	0	84	29	55
Camp 24	101	0	101	114	0
Camp 25	77	0	77	90	0
Camp 26	24	0	24	2	22
Camp 27	56	0	56	37	19
Kutupalong RC	36	0	36	9	27
Nayapara RC	29	0	29	19	10
Transit Center	0	0	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | Site Management
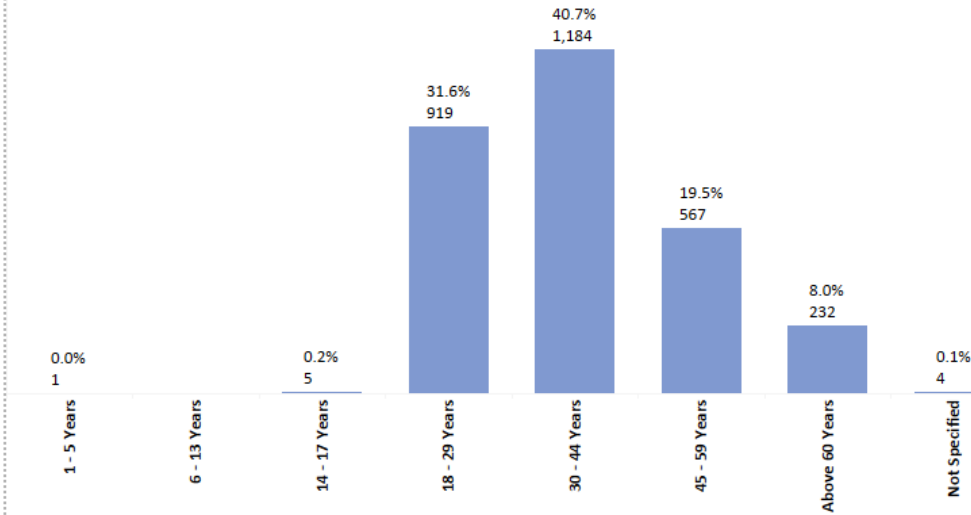
Summary for October 2024

2,912 tickets received across **34** sites

1,987 tickets closed on the spot

925 tickets referred to relevant actors

629 responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

Gender	%	Count
Female	28.5%	830
Male	71.5%	2,081
Not Specified		
Other	0.0%	1

Tickets Received by Age of Beneficiary

Age Group	%	Count
1 - 5 Years	0.0%	1
6 - 13 Years		
14 - 17 Years	0.2%	5
18 - 29 Years	31.6%	919
30 - 44 Years	40.7%	1,184
45 - 59 Years	19.5%	567
Above 60 Years	8.0%	232
Not Specified	0.1%	4

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CfW in long time	1,327	1,327	0	0	0
Cash for Work - Has not been enrolled	702	0	702	556	146
Cash for Work - Requested CfW	630	630	0	0	0
Electricity Supply - Not working	142	0	142	11	131
When is my next Cash for Work rotation day?	25	21	4	0	4
Not working - Solar supply	22	0	22	0	22
Community Conflict - Tree Cutting	20	0	20	22	0
Cash for Work - Payment delayed	11	0	11	19	0
Relocation & Repatriation - Temporary relocation	10	0	10	6	4
Community Conflict - Land & shelter extension	6	0	6	9	0
Skill Training - Requested	4	4	0	0	0
When is the next Cash for Work payment day?	4	4	0	0	0
Cash for Work - Has received less payment than days worked	3	0	3	0	3
Cash for Work - Was charged to enroll or be selected	2	0	2	1	1
Relocation & Repatriation - Relocation within camp	2	0	2	5	0
Relocation & Repatriation - Relocation to another camp	1	0	1	0	1
Why am I not selected for CfW in a long time?	1	1	0	0	0

Tickets Received by Camp

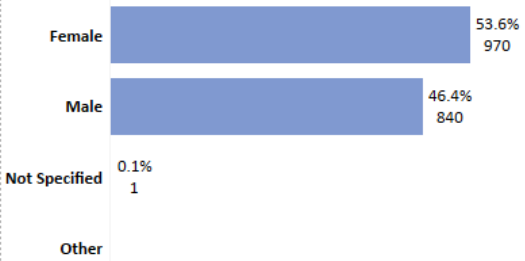|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	7	0	7	0	7
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	1	0	1	0	1
Camp 04	3	0	3	0	3
Camp 04 Ext.	1	0	1	0	1
Camp 05	4	0	4	0	4
Camp 06	6	0	6	6	0
Camp 07	1	0	1	0	1
Camp 08E	75	0	75	20	55
Camp 08W	0	0	0	1	0
Camp 09	68	68	0	2	0
Camp 10	49	0	49	58	0
Camp 11	141	114	27	7	20
Camp 12	12	0	12	11	1
Camp 13	33	20	13	3	10
Camp 14	443	417	26	45	0
Camp 15	264	172	92	136	0
Camp 16	20	1	19	2	17
Camp 17	1	0	1	0	1
Camp 18	257	217	40	2	38
Camp 19	147	142	5	15	0
Camp 20	163	108	55	20	35
Camp 20 Ext	430	253	177	214	0
Camp 21	0	0	0	0	0
Camp 22	450	311	139	11	128
Camp 24	221	61	160	76	84
Camp 25	104	103	1	0	1
Camp 26	1	0	1	0	1
Camp 27	10	0	10	0	10
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | Food Security
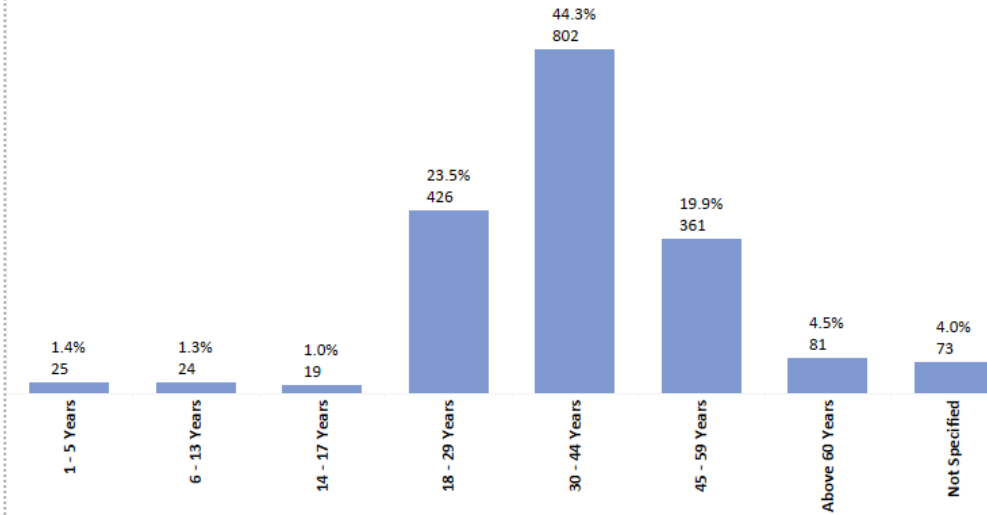
Summary for October 2024

1,811 tickets received across **34** sites

233 tickets closed on the spot

1,578 tickets referred to relevant actors

226 responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

Gender	%	Count
Female	53.6%	970
Male	46.4%	840
Not Specified	0.1%	1
Other		

Tickets Received by Age of Beneficiary

Age	%	Count
1 - 5 Years	1.4%	25
6 - 13 Years	1.3%	24
14 - 17 Years	1.0%	19
18 - 29 Years	23.5%	426
30 - 44 Years	44.3%	802
45 - 59 Years	19.9%	361
Above 60 Years	4.5%	81
Not Specified	4.0%	73

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for fresh food enlistment - Request for fresh food	1,489	0	1,489	191	1,298
Food distributions - Request for different items or quantities	83	83	0	0	0
Farming supplies - Requested	81	81	0	0	0
Food distributions - Household has not received food	44	0	44	14	30
Food distributions - Request for more food each month	40	40	0	0	0
Food Porters - Requested	17	0	17	7	10
When is the next food distribution day? When are the food distribution centres open?	17	17	0	0	0
Food distributions - Missed Token	14	0	14	11	3
Food distributions - Want to purchase more but not allowed	11	11	0	0	0
Food distributions - HH wants someone outside their family to collect food	9	0	9	0	9
Food distributions - Poor quality food items	3	0	3	2	1
When will newly arrived families receive food assistance?	2	1	1	0	1
When will be Head Count token provided for the new arrived families?	1	0	1	0	1

Tickets Received by Camp

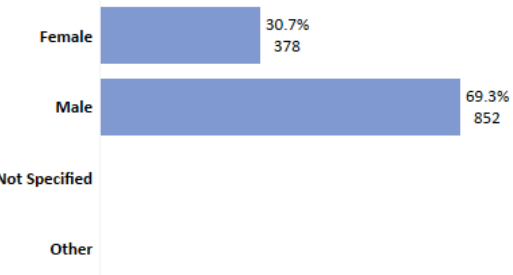|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	77	0	77	0	77
Camp 01W	74	0	74	2	72
Camp 02E	11	0	11	0	11
Camp 02W	16	0	16	0	16
Camp 03	64	0	64	8	56
Camp 04	92	0	92	12	80
Camp 04 Ext.	23	0	23	0	23
Camp 05	29	0	29	0	29
Camp 06	25	0	25	8	17
Camp 07	59	0	59	16	43
Camp 08E	47	0	47	13	34
Camp 08W	54	0	54	2	52
Camp 09	31	3	28	0	28
Camp 10	24	0	24	0	24
Camp 11	70	2	68	9	59
Camp 12	25	0	25	7	18
Camp 13	11	0	11	0	11
Camp 14	45	19	26	2	24
Camp 15	31	1	30	0	30
Camp 16	12	0	12	0	12
Camp 17	19	0	19	0	19
Camp 18	104	80	24	1	23
Camp 19	3	1	2	0	2
Camp 20	5	0	5	0	5
Camp 20 Ext	12	0	12	0	12
Camp 21	24	0	24	19	5
Camp 22	214	81	133	117	16
Camp 24	240	0	240	0	240
Camp 25	77	46	31	1	30
Camp 26	39	0	39	0	39
Camp 27	52	0	52	7	45
Kutupalong RC	4	0	4	1	3
Nayapara RC	196	0	196	1	195
Transit Center	2	0	2	0	2

Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | Energy & Environment
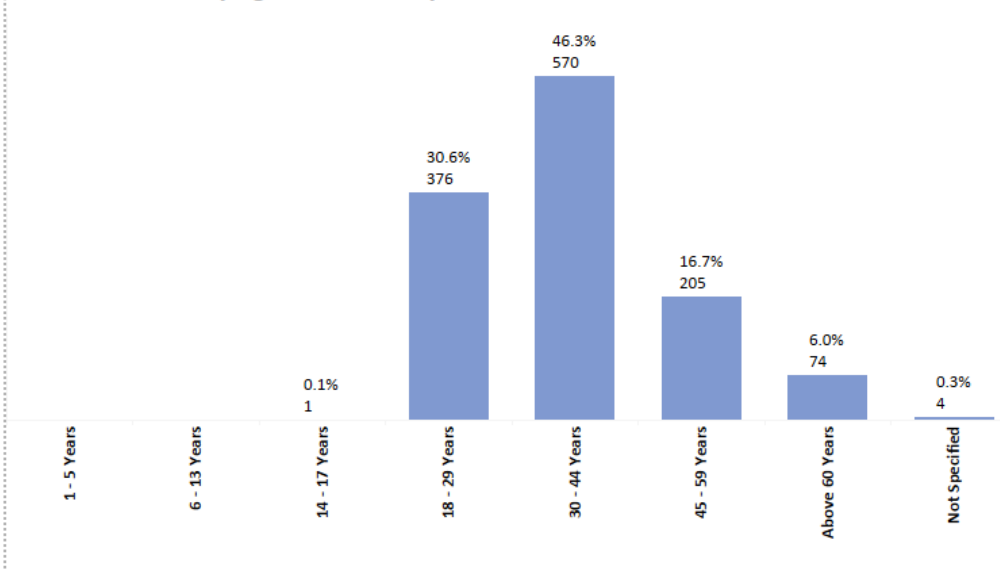
Summary for October 2024

1,230 tickets received across **34** sites

797 tickets closed on the spot

433 tickets referred to relevant actors

160 responses given by relevant actors

Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

Tickets Received by Gender

Gender	Percentage	Count
Female	30.7%	378
Male	69.3%	852
Not Specified		
Other		

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years		
6 - 13 Years		
14 - 17 Years	0.1%	1
18 - 29 Years	30.6%	376
30 - 44 Years	46.3%	570
45 - 59 Years	16.7%	205
Above 60 Years	6.0%	74
Not Specified	0.3%	4

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	8	0	8	0	8
Camp 01W	4	0	4	0	4
Camp 02E	1	0	1	0	1
Camp 02W	20	0	20	0	20
Camp 03	4	0	4	0	4
Camp 04	7	0	7	0	7
Camp 04 Ext.	8	0	8	0	8
Camp 05	0	0	0	0	0
Camp 06	16	0	16	0	16
Camp 07	1	0	1	1	0
Camp 08E	27	1	26	13	13
Camp 08W	151	0	151	1	150
Camp 09	43	42	1	1	0
Camp 10	22	0	22	24	0
Camp 11	19	2	17	10	7
Camp 12	34	3	31	14	17
Camp 13	7	5	2	3	0
Camp 14	73	70	3	4	0
Camp 15	12	2	10	28	0
Camp 16	13	5	8	11	0
Camp 17	0	0	0	0	0
Camp 18	174	166	8	7	1
Camp 19	29	25	4	4	0
Camp 20	10	4	6	2	4
Camp 20 Ext	22	13	9	9	0
Camp 21	0	0	0	0	0
Camp 22	453	413	40	20	20
Camp 24	3	0	3	1	2
Camp 25	52	46	6	5	1
Camp 26	2	0	2	0	2
Camp 27	7	0	7	1	6
Kutupalong RC	0	0	0	0	0
Nayapara RC	8	0	8	1	7
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
LPG Gas - Not enough for family	577	376	201	3	198
Cooking Stove - Broken or not working	203	203	0	0	0
Cooking set (gas & stove) - Broken or not working	107	107	0	0	0
Cooking Stove - Did not receive	67	0	67	25	42
LPG Gas - Did not receive refill	62	0	62	55	7
Cooking set (gas & stove) - Requested	58	58	0	0	0
LPG Gas - Did not receive cylinder	51	0	51	15	36
When is the next LPG distribution day?	36	36	0	0	0
LPG Porters - Requested	27	0	27	27	0
Cooking Stove - Requested	16	16	0	0	0
LPG Gas - Lost or stolen cylinder	10	0	10	14	0
LPG Gas - Lost token	7	0	7	17	0
Pressure Cooker - Did not receive	5	0	5	0	5
Cooking Stove - Lost or stolen	3	0	3	4	0
How to split the Family Attestation Card?	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | WASH

Summary for October 2024
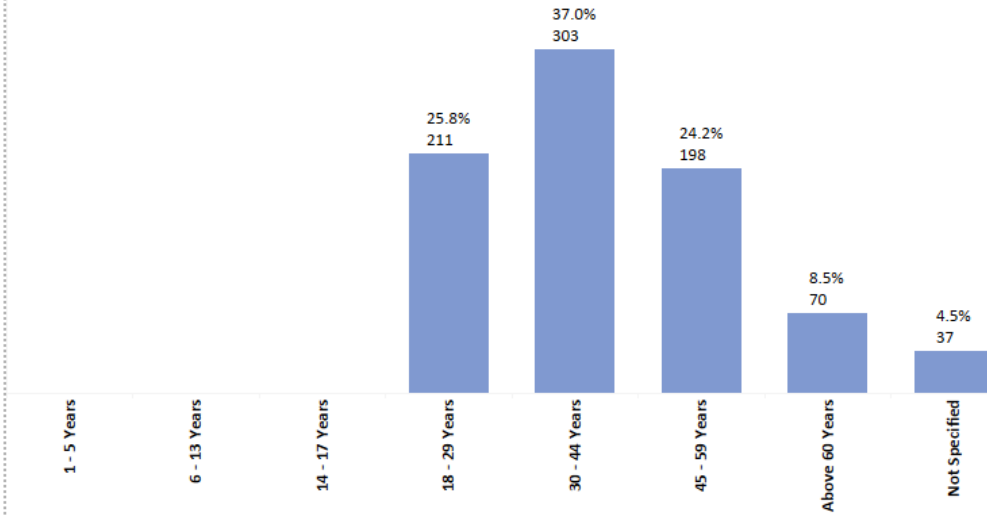
819	tickets received across **34** sites
247	tickets closed on the spot
572	tickets referred to relevant actors
430	responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

- Female: 38.1% / 312
- Male: 61.9% / 507
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years
- 18 - 29 Years: 25.8% / 211
- 30 - 44 Years: 37.0% / 303
- 45 - 59 Years: 24.2% / 198
- Above 60 Years: 8.5% / 70
- Not Specified: 4.5% / 37

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Soap & Hygiene Kit - Not enough	173	173	0	0	0
Latrine - New toilet requested	100	0	100	37	63
Latrine - Needs desludging	99	0	99	120	0
Soap & Hygiene Kit - Did not receive	95	0	95	77	18
Latrine - Broken	79	0	79	65	14
Soap & Hygiene Kit - Additional Requested	53	53	0	0	0
Water tap & Tubewell - Requesting new facility	44	0	44	25	19
Bathing Station - Broken or Damaged	27	0	27	21	6
Bathing Station - Requested	24	0	24	13	11
Latrine - Latrine not working properly	20	0	20	8	12
Water tap - Requested	20	0	20	18	2
When is the next hygiene kit distribution day?	20	20	0	0	0
Tubewell - Not Working	19	0	19	14	5
Water tap & Tubewell - Not Working	15	0	15	7	8
Trash Disposal - Trash pick-up needed	6	0	6	5	1
Water tap - Poor quality water	6	0	6	3	3
Water tap - Not enough water	5	0	5	4	1

Tickets Received by Camp

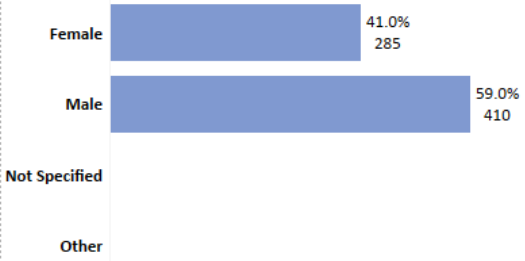|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	8	0	8	7	1
Camp 01W	7	0	7	4	3
Camp 02E	4	0	4	2	2
Camp 02W	1	0	1	0	1
Camp 03	14	0	14	6	8
Camp 04	10	0	10	4	6
Camp 04 Ext.	1	0	1	0	1
Camp 05	46	0	46	27	19
Camp 06	4	0	4	0	4
Camp 07	0	0	0	0	0
Camp 08E	14	0	14	9	5
Camp 08W	15	0	15	3	12
Camp 09	20	3	17	13	4
Camp 10	30	0	30	25	5
Camp 11	13	0	13	14	0
Camp 12	51	0	51	27	24
Camp 13	36	0	36	4	32
Camp 14	65	52	13	17	0
Camp 15	19	0	19	15	4
Camp 16	24	0	24	48	0
Camp 17	10	0	10	0	10
Camp 18	99	81	18	6	12
Camp 19	37	0	37	52	0
Camp 20	19	16	3	9	0
Camp 20 Ext	21	8	13	9	4
Camp 21	14	0	14	10	4
Camp 22	39	20	19	27	0
Camp 24	44	0	44	37	7
Camp 25	121	67	54	47	7
Camp 26	14	0	14	0	14
Camp 27	18	0	18	8	10
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	0	1
Transit Center	0	0	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | ID Documents
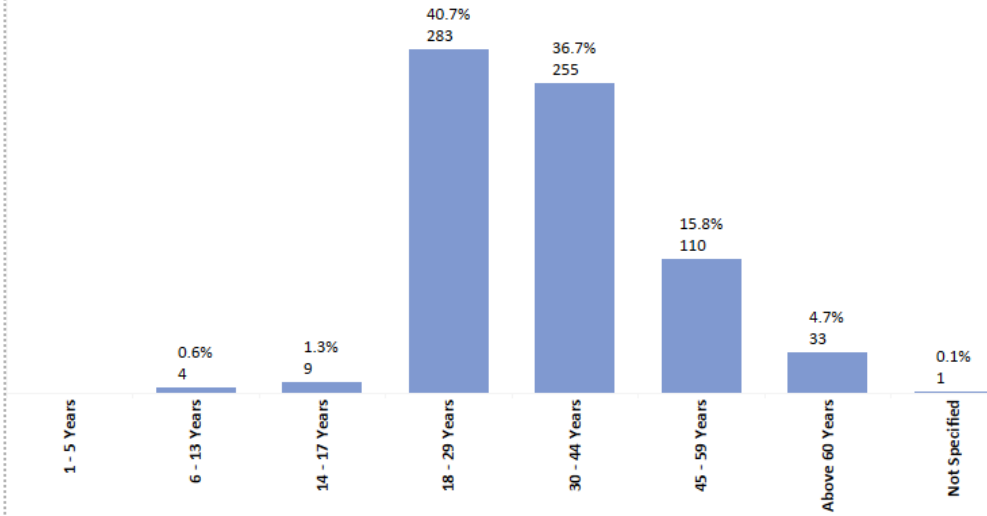
Summary for October 2024

695 tickets received across **34** sites

504 tickets closed on the spot

191 tickets referred to relevant actors

153 responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

- Female: 41.0% / 285
- Male: 59.0% / 410
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years: 0.6% / 4
- 14 - 17 Years: 1.3% / 9
- 18 - 29 Years: 40.7% / 283
- 30 - 44 Years: 36.7% / 255
- 45 - 59 Years: 15.8% / 110
- Above 60 Years: 4.7% / 33
- Not Specified: 0.1% / 1

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
SMART Card & Family Attestation - Add New Born	167	167	0	0	0
SMART Card & Family Attestation - Lost ID Card	121	121	0	0	0
SCOPE Card - Has not received new SCOPE Card	81	0	81	12	69
SMART Card & Family Attestation - Request for individual SMART card	62	62	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	49	0	49	113	0
SMART Card & Family Attestation - Merge and split	46	46	0	0	0
SCOPE Card - Lost	24	0	24	8	16
SCOPE Card - No balance on card	24	0	24	20	4
SMART Card & Family Attestation - Add New Member	22	22	0	0	0
SMART Card & Family Attestation - Address Change	22	22	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g. Elderly headed HH, Child headed HH, Woma...	16	16	0	0	0
SMART Card & Family Attestation - Biographical Error	12	12	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability)	10	10	0	0	0
SCOPE Card - Damaged	9	0	9	0	9
SMART Card & Family Attestation - Lost Smart card and family attestation	9	9	0	0	0
SMART Card & Family Attestation - Lost family attestation card	5	5	0	0	0
SMART Card & Family Attestation - Marriage case	4	4	0	0	0

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1	0	1	0	1
Camp 01W	5	0	5	2	3
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	2	0	2	0	2
Camp 04	3	0	3	0	3
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	3	0	3	2	1
Camp 07	0	0	0	0	0
Camp 08E	13	0	13	0	13
Camp 08W	2	0	2	2	0
Camp 09	9	6	3	0	3
Camp 10	22	1	21	7	14
Camp 11	15	12	3	0	3
Camp 12	9	1	8	3	5
Camp 13	26	19	7	2	5
Camp 14	92	85	7	2	5
Camp 15	21	18	3	2	1
Camp 16	1	0	1	1	0
Camp 17	0	0	0	0	0
Camp 18	21	11	10	2	8
Camp 19	43	39	4	1	3
Camp 20	44	37	7	0	7
Camp 20 Ext	43	39	4	0	4
Camp 21	0	0	0	0	0
Camp 22	311	236	75	118	0
Camp 24	1	0	1	2	0
Camp 25	6	0	6	7	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
Kutupalong RC	2	0	2	0	2
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

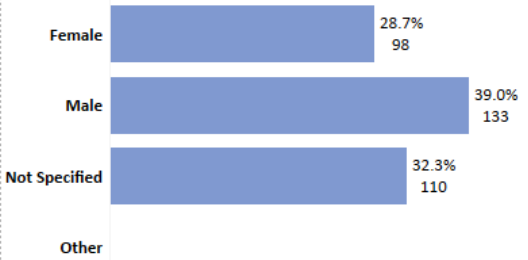# Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | Protection
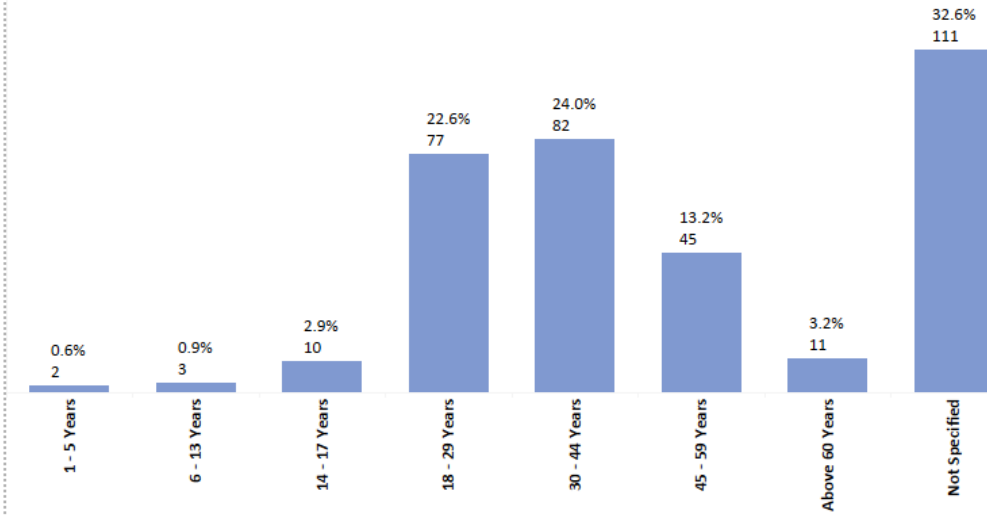
Summary for October 2024

341 tickets received across **34** sites

114 tickets closed on the spot

227 tickets referred to relevant actors

120 responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

- Female — 28.7% / 98
- Male — 39.0% / 133
- Not Specified — 32.3% / 110
- Other

Tickets Received by Age of Beneficiary

Age	Percent	Count
1 - 5 Years	0.6%	2
6 - 13 Years	0.9%	3
14 - 17 Years	2.9%	10
18 - 29 Years	22.6%	77
30 - 44 Years	24.0%	82
45 - 59 Years	13.2%	45
Above 60 Years	3.2%	11
Not Specified	32.6%	111

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection Referral (UNHCR)	232	5	227	120	107
Protection Referral (IOM)	63	63	0	0	0
Protection Referral (DRC)	24	24	0	0	0
Complaint against Agency or Staff	11	11	0	0	0
Protection Referral (BRAC)	6	6	0	0	0
Women's Friendly Space - Cosmetics requested	2	2	0	0	0
Protection Referral (NRC)	1	1	0	0	0
Where is the BRAC Legal office?	1	1	0	0	0
Where is the Humanity & Inclusion office?	1	1	0	0	0

Tickets Received by Camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	11	0	11	5	6
Camp 01W	8	0	8	4	4
Camp 02E	3	0	3	2	1
Camp 02W	5	0	5	4	1
Camp 03	33	0	33	13	20
Camp 04	10	0	10	9	1
Camp 04 Ext.	3	0	3	3	0
Camp 05	5	0	5	0	5
Camp 06	3	0	3	2	1
Camp 07	8	0	8	8	0
Camp 08E	12	7	5	4	1
Camp 08W	14	8	6	0	6
Camp 09	7	2	5	4	1
Camp 10	10	9	1	1	0
Camp 11	10	4	6	6	0
Camp 12	9	0	9	4	5
Camp 13	10	0	10	9	1
Camp 14	13	8	5	0	5
Camp 15	16	7	9	0	9
Camp 16	4	1	3	0	3
Camp 17	5	0	5	2	3
Camp 18	7	3	4	1	3
Camp 19	30	25	5	4	1
Camp 20	5	2	3	3	0
Camp 20 Ext	10	7	3	3	0
Camp 21	2	0	2	1	1
Camp 22	3	1	2	1	1
Camp 24	16	0	16	4	12
Camp 25	30	30	0	0	0
Camp 26	13	0	13	5	8
Camp 27	5	0	5	1	4
Kutupalong RC	5	0	5	5	0
Nayapara RC	11	0	11	9	2
Transit Center	5	0	5	3	2

Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | Health

Summary for October 2024

95	tickets received across 34 sites
1	tickets closed on the spot
94	tickets referred to relevant actors
42	responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

- Female: 60.0% / 57
- Male: 40.0% / 38
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years: 5.3% / 5
- 6 - 13 Years: 1.1% / 1
- 14 - 17 Years: 2.1% / 2
- 18 - 29 Years: 33.7% / 32
- 30 - 44 Years: 23.2% / 22
- 45 - 59 Years: 15.8% / 15
- Above 60 Years: 14.7% / 14
- Not Specified: 4.2% / 4

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
General Health Card - Did not receive	54	0	54	25	29
Treatment - Waited too long	15	0	15	1	14
General Health Card - Fully filled up	11	0	11	8	3
General Health Card - Lost, damaged or Stolen	8	0	8	7	1
Treatment - Treatment not good quality	6	0	6	1	5
When will be the General Health Card provided?	1	1	0	0	0

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	18	0	18	0	18
Camp 01W	8	0	8	0	8
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	5	0	5	0	5
Camp 04	5	0	5	0	5
Camp 04 Ext.	1	0	1	0	1
Camp 05	2	0	2	0	2
Camp 06	2	0	2	0	2
Camp 07	4	0	4	0	4
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	1	0	1	1	0
Camp 12	1	0	0	0	1
Camp 13	0	0	0	0	0
Camp 14	3	1	2	3	0
Camp 15	10	0	10	19	0
Camp 16	10	0	10	12	0
Camp 17	1	0	1	0	1
Camp 18	5	0	5	1	4
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	3	0	3	0	3
Camp 22	0	0	0	0	0
Camp 24	0	0	0	0	0
Camp 25	0	0	0	0	0
Camp 26	8	0	8	2	6
Camp 27	5	0	5	4	1
Kutupalong RC	1	0	1	0	1
Nayapara RC	1	0	1	0	1
Transit Center	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | Education

Summary for October 2024

12 tickets received across **34** sites

7 tickets closed on the spot

5 tickets referred to relevant actors

2 responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

- Female — 8.3% / 1
- Male — 91.7% / 11
- Not Specified
- Other

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years		
6 - 13 Years		
14 - 17 Years	41.7%	5
18 - 29 Years	41.7%	5
30 - 44 Years	16.7%	2
45 - 59 Years		
Above 60 Years		
Not Specified		

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Changes to Education - Secondary education requested	11	7	4	2	2
Education-Tertiary Education requested	1	0	1	0	1

Tickets Received by Camp

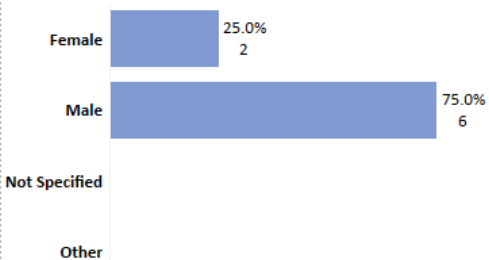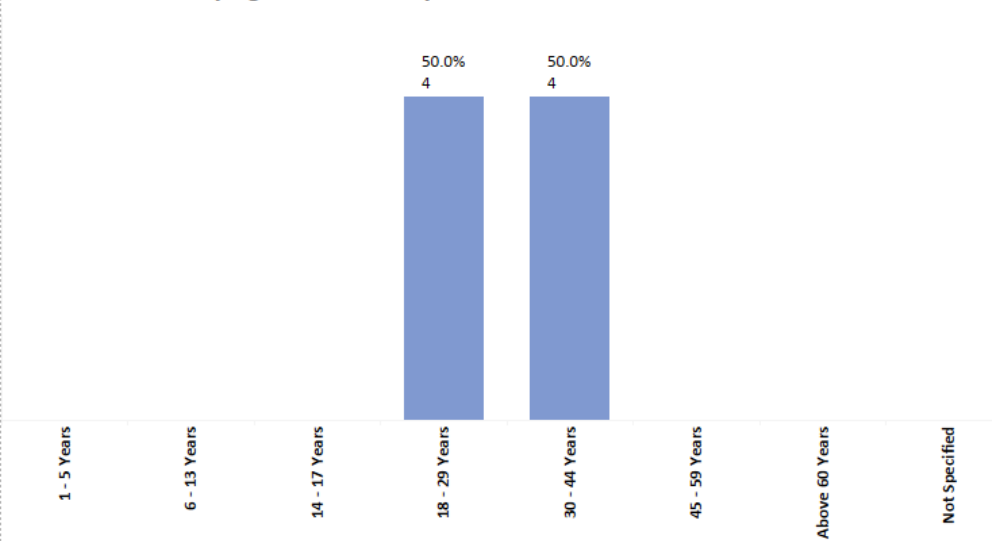|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	1	0	1	0	1
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	1	0	1	1	0
Camp 15	8	7	1	0	1
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	1	0	1	1	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	0	0	0	0	0
Camp 25	0	0	0	0	0
Camp 26	1	0	1	0	1
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | October 2024 | Nutrition

Summary for October 2024

8   tickets received across **34** sites

2   tickets closed on the spot

6   tickets referred to relevant actors

1   responses given by relevant actors

Responses can be given within the same month or at a later date which might make the reponses given higher than the referred tickets.

Tickets Received by Gender

Gender	Percentage	Count
Female	25.0%	2
Male	75.0%	6
Not Specified		
Other		

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years		
6 - 13 Years		
14 - 17 Years		
18 - 29 Years	50.0%	4
30 - 44 Years	50.0%	4
45 - 59 Years		
Above 60 Years		
Not Specified		

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Nutrition Assistance - Did not receive distribution	5	0	5	1	4
Nutrition Assistance - Requested	1	0	1	0	1
When is the nutrition centre open?	1	1	0	0	0
Where is the Nutrition center?	1	1	0	0	0

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	1	0	1	0	1
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	1	0	1	1	0
Camp 13	0	0	0	0	0
Camp 14	3	1	2	0	2
Camp 15	0	0	0	0	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	1	1	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	1	0	1	0	1
Camp 22	0	0	0	0	0
Camp 24	0	0	0	0	0
Camp 25	0	0	0	0	0
Camp 26	1	0	1	0	1
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Common Feedback Platform - CFP

About the Common Feedback Platform

The Common Feedback Platform (CFP) is a joint inter-agency report that consolidates community feedback from the Cox's Bazar Rohingya response in Bangladesh. Through Complaints and Feedback Mechanisms (CFMs), affected communities share challenges regarding programs and services, and the anonymized data is compiled monthly.
The CFP supports Accountability to Affected Populations (AP) and informs programming by improving complaint management through harmonized referral standards, developed with key actors and updated to remain relevant. Site Management (SM) agencies and partners refer data to sectors and service providers. CFP reports reflect data from specific CFMs and may not represent the overall needs or satisfaction of Rohingya in camps. More tickets in a location may indicate better CFM coverage, trust, or larger population, not necessarily greater needs.

IOM Methodology and Definitions:

Methodology: The CFM (Zite Manager) adheres to the principle that communities can access one CFM to share all types of concerns (regardless of sector or actor), and that feedback loops are always closed. Thus, every ticket that is received is referred to the appropriate service provider to respond to the (issue within 60 days (otherwise it expires and the complainant is informed that the partner failed to answer in time). The CFM then goes back and replies to the affected person, regardless of outcome.
Feedback is collected through trained enumerators (gender-balanced Bangladeshi staff and Rohingya volunteers) at static desks or through mobile teams who conduct regular outreach at the block level to ensure access to vulnerable persons. Each piece of feedback is submitted through a mobile phone application that generates a "ticket" with a unique tracking number. If referrable, tickets are referred through Site Management via the camp Sector Focal Point system, who coordinate with their partners and relevant organizations to resolve issues. Beneficiaries then receive replies to their issues after an update is available.
Consent to share personal information with organizations responsible for a response is always confirmed. CFMs close the feedback loop by providing a reply directly to the person who complained either by conducting a home visit or placing a phone call. *Personal data is only used in referrals and shared with relevant parties when needed; it is not analyzed or included in any outputs.*

Definitions
- **Ticket:** A piece of community feedback generated so beneficiaries can ask questions, report complaints, share feedback, and request assistance through referral, action, and response.
- **Closed on the Spot (CoS):** When a ticket initially received can be answered immediately (positively or negatively) at the time of submission. This information is recorded but *not* referred. The following types of tickets are CoS:
    - **If the ticket can be resolved without referral.**
    - **If the ticket is an emergency or sensitive issues.** The CFM will inform the responsible actor and appropriate staff to urgently respond to the matter by referring in person at the time of complaint. A ticket general ticket type will be recorded, *but no personal data or case details are collected (age and gender is "not specified")*.
    - **If the ticket is not referable because of the nature of the request.** Depending on the capacity and processes of responding actors, some tickets cannot be received by the service provider. Therefore, a pre-determined message is shared with the complainant to explain why. All sectors and organizations were consulted to identify these ticket types.
- **Resolved/Unresolved:** When the complainant is given the opportunity to share their opinion on the response given. As part of the reply process to close a ticket, the person who made the complaint is asked if they consider the issue to be resolved. Regardless, the feedback loop is considered closed once beneficiaries receive an update and report their satisfaction. Resolution rate is not currently visualized or calculated in the CFP reports (contact IOM directly to receive this data).

UNCHR Methodology and Definitions:

Methodology: The ticket management process is done according to the type of query:
o **Complaints** trigger an automatic referral within the system. The ticket is directed to the appropriate focal point depending on the nature of the complaint (SEA, complaint against staff/partner or report of refugee fraud) for assessment and action in line with the relevant SOPs.
o **Feedback:** These inquiries are automatically closed in the system upon receipt, once the Intake form is submitted, if they typically do not require further action beyond acknowledgment and recording the feedback from individuals. However, for negative feedback, the data is analyzed and shared with the focal persons on a monthly basis.
o **Request for information:** These enquiries are automatically closed in the system after the provision of the requested information found in the library of Frequently Asked Questions (FAQs). If the information is not available in the FAQs, these queries are recorded as a request for humanitarian assistance or for protection intervention depending on their nature.
o **Requests for Humanitarian Services:** These queries trigger an automatic referral within the system. The ticket is directed to the relevant focal point depending on the sector and the nature of the query for assessment and action. The ticket can only be closed after action has been taken according to the CAIPP SOPs for that sector.
o **Requests for Protection interventions:** These queries trigger an automatic referral within the system. The ticket is directed to the appropriate Protection focal point to take action. Once action has been taken, the ticket is closed in line with CAIPP SOPs. Some actions may require case management, in which case the ticket is closed in CAIPP, and case management is recorded in proGres (not CAIPP).
This structured approach ensures that each query is processed efficiently, and appropriate action is taken by the relevant focal point before the ticket is closed.

Definitions
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.

Types of queries:
o **Complaints:** Concerns raised by refugees regarding service delivery or grievances, typically seeking a resolution or correction. Complaints can involve significant concerns such as safety, health, and well-being. They arise when there is a perceived failure to deliver promised aid, breaches of rights, or unethical behavior by staff or volunteers, requiring immediate attention.
o **Feedback:** General comments on services or operations that provide insights or observations to help improve the effectiveness, efficiency, or appropriateness of humanitarian interventions. Typically constructive, feedback can range from appreciative to critical. It focuses less on immediate rectification and more on long-term improvement, not always requiring immediate action.
o **Request for Humanitarian Service:** Requests for specific assistance such as food, shelter, WASH or medical aid and others.
o **Request for Information:** Inquiries seeking details about services, processes, or rights.
o **Request for Protection Interventions:** Requests related to the provision of protection services such as legal aid or interventions to protect from and/or respond to harm.

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