**Rohingya
Refugee
Response**
Bangladesh

ASSESSMENT REPORT: AWARENESS OF REPORTING MECHANISMS FOR REPORTING GENERAL AND SENSITIVE ISSUES IN THE ROHINGYA CAMPS

ROHINGYA REFUGEE RESPONSE, COX'S BAZAR BANGLADESH

DATA COLLECTION: MAY TO JUNE 2023

Image: A Usual Day at the Rohingya Camp. Location- Camp 9 © IOM

Report: Awareness of Reporting Mechanisms for General and Sensitive Issues in the Rohingya Camps

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Acronyms:

CFM	Complaints and Feedback Mechanisms
CiCs	Camp-in-Charges
CFS	Child-Friendly Space
HHs	Households
IOM	International Organization for Migration
Info-Hub	Information Hub
ISCG	Inter Sector Coordination Group
NPM	Needs and Population Monitoring
PSEA	Protection from Sexual Exploitation and Abuse
SEA	Sexual Exploitation and Abuse
SMS	Short Message Service
WGSS	Women and Girls Safe Space

Report: Awareness of Reporting Mechanisms for General and Sensitive Issues in the Rohingya Camps

1. Introduction

1.1 Overview:

During an emergency and time of displacement, the psychosocial implications of displaced people are affected and the breakdown of the usual protective institutions such as the family, community, government, law enforcement structures, etc. increase the intensity of different protection issues. Since people have a lack of awareness about their rights and entitlements in an unfamiliar environment, the risk of exploitation and abuse increase. Although Sexual Exploitation and Abuse by humanitarian workers ("SEA") can occur in any humanitarian or development context, it is a specific risk in emergency contexts as it brings a rapid increase in the number of partners for the humanitarian response, rapid recruitments and staff turnover, high work pressures, and challenges to ensuring effective coordination and oversight, thus expanding the risks of all forms of misconduct, including SEA[1].

It has been six years since Rohingya refugees fled from Myanmar to Bangladesh and the humanitarian response remains focused on meeting humanitarian needs. A PSEA network was established in 2017 to prevent SEA risks and respond to allegations reported. IOM-NPM in coordination with the PSEA Network conducted an assessment to understand the perception of Rohingya refugees on existing complaints and feedback mechanisms (CFMs) in the camps, especially focusing on reporting sensitive issues, namely Sexual Exploitation and Abuse (SEA). Until now, the NPM and the PSEA Network conducted 3 surveys. The first survey[2] was conducted from December 2021 to January 2022 in 4 Camps, the second survey[3] was conducted from August 2022 to September 2022 in 6 camps, and most recently, the third one, has been conducted in May-June 2023 in 7 camps.

1.2 Assessment Objectives:

• To understand the Rohingya population's knowledge and perception of the available complaints and feedback mechanisms (CFMs) in the camps. Besides the general complaints, this assessment specifically focuses on reporting sensitive issues, especially cases of Sexual Exploitation, and Abuse (SEA).

• To improve existing complaint and feedback mechanisms and increase the reporting of sensitive issues, in order for them to be addressed efficiently and effectively.

• To explore a safe, gender and child-friendly pathway of reporting, sexual exploitation and abuse.

2. Methodology, Sampling, and Data Collection

2.1 Research Method, Sampling and Assessment Design:

The study followed a quantitative approach for data collection. Survey data was collected at the household level by NPM enumerators across 7 camps by collecting 462 samples overall. Participants in the survey were randomly selected. The survey excluded previously assessed camps and included 7 new camps in Ukhiya (see the map). For this data collection exercise, a simple random sampling approach was adopted and the sample size for each camp was calculated at a confidence level of 95%, with a margin of error of 12%. To determine the number of household assessments required in each camp, the number of samples per camp is proportionally calculated based on the number of households for assessment at the camp level.
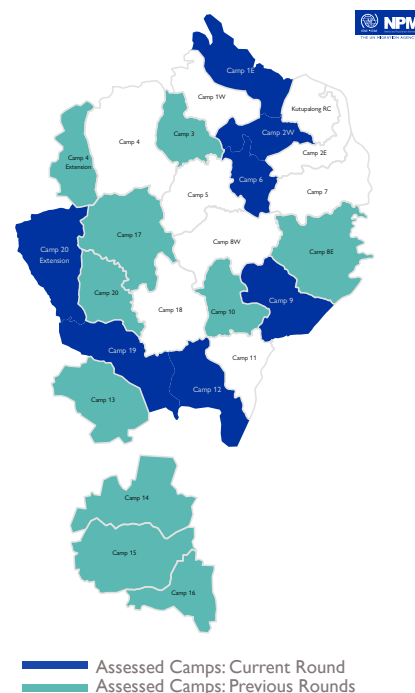
The assessment design and tool were finalized by NPM jointly with the PSEA Network Coordinator and the Co-Chairs. NPM provided technical support to transform the tool into a Kobo format that supported digital data collection. The tool was also translated into the Rohingya language following a consultation with the Rohingya enumerators. After finishing data collection, NPM cleaned the data, provided the analysis, and prepared the report.

3. Map: Assessed Camps

Assessed Camps: Current Round
Assessed Camps: Previous Rounds

2.2 Data collection:

Data collection took place between 9th May and 6th June 2023, and it was conducted by IOM-NPM. NPM mobilized a total of 4 female and 5 male Rohingya enumerators for the data collection. They conducted a total number of 462 household-level surveys (65 surveys per camp) from the Rohingya community. Equal gender representation was prioritized in the assessment. While female respondents were surveyed by female enumerators, surveys with male participants were conducted by male enumerators.
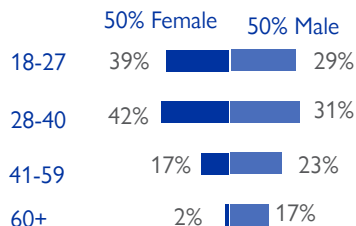
4. Limitations

- SEA-related issues were asked using the following phrase "bad behaviour from anyone including those sexual in nature from humanitarian workers."

- Although the sampling approach ensures representativity at the camp level, the assessment does not cover all the camps and each camp might have different reporting mechanisms and awareness of them. The findings cannot be generalized to the whole population.

- All the camps selected were from Kutupalong Balukhali Extension (KBE), therefor there was no representation of Teknaf camps in this assessment.

- Surveys were mostly conducted within the shelters; therefore, it was difficult to ensure full privacy.

- Reaching male respondents during the daytime, was challenging since they were unavailable and found busy receiving assistance, owning business/Cash For Work, etc. Sometimes, a few female respondents did not have time for interviews as they were busy going to the hospital, collecting relief, or taking care of children.

5. Demographic Information

462	50%	50%	5.6
Total number of respondents	% of female respondents	% of male respondents	Average HH size
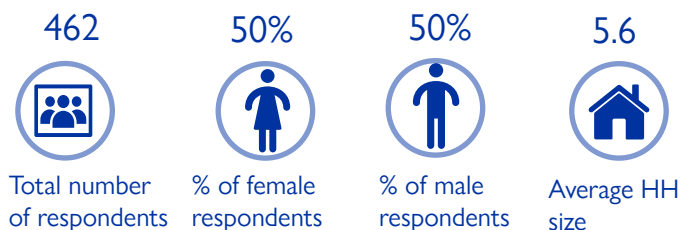
Graph 1: Age of the respondent (by gender)

	50% Female	50% Male
18-27	39%	29%
28-40	42%	31%
41-59	17%	23%
60+	2%	17%

6. Key Assessment Findings

6.1 Awareness of Complaint and Feedback Mechanisms:

- The majority of the respondents (97%) are aware of what to do if they want to raise a complaint. and it was the same for both males (98%) and females (95%).

- The top preferred mechanism to report any complaints and feedback as the first choice was site management (43%), which is followed by CiC (23%) and majhi (13%).

- When the respondents were asked why they would use the complaint feedback channels that they had mentioned as their 'first choice', the top three reasons stated were expectation/trust that the problem will be resolved (72%) , easily accessible (71%), and safe (20%).

6.2 Awareness of CFMs for Reporting Sensitive Issues:

- The majority of the respondents would prefer CiC (69%) to raise complaints/feedback for reporting sensitive issues such as bad behavior from anyone including those sexual in nature from humanitarian workers, such as a humanitarian worker offering someone money/aid in exchange for a bad relationship. The other two preferred mechanisms were majhi (49%) and site management (32%).

6.3 Usage of CFMs for Reporting General and Sensitive Issues:

- A high percentage of respondents (87%) who are aware of the CFMs said they have used one of the channels to report general issues. Males made up a higher percentage (96%) than females (77%). On the other hand, almost all respondents (98%) reported they have not used any of those above-mentioned channels to report any sensitive issues.

6.4 Respondents' Observation on Community Mobilization, Consultation and Awareness-raising on CFMs:
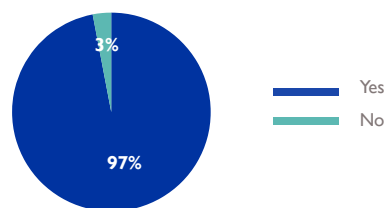
- 29% of respondents reported attending awareness-raising sessions or training on how to raise complaints within the past 12 months. However, for reporting sensitive issues the percentage was 16% who received awareness-raising sessions or training.

- 63% of the respondents reported they believe their knowledge of raising a complaint has increased. On the other hand, 40% of the respondents reported they believe their knowledge of reporting sensitive issues has increased.

August 2023

7. Awareness of Complaint and Feedback Mechanism

97% of respondents reported that they know what to do if they want to raise a complaint.

The ratio of awareness was almost the same for males (98%) and females (95%). In Camp 6, 12 20Ext. all respondents (100%) stated they are aware of reporting a complaint.

Graph 2: Do you know what to do if you want to raise a complaint? (Overall)

7.1 First Choice of Complaints and Feedback Mechanisms to Raise a Complaint:

When the respondents who reported that they are aware of the complaint and feedback mechanisms were asked where they would go or to whom they would report their complaints/feedback first, site management (43%) would be their first choice to raise a complaint. It was followed by CiC (23%) and majhi (13%).

A notable difference could be seen between males and females in terms of choosing some mechanisms as their first choice. 35% of females chose site management as their 1st choice, whereas the percentage is a little higher for males (52%). Reporting to CiC was significantly higher among females (33%) compared to males (14%).

Graph 3: Who or where would be your first choice to raise a complaint? (By overall and gender)[4]
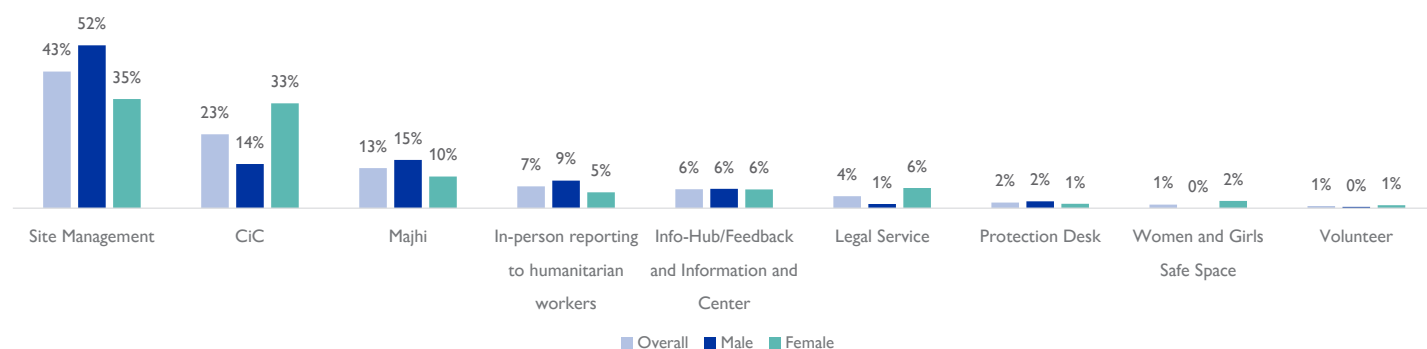
There are certain differences found in selecting the first choice to raise a complaint at the camp level. While in Camp 20Ext. (80%), Camp 9 (62%), and Camp 9 (55%) site management was selected by a large number of respondents, on the other hand, Camp 1E (44%) and Camp 6 (38%) the majority of the respondents selected CiC as the first option to raise a complaint. The below graph shows camp level differences:

Table 1: Who or where would be your first choice to raise a complaint? (by camp)[5]

Type of CFM	Camp 1E	Camp 2W	Camp 6	Camp 9	Camp 12	Camp 19	Camp 20 Ext.	Total
In-person reporting to humanitarian workers	7%	16%	15%	0%	8%	3%	0%	7%
Women and Girls Safe Space	3%	0%	2%	2%	0%	1%	0%	1%
Protection Desk	2%	3%	5%	3%	0%	0%	0%	2%
Info-Hub/Feedback and Information and Center	5%	9%	2%	12%	2%	9%	5%	6%
CiC	44%	23%	38%	15%	22%	16%	6%	23%
Majhi	30%	22%	6%	7%	15%	9%	2%	13%
Volunteer	0%	0%	2%	0%	0%	3%	0%	1%
Site Management	7%	22%	29%	62%	49%	55%	80%	43%
Legal Service	3%	5%	3%	0%	5%	3%	8%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

[4]Enumerators could select one option and did not read out the options.
[5]Enumerators could select one option and did not read out the options.

7.2 Reasons to Select Different Channels as 'First Choice' to Raise a Complaint:

'Expectation/trust that the problem will be resolved (72%)' was the most reported reason mentioned by a higher majority of the respondents for choosing different channels as their first choice. This option was selected by a large majority of male respondents (88%) but in comparison to males, the ratio was a little lower for female respondents (57%). Feeling safe as a reason for choosing the first choice was only mentioned by 8% of the male respondents on the other hand it was quite higher for females (33%). In addition, overall another top reason was 'easily accessible' stated by 71% of the respondents.

Graph 5: Why would ………. be your first choice to raise a complaint? (by overall and gender)[6]
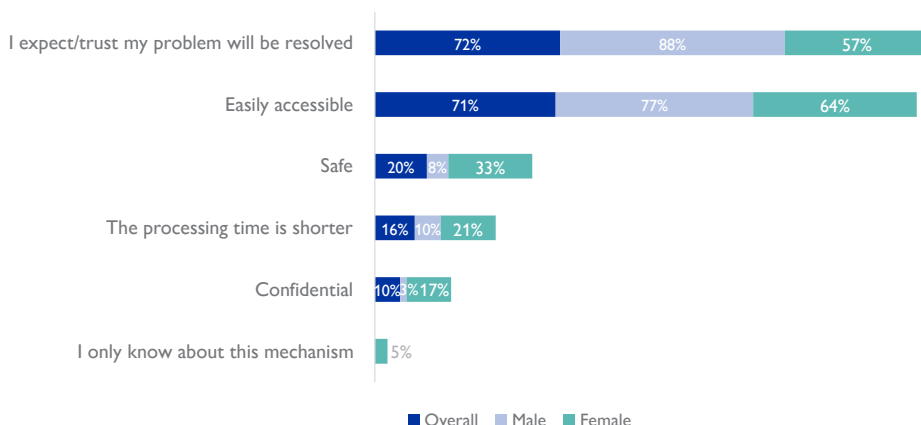
7.3 Other Choices of Complaints and Feedback Mechanisms to Raise a Complaint:

When respondents were asked who or where would be their other choices to raise a complaint, most of the respondents reported CiC (60%) and it is followed by majhi (47%) and site management (32%), in-person reporting to humanitarian workers (30%). No major differences between males and females were observed except for choosing 'in person to humanitarian workers' which was more prominent for males (42%) compared to females (17%).

**Graph 6: Who or where would be your other choice to raise a complaint?[7]**
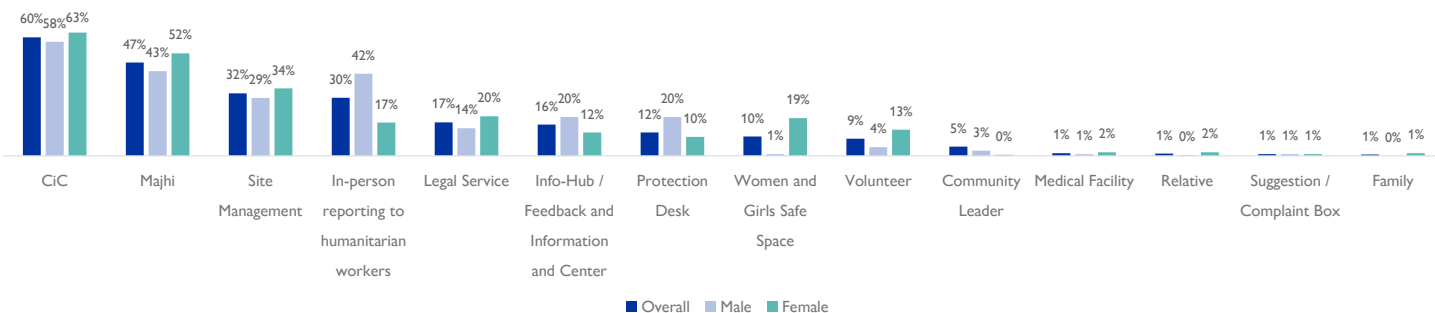
8. Use of Complaints and Feedback Mechanisms for Reporting General Issues

Out of the respondents who knew how to raise a complaint, 87 per cent of them reported that they have used one of the channels for reporting any general issues they have faced.

This ratio was higher for males (96%) compared to females (77%).

Graph 7: Have you ever used any of these channels you mentioned before for any general issue you have faced? (by overall)
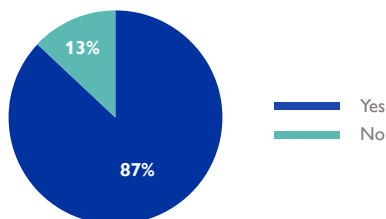
Site management was mostly used for reporting general issues reported by 46% of the respondents, while 24% reported CiC and 8% mentioned majhi.

55% of the male respondents reported they have used site management; the ratio was a little lower for females (35%) compared to males. 35% of female respondents stated they have used CiC for reporting general issues which was mentioned by only 16% of male respondents.

Moreover, at the camp level, the top three camps where respondents reported they have used site management were Camp 20Ext (77%), Camp 19 (74%), and Camp 9 (58%).

[7]Enumerators could select maximum three options and when asked about choosing 'other choices' to raise a complaint from the CFMs list, the option that each respondent had chosen as their first choice was skipped.

[6]Enumerators could select multiple options and did not read out the options.

Graph 8: Which one of these channels you mentioned before have you used the most? (by overall and gender)[8]
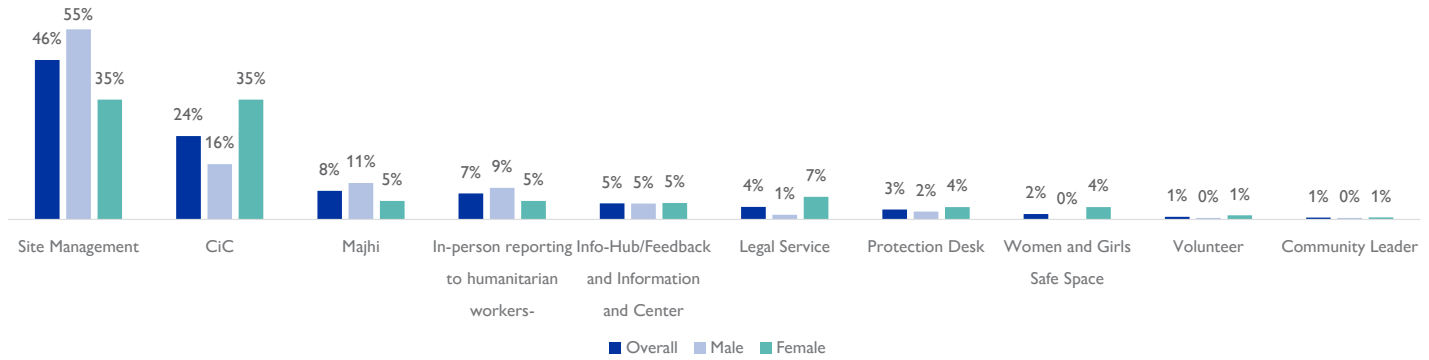

The main reasons behind using those channels were expectation or trust that the problem will be solved (78%), easy access (67%), and shorter processing time (21%).

8.1 If Respondent Would Use the Same Complaint Channel Again for Reporting General Issues:

82% of the respondents reported they would use the same complaint channel again if they need to in the future for reporting general issues.

Graph 9: Would you use the same complaint channel again if you need to in the future for reporting general issues?
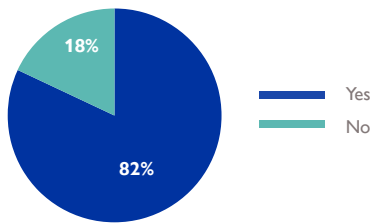
Out of the respondents who said they would not use the same complaint channel again (18%)[9], the majority of them reported 'their problem was not solved' (92%) as the main factor. 69% stated 'the processing time was longer' and 68% said 'they do not trust or believe' that their problem will be solved.

Trust issue was a major concern for males (85%) compared to females (45%). 26% of females reported not feeling safe is the reason for not using the same channel for reporting general issues whereas it was not a concern for males (0%).

9. Awareness of Complaint and Feedback Mechanism for Reporting Sensitive Issues

69% of respondents reported they would go to CiC to raise a complaint for reporting sensitive issues such as bad behavior from anyone including those sexual in nature from humanitarian workers, such as a humanitarian worker offering someone money/aid in exchange for a bad relationship. CiC was followed by majhi (49%) and site management (32%). 21% of the respondents stated they would go to legal services and 17% would go to women and girls safe space to raise a complaint on sensitive issues.

The ratio between males and females was nearly similar for the top 4 preferred mechanisms to report sensitive issues.

Graph 10: Who or where would you go to raise a complaint for reporting sensitive issues?[10]
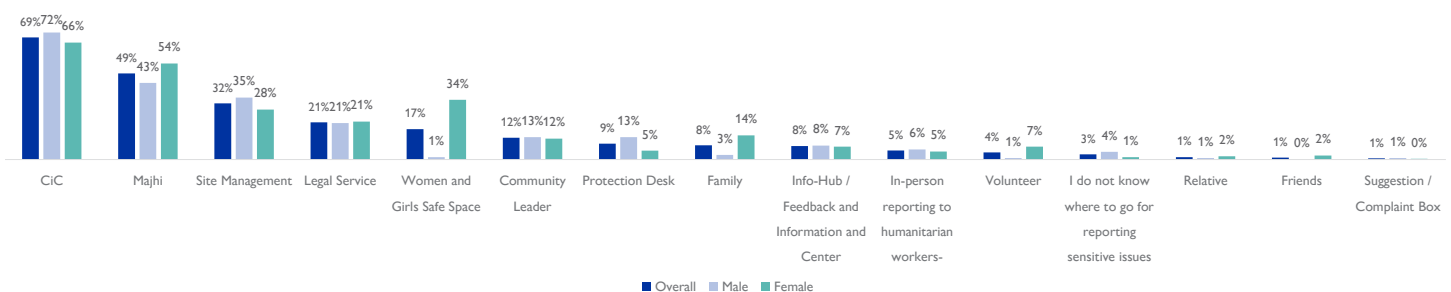
[8]Enumerators could select single option and did not read out the options.

[9]Enumerators could select maximum three options and did not read out the options.

[10]Enumerators could select multiple options and did not read out the options.

10. Use of Complaints and Feedback Mechanisms for Reporting Sensitive Issues

Almost all respondents (98%) reported they have not used any of these channels to report any sensitive issues.

Only 6 respondents (2%) reported they have used, and they used CiC, majhi, and site management to report their complaints for reporting sensitive issues.

Graph 11: Have you ever used any of these channels to report any sensitive issues?
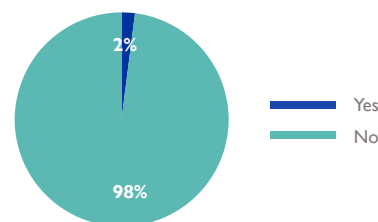
Respondents (98%) who reported they never used any channels for reporting sensitive issues were asked 'If they were to raise a complaint in their camp to report any sensitive issues which channel would you be your first choice, 38% of the respondents reported they would go to CiC while 24% stated majhi, 11% site management, and 7% would go to legal services and women and girls safe spaces.

Table 2: If you were to raise a complaint in your camp to report any sensitive issues which channel would you be your first choice?[11]

	CiC	Majhi	Site Management	Women and Girls Safe Space	Legal Service	Family	Protection Desk	Community Leader
Overall	38%	24%	11%	7%	7%	3%	3%	%
Male	36%	29%	13%	0%	9%	2%	3%	2%
Female	39%	18%	19%	15%	5%	5%	2%	1%

The main reasons for choosing different channels as the first choice for reporting sensitive issues were expectation/trust that the problem will be resolved (61%), easy access (47%), safe (31%), and confidentiality (27%).

For females, feeling safe (46%) and confidentiality (35%) were key factors for choosing the above-mentioned channels compared to males.

Graph 12: Why would………..be your first choice to raise a complaint on a sensitive issue? (by overall and gender)[12]
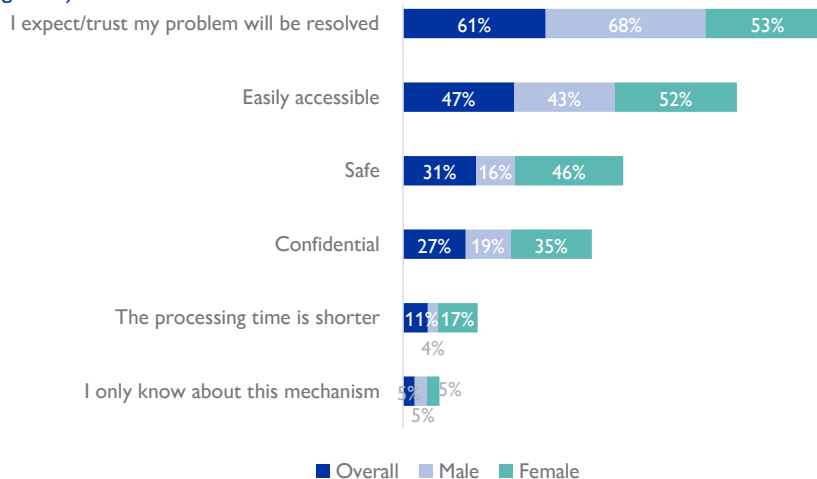
11. Respondents' Observation on Community Mobilization, Consultation and Awareness-raising on CFMs:

11.1 If Respondents Received any Awareness-raising Sessions/Training on How to Raise Complaints:

29% of respondents reported they received any awareness-raising sessions or training on how to raise complaints within the past 12 months.

The percentage between males and females was closer to each other in reporting who reported 'yes'.

In comparison to other assessed camps, Camp 19 (41%) had a higher proportion who received receiving awareness-raising sessions or training on how to raise complaints.

Graph 13: Within the past 12 months, have you received any awareness-raising sessions/training on how to raise complaints? (by overall)
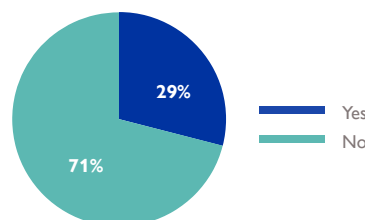
[11]Enumerators could select single option and did not read out the options.

[12]Enumerators could select multiple options and did not read out the options.

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13% of respondents reported they had seen any posters or videos within the past 12 months that helped them better understand how to raise complaints. The is no major difference between males (86%) and females (87%) reporting on this. At the camp level, also most of the camps had a closer percentage.

Out of the respondents (13%) who had seen any poster or videos within the past 12 months that helped them better understand how to raise complaints the majority of them said (78%) it was a poster, 18% percent stated it was both, and only 3% mentioned video.

11.2 If Respondents Believe their knowledge on how to raise complaints increased:

63% of the respondents reported they believe their knowledge of how to raise a complaint increased.

Graph 14: Within the past 12 months, do you believe your knowledge of how to raise complaints increased? (by overall)
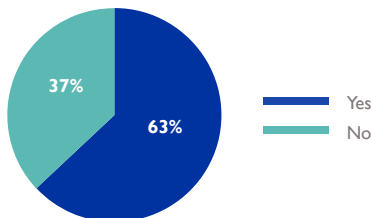
While 72% of the male respondents reported their knowledge of how to raise a complaint has increased, the same was reported by 53% of female respondents.

Respondents who mentioned in the previous question that they did not receive any awareness-raising session or training on how to raise complaints for reporting sensitive issues but why they think their knowledge increased, the majority of them said they learned about this from their neighbor or closest people.

Camp 2W (79%), Camp 20Ext (70%), and Camp 9 (64%) were the top three camps that had the highest percentage where respondents reported their knowledge increased on how to raise complaints.

11.3 If Respondents Received any Awareness-raising Sessions/Training on Reporting Sensitive Issues:

16% of respondents reported they had received any awareness-raising sessions or training within the past 12 months on how to raise complaints on sensitive issues such as bad behaviour from anyone including those sexual in nature from humanitarian workers, such as a humanitarian worker is offering someone money/aid in exchange of a bad relationship. The percentage between males and females was closer to each other. At the camp level, the proportions were similar at the camp level.

Graph 15: Within the past 12 months, have you received any awareness-raising sessions/training on on Reporting Sensitive Issues? (by overall)
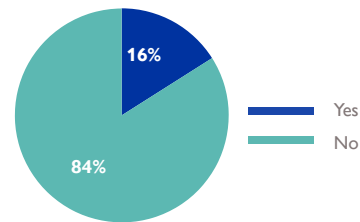
6% of respondents reported they had seen any posters or videos within the past 12 months that helped them better understand how to report on sensitive issues such as bad behavior from anyone including those sexual in nature from humanitarian workers, such as a humanitarian worker is offering someone money/aid in the exchange of a bad relationship.

Males (94%) and females (91%) reporting on this do not differ significantly. The majority of the camps likewise had a closer percentage.

11.4 If Respondents Believe their knowledge on Reporting Sensitive Issues increased:

40% of the respondents reported they believe their knowledge of reporting sensitive issues had increased. There was slight difference between males (46%) and females(34%) who said yes.

Respondents who mentioned in the previous part that they did not receive any awareness-raising session or training on how to raise complaints/for reporting sensitive issues but why they think their knowledge increased, the majority of them said they learned about this from their neighbor or closest people.

Graph 16: Within the past 12 months, do you believe your knowledge of how to raise complaints increased? (by overall)
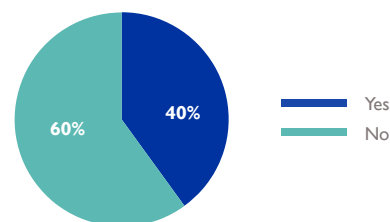
Camp 2W (68%), Camp 1E (54%), and Camp 9 (46%) were the top three camps that had the highest percentage where respondents reported their knowledge increased on reporting sensitive issues.

ABOUT NPM

NPM is part of IOM's global Displacement Tracking Matrix (DTM) programming. DTM is IOM's information management system used to track and monitor displacement and population mobility. It is designed to regularly and systematically capture, process, and disseminate information to provide a better understanding of the evolving needs of displaced populations. At Cox's Bazar, NPM was first launched in early 2017 and has been a key data provider in the Rohingya humanitarian response.

Needs and Population Monitoring (NPM) unit works to support evidence-based humanitarian decision-making and prioritization by tracking needs and vulnerabilities in Cox's Bazar, among both Rohingya and the host communities. Through NPM's broad information management framework, service providers are able to access and make use of comprehensive data and analysis on the needs and vulnerabilities of affected populations, promoting more informed and nuanced humanitarian programming. NPM works closely with the Inter-Sector Coordination Group (ISCG), the Sectors, other IOM units, and various organizations, especially through designing and conducting a wide range of assessments and by providing technical mapping capacity.

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PSEA network website: https://rohingyaresponse.org/cross-cutting/protection-from-sexual-exploitation-and-abuse-psea/