UNICEF Nigeria - Northeast

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

unicef 🕲 for every child

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.



8,684 Feedback were received among 2 m people reached



78% of Feedback were received from women



102 of Feedback were received from people with disabilities



4,863 Feedback from Borno 3,747 Feedback from Yobe

74 Feedback from Adamawa

TYPE OF FEEDBACK CHANNEL



42% via Helpdesk



26% via Hotline/ toll-free line



18% via Community structure/meeting



via Suggestion box



0.5%

via Voice recorder

0.2%

via WhatsApp/ Social network service

12.3%

Other channels



via

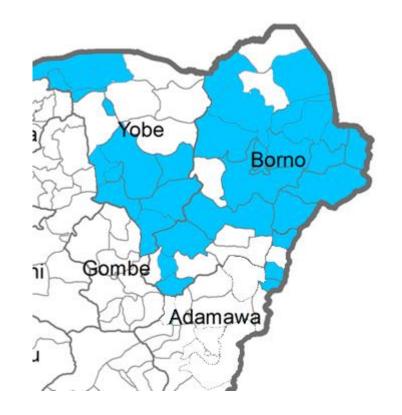


ANGUAGES PROVIDED FOR FEEDBACK CHANNELS

Hausa, Kanuri, English, Shua, Fulani, Fulfulde



84% of Feedback received were resolved and closed

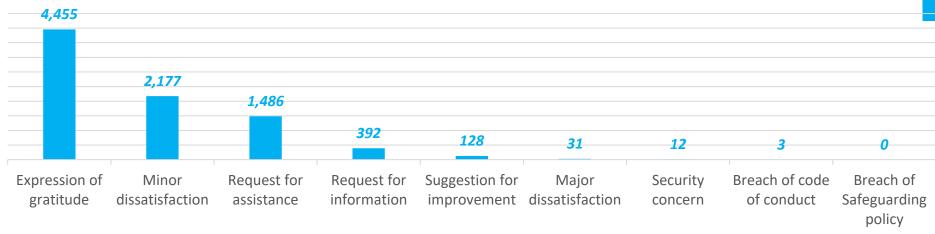


UNICEF Nigeria – Northeast

Accountability to Affected Populations (AAP) - FACTSHEET January 2023 - December 2023







Feedback received

"There's a care giver who sells out nutrition supply after redeeming and doesn't give to children."

Action taken

Resolved via community structures with constant follow-up and monitoring

Feedback received

"I'm concerned on the quality of manual desludging carried out in the camp."

Action taken

Desludging activities were closely monitored to ensure quality and adherence to standards



"I need information on GBV activities and want to know how to join the GBV women friendly space."

Information was provided and they were referred to the nearest GBV center to access GBV services

 (\bullet)

"I didn't receive any hygiene kits" The selection criteria for beneficiaries were explained, as beneficiaries must fall within the criteria



"There are some protection concerns like violence, abuse, neglect, denial of resources."

Mental health and psychosocial support, immediate counselling were provided



"I haven't received the cash that I'm entitled to during the cash transfer activity."

Partner revisited and mopped up the cash transfer conducted