

Total camp population*: 29,992

This assessment was conducted in association with UNHCR, and aimed to provide information on the formal communication channels through which camp-related information is disseminated within Azraq camp. Data collection occurred between December 20-30, 2015, and comprised both quantitative and qualitative components¹. Interviews were conducted in 736 households randomly selected from UNHCR lists of inhabited households. 8 focus group discussions (FGDs) were also conducted, and interviews with 15 key informants (KIs) completed, to contextualise quantitative survey findings. The assessment included questions relating to feedback and complaint mechanisms existing within the camp. This factsheet highlights that the most popular channels used to make complaints are not in line with the perceived most trusted channels, and instead correlate with channel accessibility. Dissatisfaction is highlighted with current channels, and FGDs indicate the creation of new channels incorporating social media may improve the current situation.

*Source UNHCR data portal (19th January 2016)

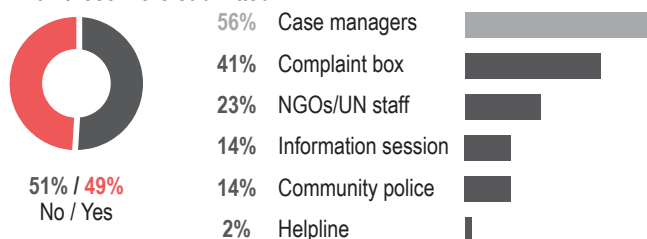
¹Data was collected only in inhabited villages (3 and 6)

Percentage of respondents who are reportedly unsatisfied or very unsatisfied with current feedback mechanisms:

53%

Submitting Feedback and Complaints

Proportion of respondents reporting to have needed to raise a complaint / question, and of those who submitted complaints, the channels through which these were submitted*¹:

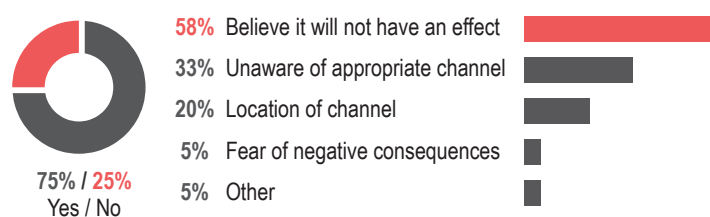


*Respondents could choose multiple options

¹The top 3 sectors which respondents had complaints / questions about were shelter (37%), incentive-based volunteering (IBV) opportunities (35%) and WASH (22%).

Channels of Complaint

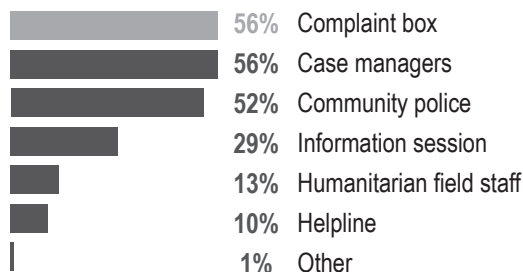
Proportion of respondents who reportedly submitted complaint / question, and the reason for not submitting the complaint*:



*Respondents could choose multiple options

Awareness of Official Channels

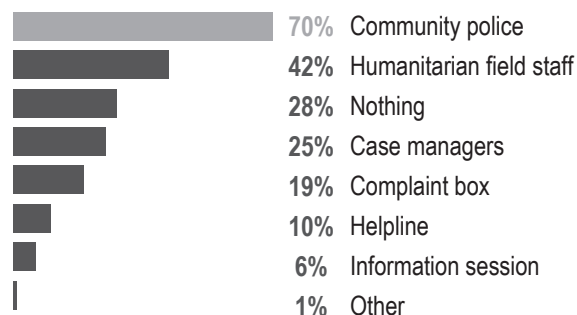
Feedback and complaint channels respondents reported being aware of*:



*Respondents could choose multiple options

Most Trusted Feedback Channels

First most trusted feedback channel reported by respondents:



*Respondents could choose multiple options

Role of Social Media

FGDs regarding social media as feedback channel raised the following points:

Social media sources are perceived as untrustworthy as they are open source. However, if humanitarian organisations establish official Facebook pages where questions or complaints could be registered, this would legitimise their use, and make them a trusted media source.

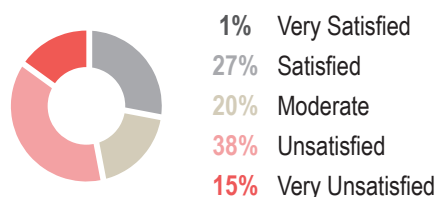
Reasons for Trust in Community Police

KIs supported the view that community police are trusted sources of feedback:

Community police are considered to be actively involved in the community and an effective intermediary between refugees, camp partners, security forces, and others who refugees may otherwise not feel comfortable or able to approach personally.

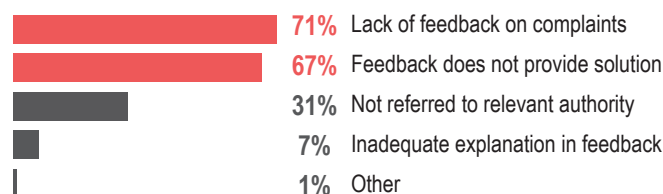
Satisfaction with Feedback Channels

Respondent's reported satisfaction with available feedback and complaint channels:



Reasons for Dissatisfaction with Channels

Respondents reported dissatisfaction with available feedback and complaint channels*:



*Respondents could choose multiple options