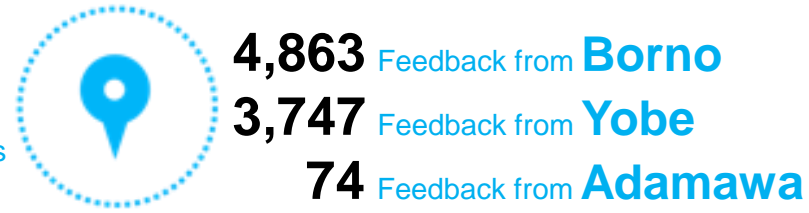
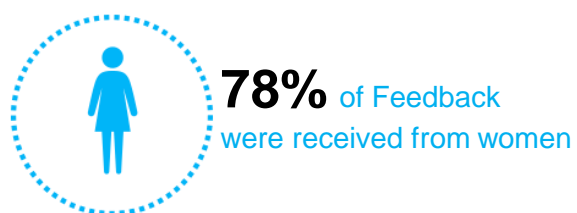


# UNICEF Nigeria - Northeast

## Accountability to Affected Populations (AAP) – FACTSHEET *January 2023 – December 2023*



The survey on AAP focusing on complaints-feedback mechanisms (CFM) was conducted in January 2024 with UNICEF Nigeria's partners in the Northeast of Nigeria. 1 UN agency, 6 INGOs, 7 NNGOs provided data on feedback collected from January 2023 to December 2023 related to UNICEF's activities. The participating partners include: AAH, CARITAS, GHIV Africa, GPO, Heal Foundation, IMC UK, LABDI, Mon Club, NCA, PI, ROHI, SCI, SI, WFP.



### TYPE OF FEEDBACK CHANNEL



**42%**

via Helpdesk



**26%**

via Hotline/  
toll-free line



**18%**

via Community structure/meeting



**1%**

via Suggestion box



**0.5%**

via Voice recorder



**0.2%**

via WhatsApp/  
Social network service



**12.3%**

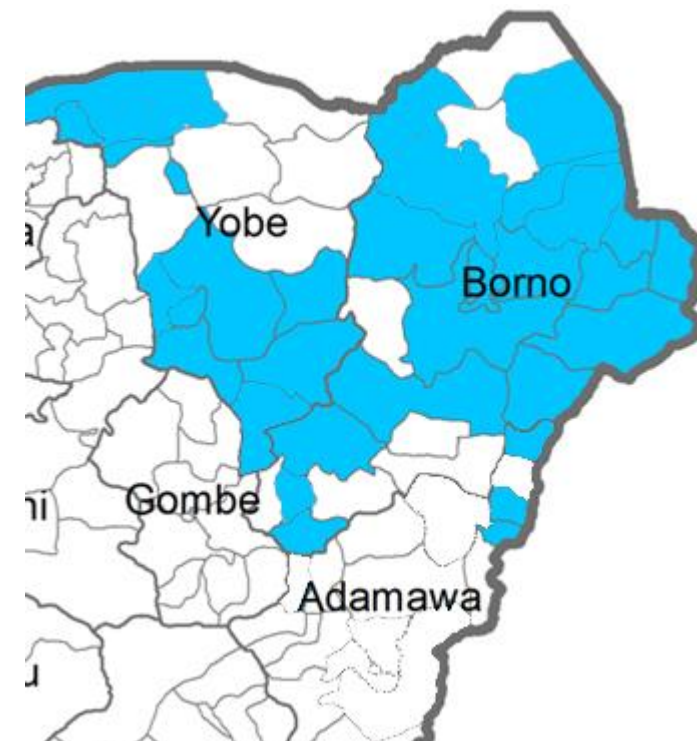
via Other channels

### LANGUAGES PROVIDED FOR FEEDBACK CHANNELS

Hausa, Kanuri, English, Shua, Fulani, Fulfulde



**84%** of Feedback received were resolved and closed



### NATURE OF FEEDBACK

