Common Feedback Platform - CFP

Monthly Sector Cumulative Report | January - November 2024

ISCG | Rohingya Refugee Response Bangladesh
INTER SECTOR COORDINATION GROUP

Cumulative Data January - November 2024

- **254,290** tickets received across **34** sites
- **82,458** tickets closed on the spot
- **171,832** tickets referred by **6** actors
- **85,120** 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 each Month per Sector

Sector	January	February	March	April	May	June	July	August	September	October	November	Grand Total
Shelter & NFI	7,148	7,841	6,968	7,419	13,649	11,192	12,219	9,905	9,842	7,685	6,866	100,734
Site Development	4,453	4,870	4,646	3,676	5,285	5,974	6,607	3,675	3,968	4,159	3,727	51,040
Site Management	2,780	2,965	2,658	1,842	2,515	2,768	3,374	3,470	4,321	2,912	2,722	32,327
ID Documents	3,202	2,781	2,119	1,960	2,513	2,414	2,085	1,223	1,607	695	647	21,246
WASH	1,522	1,414	1,653	1,569	1,242	914	833	759	1,099	819	653	12,477
Energy & Environment	1,355	1,080	924	885	1,231	1,048	863	945	1,337	1,230	1,113	12,011
Food Security	771	753	731	561	785	847	1,553	1,023	1,775	1,811	862	11,472
Protection	207	245	255	566	1,462	1,045	950	1,456	1,858	341	275	8,660
Health	566	526	494	401	491	284	427	228	485	95	107	4,104
Education	1	20	1	3	2	10	12	12	13	12	18	104
Livelihood						31	31	7	13			82
Nutrition	1	5	5	1	1	5	2		2	8	3	33

Cumulative Tickets per Month

	January	February	March	April	May	June	July	August	September	October	November	Grand Total
Total Received	22,006	22,500	20,454	18,883	29,176	26,532	28,956	22,703	26,320	19,767	16,993	254,290
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	4,970	82,458
Total Referred	13,787	15,302	14,170	13,349	21,742	18,447	19,750	13,426	15,350	14,486	12,023	171,832
Total Replies	8,701	6,097	6,812	8,372	9,773	5,319	5,663	11,819	7,318	6,442	8,804	85,120

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	12,877	16,257	9	1
Requested for Information	9,748	9,821	2	
Damage to shelter - Shelter damaged by weather	7,773	10,791	3	4
Shelter Materials - Request additional materials	6,596	10,295	7	
NFI - Request additional materials	5,357	10,381	12	
Slope Protection (erosion) - Requested	5,247	7,329	6	
Cash for Work - Has not been selected for CfW in long time	2,989	7,870	6	
Slope Protection (erosion) - Damaged, broken, or needs improvement	3,331	6,487		
Cash for Work - Requested CfW	1,836	5,221	4	
LPG Gas - Not enough for family	1,926	4,244	1	
Cash for Work - Has not been enrolled	1,865	3,371	1	
Shelter Materials - Missed Distribution	1,772	2,293	1	
Hill or Slope - Erosion & landslide	1,185	1,839		
Protection Referral	984	1,344		
SMART Card & Family Attestation - Add New Born	800	1,141		
Cooking Stove - Broken or not working	406	775		
SMART Card & Family Attestation - Merge and split	252	270		

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	10,404	10,800	4,039	7,404	6,510	13,682	2,831	4,790	5,934	7,520	6,554	6,967	8,180	4,549	3,440	6,362	2,195	6,351	5,452	9,007	8,110	7,964	6,530	6,399	8,813	10,345	6,737	10,116	8,029	5,482	6,882	22,545	6,733	6,634	254,290
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	903	1,059	4,802	1,909	2,587	1,521	1,397	5,773	3,425	2,224	6,981	3,615	3,668	3,279	16,003	2,452	4,261	82,458
Total Referred	9,056	9,410	4,016	5,426	5,367	10,835	2,619	4,214	4,785	6,683	4,813	6,235	6,886	4,218	3,429	6,306	1,264	5,448	4,393	4,205	6,201	5,377	5,009	5,002	3,040	6,920	4,513	3,135	4,414	1,814	3,603	6,542	4,281	2,373	171,832
Total Replies	2,330	2,041	520	572	1,153	5,748	385	1,614	1,054	1,724	1,961	944	1,099	2,091	1,986	2,138	576	2,069	2,213	3,620	3,948	3,441	3,401	3,858	2,502	5,695	3,417	3,051	4,641	1,855	3,674	5,697	2,471	1,631	85,120

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: IOM·OIM NPM The UN Migration Agency

ISCG | **Rohingya Refugee Response**
INTER SECTOR COORDINATION GROUP | Bangladesh

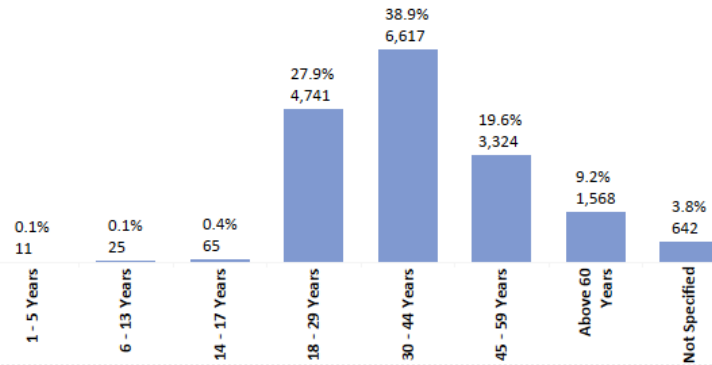# Common Feedback Platform - CFP

Monthly Overview | November 2024

Summary for November 2024

16,993 tickets received across **34** sites

4,970 tickets closed on the spot*

12,023 tickets referred to relevant actors

8,804 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.
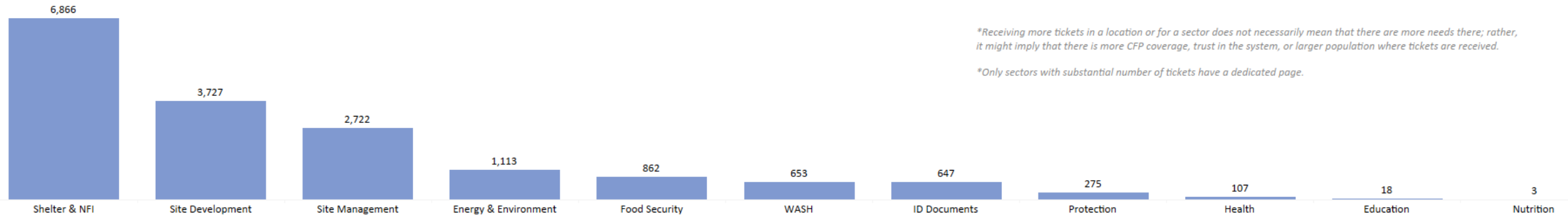
Tickets Received this Month by Age of Beneficiary

Age Group	Percentage	Count
1 - 5 Years	0.1%	11
6 - 13 Years	0.1%	25
14 - 17 Years	0.4%	65
18 - 29 Years	27.9%	4,741
30 - 44 Years	38.9%	6,617
45 - 59 Years	19.6%	3,324
Above 60 Years	9.2%	1,568
Not Specified	3.8%	642

Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	1,992	2,140		
Cash for Work - Has not been selected for CfW in long time	320	788	2	
Slope Protection (erosion) - Requested	443	618	2	
NFI - Request additional materials	218	819		
Slope Protection (erosion) - Damaged, broken, or needs improvement	313	549		
Cash for Work - Requested CfW	205	550		
Damage to shelter - Shelter damaged by weather	263	439		
Cash for Work - Has not been enrolled	220	305		
LPG Gas - Not enough for family	140	378		
Shelter Materials - Request additional materials	117	307		
Shelter Materials - Missed Distribution	108	145		
Stairs - Requested	76	131		
Cooking Stove - Broken or not working	43	107		
SMART Card & Family Attestation - Add New Born	61	81		
SMART Card & Family Attestation - Lost ID Card	19	52		
SMART Card & Family Attestation - Merge and split	11	9		

Tickets Received this Month by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	673	0	673	96	577
Camp 01W	529	0	529	236	293
Camp 02E	812	0	812	437	375
Camp 02W	406	0	406	124	282
Camp 03	416	0	416	55	361
Camp 04	337	0	337	431	0
Camp 04 Ext.	84	0	84	19	65
Camp 05	351	0	351	222	129
Camp 06	373	0	373	93	280
Camp 07	769	0	769	188	581
Camp 08E	427	14	413	329	84
Camp 08W	318	8	310	190	120
Camp 09	470	195	275	275	0
Camp 10	445	7	438	511	0
Camp 11	360	107	253	266	0
Camp 12	355	3	352	356	0
Camp 13	669	73	596	498	98
Camp 14	1,099	836	263	142	121
Camp 15	701	275	426	481	0
Camp 16	238	4	234	333	0
Camp 17	124	0	124	25	99
Camp 18	974	640	334	206	128
Camp 19	614	315	299	381	0
Camp 20	661	546	115	150	0
Camp 20 Ext	609	387	222	487	0
Camp 21	116	0	116	89	27
Camp 22	1,641	1,167	474	459	15
Camp 24	632	162	470	408	62
Camp 25	375	231	144	108	36
Camp 26	789	0	789	395	394
Camp 27	305	0	305	492	0
Kutupalong RC	150	0	150	139	11
Nayapara RC	101	0	101	179	0
Transit Center	70	0	70	4	66

Tickets Received this Month by Sector

Sector	Count
Shelter & NFI	6,866
Site Development	3,727
Site Management	2,722
Energy & Environment	1,113
Food Security	862
WASH	653
ID Documents	647
Protection	275
Health	107
Education	18
Nutrition	3

*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.
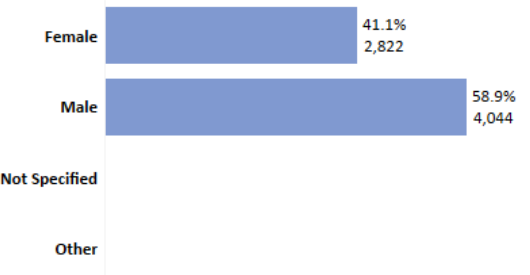
Common Feedback Platform - CFP

Monthly Sector Report | November 2024 | Shelter & NFI

ISCG | Rohingya Refugee Response Bangladesh
INTER SECTOR COORDINATION GROUP

Summary for November 2024

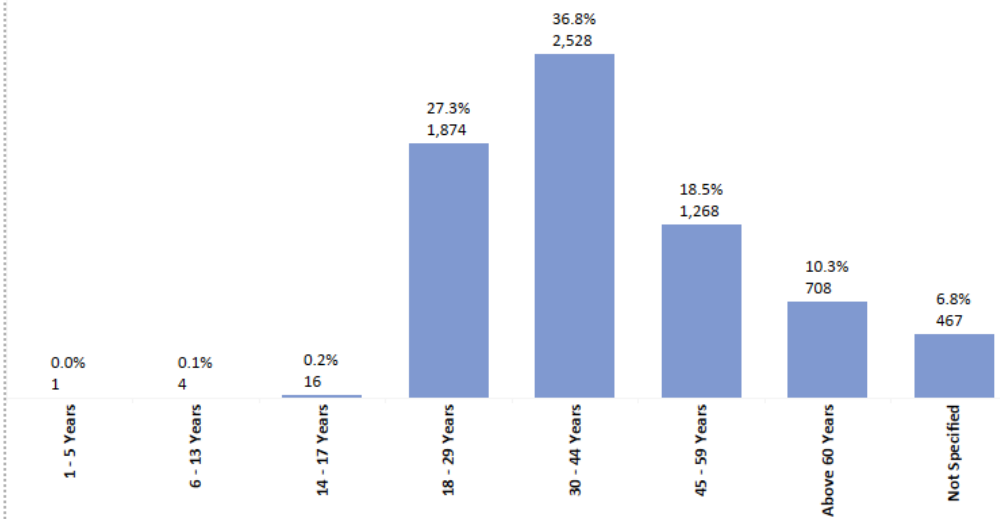**6,866** tickets received across **34** sites

1,323 tickets closed on the spot

5,543 tickets referred to relevant actors

2,763 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	41.1%	2,822
Male	58.9%	4,044
Not Specified		
Other		

Tickets Received by Age of Beneficiary

Age	%	Count
1 - 5 Years	0.0%	1
6 - 13 Years	0.1%	4
14 - 17 Years	0.2%	16
18 - 29 Years	27.3%	1,874
30 - 44 Years	36.8%	2,528
45 - 59 Years	18.5%	1,268
Above 60 Years	10.3%	708
Not Specified	6.8%	467

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	4,132	96	4,036	1,897	2,139
NFI - Request additional materials	1,037	1,037	0	0	0
Damage to shelter - Shelter damaged by weather	702	0	702	386	316
Shelter Materials - Request additional materials	424	125	299	65	234
Shelter Materials - Missed Distribution	253	0	253	268	0
Shelter Number - Requested	100	0	100	94	6
Request for additional room - Request for new room	84	0	84	43	41
NFI - Missed Distribution	34	0	34	4	30
Shelter Kit - Requested (general households)	23	23	0	0	0
Shelter Materials - Received amount is not enough	23	2	21	1	20
When is the next Shelter Materials distribution day	12	12	0	0	0
Shelter Materials - Received poor quality materials	10	10	0	0	0
When is the next NFI distribution day?	8	8	0	0	0
Shelter Kit - Requested (new arrival)	5	0	5	0	5
Shelter Number - Needs to be changed	5	0	5	1	4
NFI - Received amount is not enough	4	4	0	0	0
Shelter Materials - Received damaged materials	2	2	0	0	0

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	522	0	522	80	442
Camp 01W	378	0	378	176	202
Camp 02E	779	0	779	378	401
Camp 02W	366	0	366	99	267
Camp 03	317	0	317	44	273
Camp 04	212	0	212	296	0
Camp 04 Ext.	67	0	67	19	48
Camp 05	247	0	247	71	176
Camp 06	255	0	255	54	201
Camp 07	678	0	678	164	514
Camp 08E	3	0	3	0	3
Camp 08W	5	1	4	1	3
Camp 09	114	97	17	6	11
Camp 10	93	1	92	177	0
Camp 11	18	16	2	7	0
Camp 12	56	0	56	23	33
Camp 13	148	20	128	44	84
Camp 14	179	139	40	33	7
Camp 15	60	43	17	21	0
Camp 16	21	0	21	37	0
Camp 17	87	0	87	20	67
Camp 18	209	200	9	1	8
Camp 19	130	126	4	3	1
Camp 20	145	141	4	0	4
Camp 20 Ext	37	34	3	2	1
Camp 21	69	0	69	47	22
Camp 22	423	417	6	14	0
Camp 24	52	52	0	1	0
Camp 25	38	36	2	1	1
Camp 26	741	0	741	322	419
Camp 27	212	0	212	430	0
Kutupalong RC	114	0	114	90	24
Nayapara RC	36	0	36	102	0
Transit Center	55	0	55	0	55

Common Feedback Platform - CFP

Monthly Sector Report | November 2024 | Site Development

ISCG | Rohingya Refugee Response Bangladesh
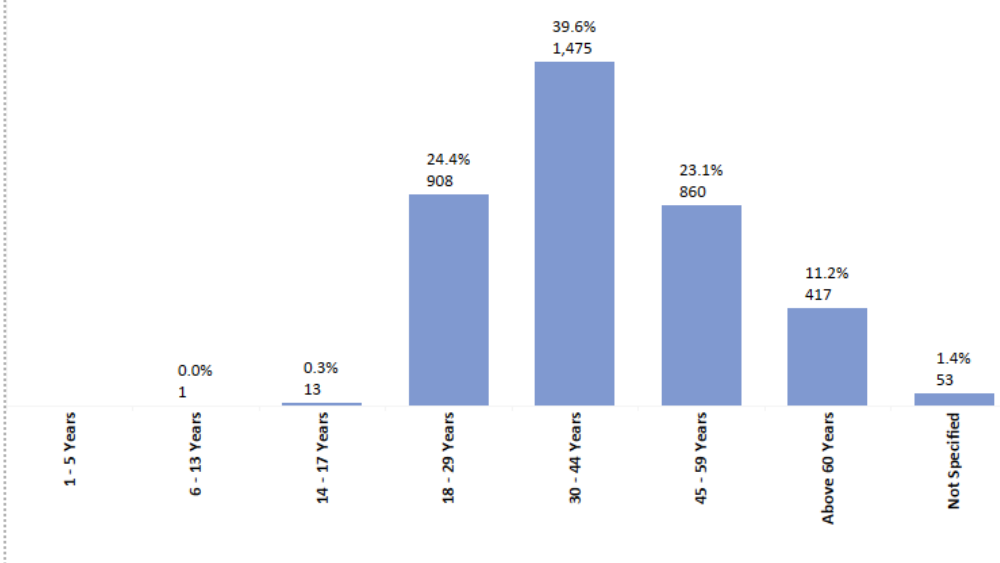INTER SECTOR COORDINATION GROUP

Summary for November 2024

3,727 tickets received across **34** sites

73 tickets closed on the spot

3,654 tickets referred to relevant actors

3,791 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	36.8%	1,372
Male	63.1%	2,353
Not Specified		
Other	0.1%	2

Tickets Received by Age of Beneficiary

Age Group	%	Count
1 - 5 Years	0.0%	1
6 - 13 Years		
14 - 17 Years	0.3%	13
18 - 29 Years	24.4%	908
30 - 44 Years	39.6%	1,475
45 - 59 Years	23.1%	860
Above 60 Years	11.2%	417
Not Specified	1.4%	53

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	1,063	0	1,063	971	92
Slope Protection (erosion) - Damaged, broken, or needs improvement	862	0	862	1,071	0
Pathway - Damaged, broken, or needs improvement	401	0	401	464	0
Drainage - Drain Requested	238	0	238	228	10
Stairs - Requested	207	0	207	189	18
Pathway - Requested	202	0	202	208	0
Stairs - Damaged, broken, or needs improvement	177	0	177	172	5
Drainage - Damaged, broken, or needs improvement	109	0	109	129	0
Drainage Cover (Slab) - Requested	83	0	83	87	0
Drainage - Blocked or Water logging	80	0	80	35	45
When will my Site Development issue be prioritized for resolving?	70	66	4	1	3
Lamp post or Street light - Requested	51	0	51	28	23
Bridge - Damaged, broken, or needs improvement	38	0	38	41	0
Lamp post or Street light - Damaged, broken, or needs improvement	37	0	37	39	0
Drainage Cover (Slab) - Damaged, broken, or needs improvement	23	0	23	21	2
Slope/Ramp - Requested	19	0	19	41	0
Fence or railing for path or stairs - Damaged, broken, or needs improvement	16	0	16	9	7

Tickets Received by Camp

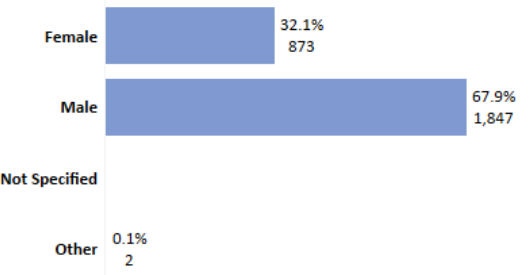| Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	56	0	56	6	50
Camp 01W	63	0	63	46	17
Camp 02E	21	0	21	42	0
Camp 02W	7	0	7	5	2
Camp 03	47	0	47	0	47
Camp 04	24	0	24	103	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	53	0	53	134	0
Camp 06	60	0	60	29	31
Camp 07	41	0	41	14	27
Camp 08E	228	0	228	248	0
Camp 08W	184	0	184	110	74
Camp 09	224	0	224	246	0
Camp 10	258	0	258	198	60
Camp 11	193	0	193	179	14
Camp 12	195	0	195	208	0
Camp 13	367	0	367	411	0
Camp 14	250	71	179	70	109
Camp 15	289	2	287	444	0
Camp 16	176	0	176	248	0
Camp 17	16	0	16	0	16
Camp 18	213	0	213	129	84
Camp 19	239	0	239	322	0
Camp 20	71	0	71	75	0
Camp 20 Ext	101	0	101	166	0
Camp 21	20	0	20	18	2
Camp 22	92	0	92	85	7
Camp 24	73	0	73	82	0
Camp 25	93	0	93	65	28
Camp 26	1	0	1	23	0
Camp 27	21	0	21	10	11
Kutupalong RC	24	0	24	49	0
Nayapara RC	23	0	23	26	0
Transit Center	4	0	4	0	4

Common Feedback Platform - CFP

Monthly Sector Report | November 2024 | Site Management

Summary for November 2024

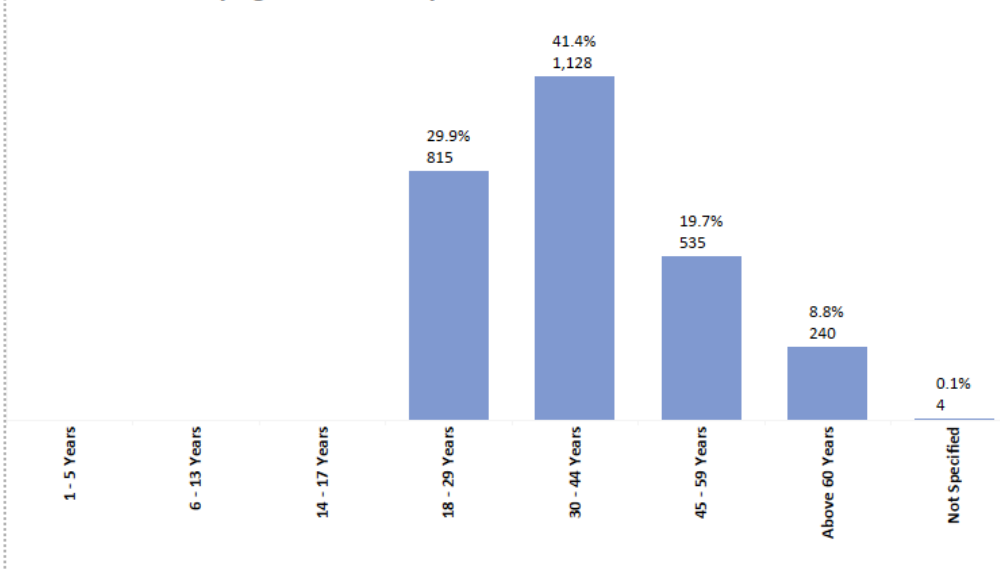|	
2,722	tickets received across **34** sites
1,897	tickets closed on the spot
825	tickets referred to relevant actors
928	responses given by relevant actors

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: 32.1% / 873
- Male: 67.9% / 1,847
- Not Specified
- Other: 0.1% / 2

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years
- 18 - 29 Years: 29.9% / 815
- 30 - 44 Years: 41.4% / 1,128
- 45 - 59 Years: 19.7% / 535
- Above 60 Years: 8.8% / 240
- 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	1,110	1,110	0	0	0
Cash for Work - Requested CfW	755	755	0	0	0
Cash for Work - Has not been enrolled	525	0	525	758	0
Electricity Supply - Not working	199	0	199	122	77
Not working - Solar supply	29	0	29	3	26
When is my next Cash for Work rotation day?	27	24	3	3	0
Cash for Work - Payment delayed	21	0	21	6	15
Community Conflict - Land & shelter extension	14	0	14	8	6
Relocation & Repatriation - Temporary relocation	12	0	12	9	3
Community Conflict - Tree Cutting	11	0	11	7	4
When is the next Cash for Work payment day?	7	7	0	0	0
Cash for Work - Has received less payment than days worked	5	0	5	2	3
Cash for Work - Was charged to enroll or be selected	3	0	3	4	0
Relocation & Repatriation - Relocation to another camp	2	0	2	5	0
Relocation & Repatriation - Relocation within camp	1	0	1	1	0
Skill Training - Requested	1	1	0	0	0

Tickets Received by Camp

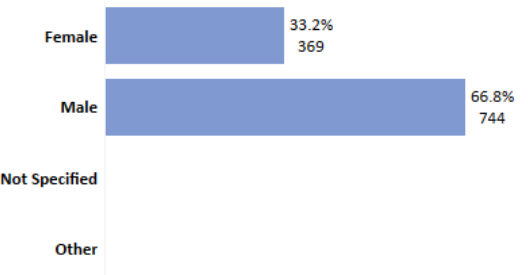|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	5	0	5	0	5
Camp 01W	2	0	2	0	2
Camp 02E	0	0	0	0	0
Camp 02W	1	0	1	0	1
Camp 03	2	0	2	0	2
Camp 04	2	0	2	0	2
Camp 04 Ext.	0	0	0	0	0
Camp 05	7	0	7	3	4
Camp 06	9	0	9	8	1
Camp 07	0	0	0	0	0
Camp 08E	44	7	37	8	29
Camp 08W	0	0	0	0	0
Camp 09	32	31	1	2	0
Camp 10	23	0	23	56	0
Camp 11	90	74	16	35	0
Camp 12	9	0	9	12	0
Camp 13	47	37	10	10	0
Camp 14	426	409	17	14	3
Camp 15	245	189	56	3	53
Camp 16	13	1	12	31	0
Camp 17	0	0	0	1	0
Camp 18	176	121	55	28	27
Camp 19	140	123	17	11	6
Camp 20	261	244	17	54	0
Camp 20 Ext	338	252	86	270	0
Camp 21	7	0	7	0	7
Camp 22	419	221	198	121	77
Camp 24	330	110	220	258	0
Camp 25	78	78	0	3	0
Camp 26	2	0	2	0	2
Camp 27	13	0	13	0	13
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	1	0	1	0	1

Common Feedback Platform - CFP

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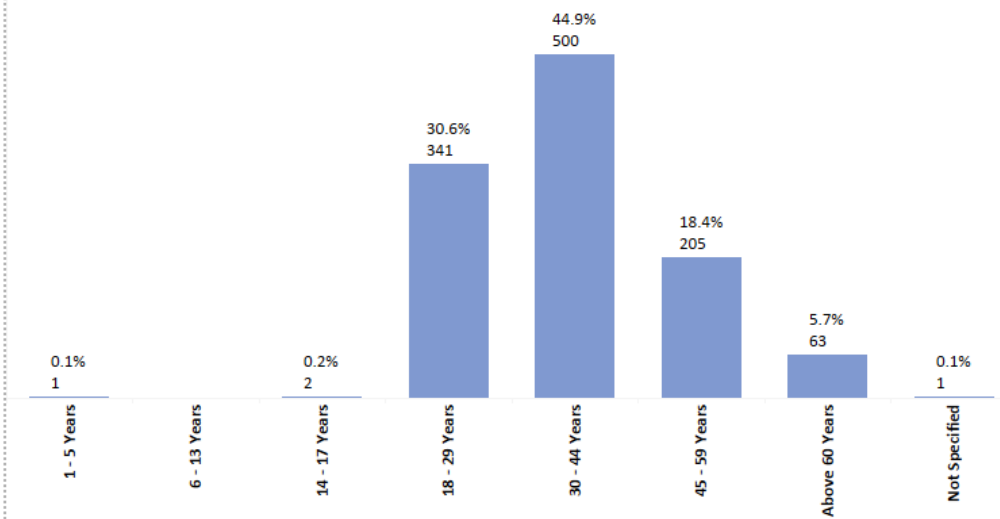
Summary for November 2024

1,113 tickets received across **34** sites

737 tickets closed on the spot

376 tickets referred to relevant actors

174 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 — 33.2% 369
- Male — 66.8% 744
- Not Specified
- Other

Tickets Received by Age of Beneficiary

Age	%	Count
1 - 5 Years	0.1%	1
6 - 13 Years		
14 - 17 Years	0.2%	2
18 - 29 Years	30.6%	341
30 - 44 Years	44.9%	500
45 - 59 Years	18.4%	205
Above 60 Years	5.7%	63
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
LPG Gas - Not enough for family	518	366	152	0	152
Cooking Stove - Broken or not working	150	150	0	0	0
Cooking set (gas & stove) - Broken or not working	83	83	0	0	0
When is the next LPG distribution day?	62	62	0	0	0
LPG Gas - Did not receive cylinder	60	0	60	38	22
Cooking Stove - Did not receive	57	0	57	56	1
LPG Gas - Did not receive refill	56	0	56	43	13
Cooking set (gas & stove) - Requested	46	46	0	0	0
LPG Porters - Requested	32	0	32	22	10
Cooking Stove - Requested	30	30	0	0	0
LPG Gas - Lost token	9	0	9	2	7
Cooking Stove - Lost or stolen	5	0	5	6	0
LPG Gas - Lost or stolen cylinder	5	0	5	7	0

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	13	0	13	0	13
Camp 01W	3	0	3	0	3
Camp 02E	0	0	0	0	0
Camp 02W	14	0	14	0	14
Camp 03	8	0	8	0	8
Camp 04	11	0	11	0	11
Camp 04 Ext.	4	0	4	0	4
Camp 05	0	0	0	0	0
Camp 06	31	0	31	0	31
Camp 07	0	0	0	0	0
Camp 08E	55	1	54	20	34
Camp 08W	81	0	81	36	45
Camp 09	65	62	3	3	0
Camp 10	14	1	13	11	2
Camp 11	17	4	13	14	0
Camp 12	28	3	25	16	9
Camp 13	13	5	8	1	7
Camp 14	78	77	1	1	0
Camp 15	11	9	2	0	2
Camp 16	4	2	2	1	1
Camp 17	1	0	1	0	1
Camp 18	158	148	10	11	0
Camp 19	33	21	12	1	11
Camp 20	41	35	6	9	0
Camp 20 Ext	23	13	10	14	0
Camp 21	0	0	0	0	0
Camp 22	338	324	14	33	0
Camp 24	18	0	18	2	16
Camp 25	41	32	9	1	8
Camp 26	2	0	2	0	2
Camp 27	8	0	8	0	8
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 | November 2024 | Food Security

ISCG | **Rohingya Refugee Response**
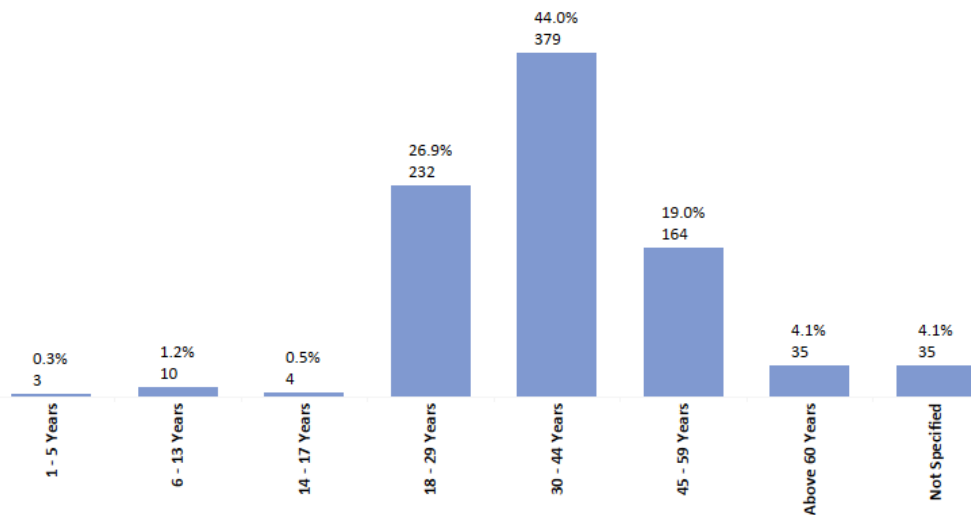INTER SECTOR COORDINATION GROUP | Bangladesh

Summary for November 2024

862 tickets received across **34** sites

223 tickets closed on the spot

639 tickets referred to relevant actors

391 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	51.3%	442
Male	48.6%	419
Not Specified	0.1%	1
Other		

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years	0.3%	3
6 - 13 Years	1.2%	10
14 - 17 Years	0.5%	4
18 - 29 Years	26.9%	232
30 - 44 Years	44.0%	379
45 - 59 Years	19.0%	164
Above 60 Years	4.1%	35
Not Specified	4.1%	35

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	531	0	531	302	229
Food distributions - Request for different items or quantities	90	90	0	0	0
Food distributions - Household has not received food	72	0	72	49	23
Farming supplies - Requested	61	61	0	0	0
Food distributions - Request for more food each month	45	45	0	0	0
Food distributions - Missed Token	17	0	17	15	2
When is the next food distribution day? When are the food distribution centres open?	15	15	0	0	0
Food Porters - Requested	13	0	13	16	0
Food distributions - Want to purchase more but not allowed	10	10	0	0	0
Food distributions - Poor quality food items	4	0	4	2	2
Food distributions - HH wants someone outside their family to collect food	2	0	2	5	0
What is the criteria to receive fresh food?	1	1	0	0	0
Where is the farming supplies distribution centre?	1	0	1	0	0

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	33	0	33	0	33
Camp 01W	45	0	45	5	40
Camp 02E	4	0	4	9	0
Camp 02W	7	0	7	13	0
Camp 03	15	0	15	2	13
Camp 04	72	0	72	19	53
Camp 04 Ext.	7	0	7	0	7
Camp 05	19	0	19	0	19
Camp 06	15	0	15	0	15
Camp 07	27	0	27	7	20
Camp 08E	46	0	46	35	11
Camp 08W	26	0	26	33	0
Camp 09	8	1	7	0	7
Camp 10	11	0	11	7	4
Camp 11	18	9	9	16	0
Camp 12	16	0	16	23	0
Camp 13	2	1	1	0	1
Camp 14	38	33	5	0	5
Camp 15	26	1	25	1	24
Camp 16	4	0	4	7	0
Camp 17	9	0	9	0	9
Camp 18	80	78	2	8	0
Camp 19	1	0	1	1	0
Camp 20	4	0	4	1	3
Camp 20 Ext	9	0	9	6	3
Camp 21	4	0	4	8	0
Camp 22	111	58	53	69	0
Camp 24	101	0	101	17	84
Camp 25	58	42	16	3	13
Camp 26	8	0	8	35	0
Camp 27	13	0	13	31	0
Kutupalong RC	2	0	2	0	2
Nayapara RC	19	0	19	35	0
Transit Center	4	0	4	0	4

Common Feedback Platform - CFP

Monthly Sector Report | November 2024 | WASH

Summary for November 2024

653 tickets received across **34** sites

196 tickets closed on the spot

457 tickets referred to relevant actors

384 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	38.3%	250
Male	61.7%	403
Not Specified		
Other		

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years		
6 - 13 Years		
14 - 17 Years	0.2%	1
18 - 29 Years	30.5%	199
30 - 44 Years	39.1%	255
45 - 59 Years	19.8%	129
Above 60 Years	8.7%	57
Not Specified	1.8%	12

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	133	133	0	0	0
Latrine - Needs desludging	85	0	85	78	7
Latrine - New toilet requested	84	0	84	55	29
Soap & Hygiene Kit - Did not receive	68	0	68	101	0
Soap & Hygiene Kit - Additional Requested	43	43	0	0	0
Bathing Station - Requested	39	0	39	17	22
Latrine - Broken	31	0	31	45	0
Water tap - Requested	22	0	22	16	6
Water tap & Tubewell - Requesting new facility	21	0	21	17	4
Tubewell - Not Working	20	0	20	11	9
When is the next hygiene kit distribution day?	19	19	0	0	0
Bathing Station - Broken or Damaged	18	0	18	11	7
Latrine - Latrine not working properly	15	0	15	6	9
Water tap - Not Working	11	0	11	2	9
Trash Disposal - Trash pick-up needed	10	0	10	3	7
Water tap & Tubewell - Not Working	9	0	9	4	5
Latrine - Needs cleaning	8	0	8	2	6

Tickets Received by Camp

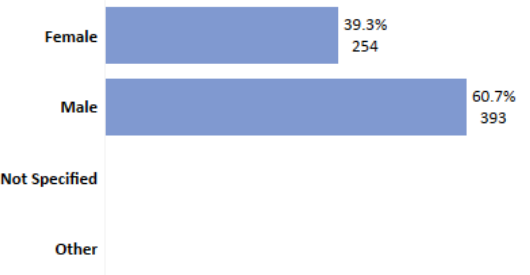|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	6	0	6	6	0
Camp 01W	6	0	6	5	1
Camp 02E	2	0	2	3	0
Camp 02W	3	0	3	0	3
Camp 03	8	0	8	3	5
Camp 04	3	0	3	6	0
Camp 04 Ext.	1	0	1	0	1
Camp 05	20	0	20	11	9
Camp 06	0	0	0	0	0
Camp 07	2	0	2	0	2
Camp 08E	22	0	22	10	12
Camp 08W	13	0	13	9	4
Camp 09	11	0	11	15	0
Camp 10	23	0	23	36	0
Camp 11	8	1	7	7	0
Camp 12	44	0	44	63	0
Camp 13	65	1	64	18	46
Camp 14	37	25	12	10	2
Camp 15	12	1	11	0	11
Camp 16	12	0	12	3	9
Camp 17	2	0	2	0	2
Camp 18	112	87	25	17	8
Camp 19	20	0	20	38	0
Camp 20	39	31	8	3	5
Camp 20 Ext	5	2	3	12	0
Camp 21	10	0	10	14	0
Camp 22	37	17	20	20	0
Camp 24	31	0	31	28	3
Camp 25	48	31	17	27	0
Camp 26	15	0	15	3	12
Camp 27	31	0	31	14	17
Kutupalong RC	1	0	1	0	1
Nayapara RC	3	0	3	3	0
Transit Center	1	0	1	0	1

Common Feedback Platform - CFP

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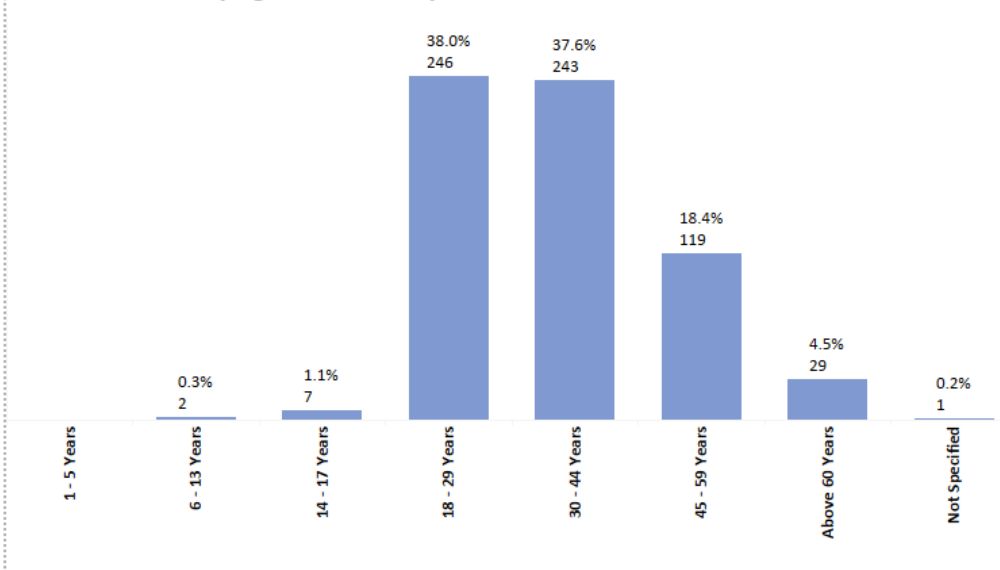
Summary for November 2024

647 tickets received across **34** sites

443 tickets closed on the spot

204 tickets referred to relevant actors

227 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: 39.3% / 254
- Male: 60.7% / 393
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years: 0.3% / 2
- 14 - 17 Years: 1.1% / 7
- 18 - 29 Years: 38.0% / 246
- 30 - 44 Years: 37.6% / 243
- 45 - 59 Years: 18.4% / 119
- Above 60 Years: 4.5% / 29
- Not Specified: 0.2% / 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	142	142	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	118	118	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	77	0	77	94	0
SCOPE Card - Has not received new SCOPE Card	73	0	73	68	5
SMART Card & Family Attestation - Lost ID Card	71	71	0	0	0
SMART Card & Family Attestation - Add New Member	38	38	0	0	0
SCOPE Card - Lost	32	0	32	17	15
SMART Card & Family Attestation - Merge and split	20	20	0	0	0
SCOPE Card - No balance on card	16	0	16	41	0
SMART Card & Family Attestation - Address Change	13	13	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman..	13	13	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)	6	6	0	0	0
SCOPE Card - Damaged	3	0	3	4	0
SMART Card & Family Attestation - Death Case	3	3	0	0	0
SMART Card & Family Attestation - Marriage case	3	3	0	0	0
SCOPE Card - Fingerprint scan is not working	2	0	2	0	2

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	2	0	2	0	2
Camp 01W	4	0	4	2	2
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	1	0	1	0	1
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	1	0
Camp 07	2	0	2	0	2
Camp 08E	21	0	21	7	14
Camp 08W	0	0	0	1	0
Camp 09	1	1	0	2	0
Camp 10	15	1	14	24	0
Camp 11	9	3	6	2	4
Camp 12	3	0	3	8	0
Camp 13	19	9	10	6	4
Camp 14	82	76	6	5	1
Camp 15	17	16	1	3	0
Camp 16	1	1	0	1	0
Camp 17	0	0	0	0	0
Camp 18	18	4	14	11	3
Camp 19	35	33	2	2	0
Camp 20	95	93	2	7	0
Camp 20 Ext	83	75	8	14	0
Camp 21	3	0	3	2	1
Camp 22	217	130	87	113	0
Camp 24	9	0	9	7	2
Camp 25	7	1	6	8	0
Camp 26	1	0	1	0	1
Camp 27	1	0	1	1	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	0	1
Transit Center	0	0	0	0	0

ISCG | Rohingya Refugee Response
INTER SECTOR COORDINATION GROUP | Bangladesh

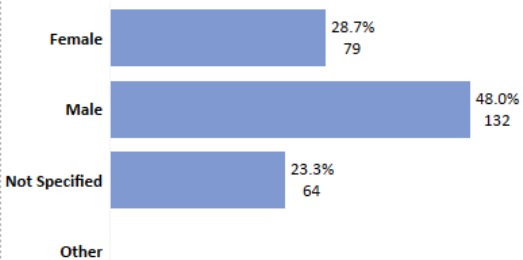# Common Feedback Platform - CFP

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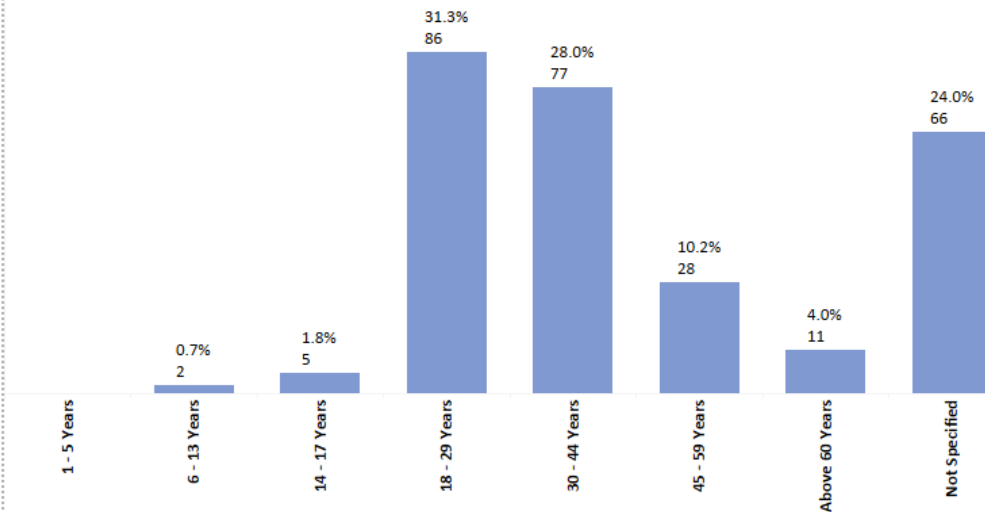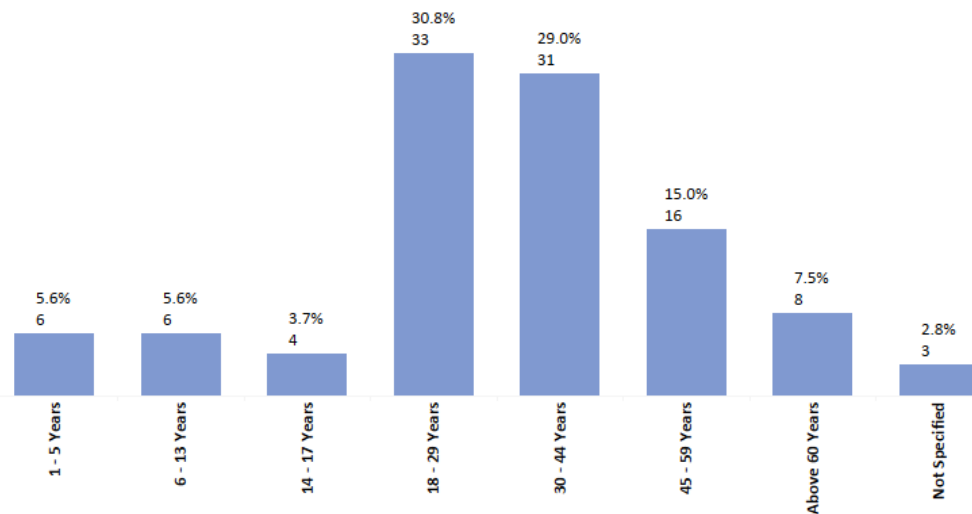
Summary for November 2024

275 tickets received across **34** sites

64 tickets closed on the spot

211 tickets referred to relevant actors

128 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	28.7%	79
Male	48.0%	132
Not Specified	23.3%	64
Other		

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years		
6 - 13 Years	0.7%	2
14 - 17 Years	1.8%	5
18 - 29 Years	31.3%	86
30 - 44 Years	28.0%	77
45 - 59 Years	10.2%	28
Above 60 Years	4.0%	11
Not Specified	24.0%	66

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection Referral (UNHCR)	210	4	206	123	83
Protection Referral (IOM)	36	36	0	0	0
Protection Referral (DRC)	17	17	0	0	0
Complaint against Agency or Staff	7	7	0	0	0
When will my slope protection issue be prioritized for resolving?	5	0	5	5	0

Tickets Received by Camp

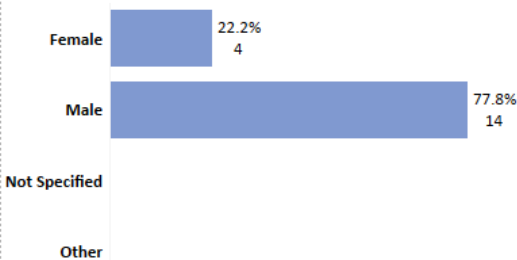|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	14	0	14	4	10
Camp 01W	12	0	12	2	10
Camp 02E	6	0	6	5	1
Camp 02W	6	0	6	7	0
Camp 03	12	0	12	6	6
Camp 04	10	0	10	7	3
Camp 04 Ext.	1	0	1	0	1
Camp 05	5	0	5	3	2
Camp 06	1	0	1	1	0
Camp 07	9	0	9	3	6
Camp 08E	8	6	2	1	1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

Common Feedback Platform - CFP

Monthly Sector Report | November 2024 | Health
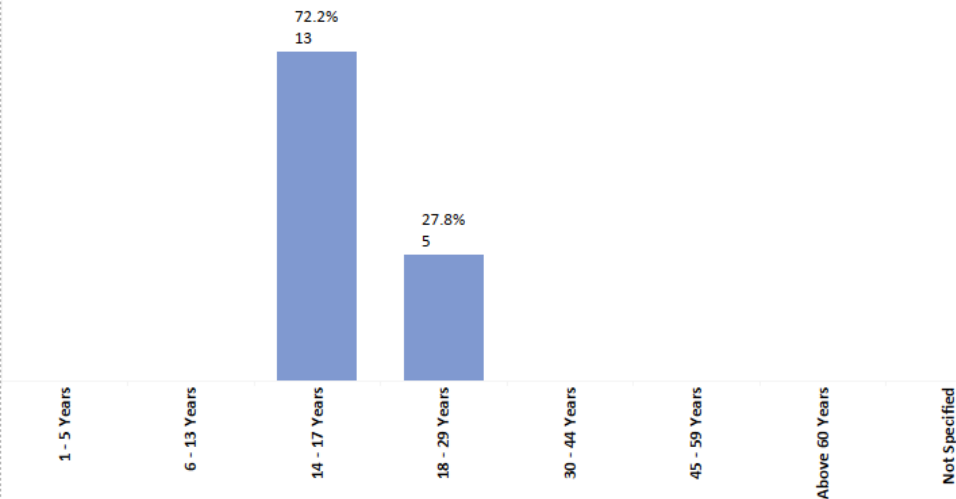
Summary for November 2024

107 tickets received across **34** sites

3 tickets closed on the spot

104 tickets referred to relevant actors

12 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 56.1% 60
Male 43.9% 47
Not Specified
Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years: 5.6% 6
- 6 - 13 Years: 5.6% 6
- 14 - 17 Years: 3.7% 4
- 18 - 29 Years: 30.8% 33
- 30 - 44 Years: 29.0% 31
- 45 - 59 Years: 15.0% 16
- Above 60 Years: 7.5% 8
- Not Specified: 2.8% 3

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	62	0	62	5	57
Treatment - Waited too long	26	0	26	2	24
General Health Card - Lost, damaged or Stolen	8	0	8	1	7
General Health Card - Fully filled up	5	0	5	2	3
Treatment - Treatment not good quality	2	0	2	1	1
Health post - Slipper missing lost or stolen	1	0	1	0	1
Treatment - Permission to travel outside camp for healthcare	1	1	0	0	0
Where is the IOM PHC?	1	1	0	0	0
Where is the Turkish hospital?	1	1	0	0	0

Tickets Received by Camp

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

Common Feedback Platform - CFP

Monthly Sector Report | November 2024 | Education

ISCG | Rohingya Refugee Response
INTER SECTOR COORDINATION GROUP | Bangladesh

Summary for November 2024

18	tickets received across 34 sites
11	tickets closed on the spot
7	tickets referred to relevant actors
3	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: 22.2% — 4
- Male: 77.8% — 14
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years: 72.2% — 13
- 18 - 29 Years: 27.8% — 5
- 30 - 44 Years
- 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	13	11	2	3	0
Education-Tertiary Education requested	5	0	5	0	5

Tickets Received by Camp

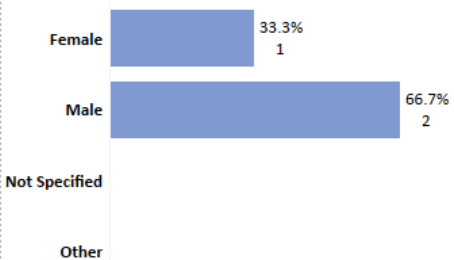|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	1	0	1	0	1
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	1	0	1	0	1
Camp 11	0	0	0	0	0
Camp 12	1	0	1	0	1
Camp 13	0	0	0	0	0
Camp 14	1	0	1	1	0
Camp 15	12	11	1	1	0
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	0	0	0	0	0
Camp 21	1	0	1	0	1
Camp 22	1	0	1	0	1
Camp 24	0	0	0	0	0
Camp 25	0	0	0	0	0
Camp 26	0	0	0	1	0
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 | November 2024 | Nutrition
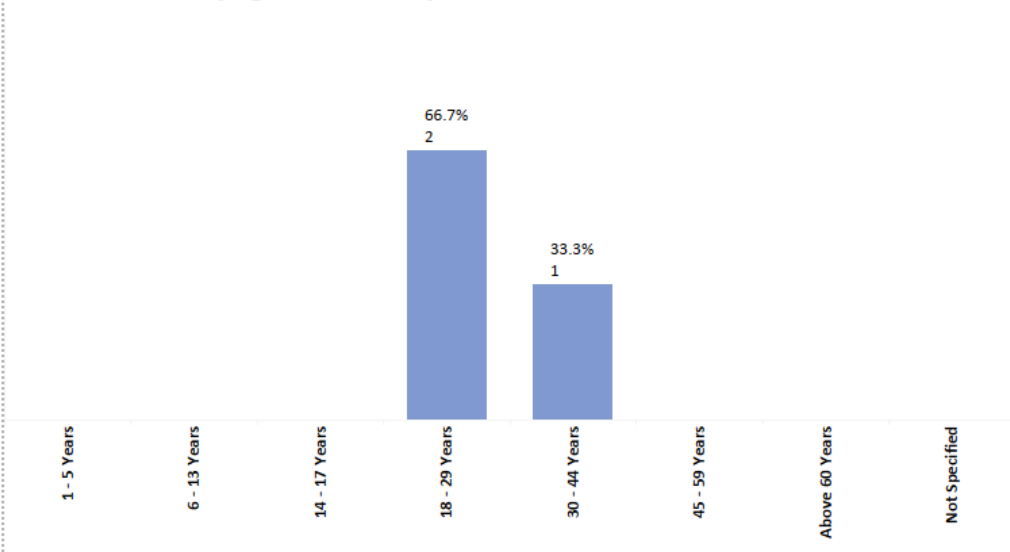
Summary for November 2024

3 tickets received across **34** sites

0 tickets closed on the spot

3 tickets referred to relevant actors

3 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 — 33.3% — 1
- Male — 66.7% — 2
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years
- 18 - 29 Years — 66.7% — 2
- 30 - 44 Years — 33.3% — 1
- 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	2	0	2	3	0
Nutrition Assistance - 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.	1	0	1	0	1
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	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	2	0
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	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	1	0	1	1	0
Camp 25	0	0	0	0	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
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

ISCG | **Rohingya Refugee Response** Bangladesh
INTER SECTOR COORDINATION GROUP

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 (MP) 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 are "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.