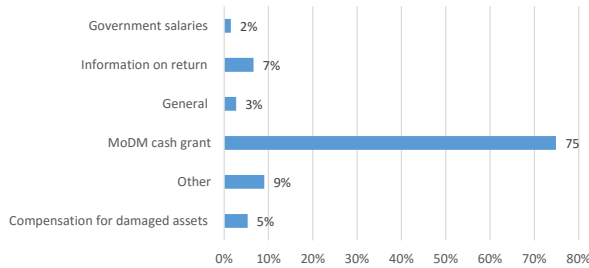
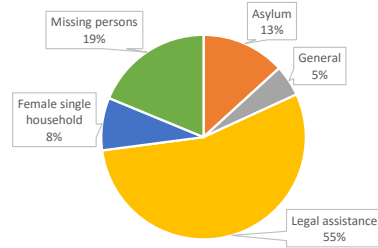


Breakdown of Government-related calls



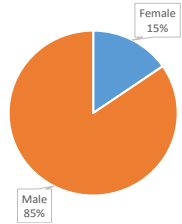
Protection issues



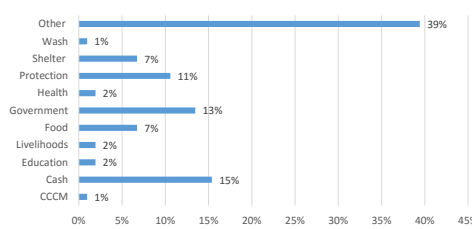
“Caller called on behalf of 100 families stuck at a screening site. They requested food and water”

A male caller displaced from al-Hawiga called the Iraq IIC to report waiting times at screening sites. This report was forwarded to relevant parties.

Calls made from persons under 18 years of age by gender



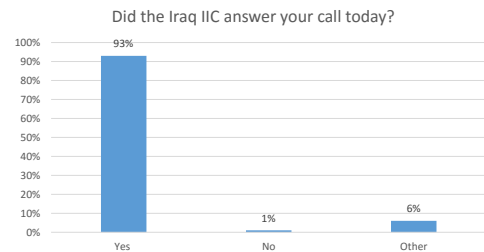
Calls made by persons under 18 years of age



Accountability in action

99.8% of incoming cases closed

636 number of outgoing calls made by operators



“The caller complained that a staff employee was rude and disrespectful to IDPs including to the elderly”

The Iraq IIC forwarded this complaint from a caller in Anbar to the relevant agency, which gave a briefing to all field staff to treat IDPs with respect.

1 operator training session on Housing, Land & Property
720 the number of feedback calls, assessment referrals, and complaints the Iraq IIC handled

mechanism for the electronic card programme. All technical feedback and queries relating to SCOPE cards, as well as feedback relating to food programming across Iraq was shared with WFP for follow up.

Holding a steady position in the top three caller priority needs throughout 2016, calls relating to cash dropped two percentage point from July, accounting for 27% in August. Callers identified their key cash needs as shelter (39%), food (62%), and health (15%). Five percent of cash callers requested cash for clothes. For the second month in a row, the majority of callers requesting cash assistance called from Kirkuk, accounting for 22% of cash calls. The number of people from Baghdad calling about cash increased six percentage points in August compared to July.

Of the 22% of calls relating to Government services, 75% of those calls requested information on the government cash grant, 7% asked for information on how to return to their home areas (46% of these callers were from Anbar; 28% Salah al-Din; 12% Diyala; 7% Baghdad; 3% Ninewa; 3% Babylon; and 1% were from Kirkuk), and 5% asked for compensation for damaged assets (47% of callers were from Anbar; 26% Diyala; 23% Salah al-Din; 3% Baghdad; and 1% from Ninewa). In line with previous months, requests for information on Government salary accounted for 2% of Government-related calls.

Of the callers who had protection-related concerns, 55% requested legal assistance to replace lost or register documents including birth, marriage, and death certificates. Of these callers 24% are currently located in Erbil, 18% Kirkuk, 18% Sulaymaniyah, 11% Baghdad, 9% Dahuk, Salah al-Din 6%, Anbar 5%, Diyala 3%, Ninewa 2%, Wassit 2%, Najaf 1%, and 1% from Basrah.

During August, the Iraq IIC received 44 calls requesting asylum advice, however only 14% of these callers were non-Iraqi nationals. Operators informed the Iraqi callers that only refugees (non-Iraqi nationals) can seek asylum within Iraq. Operators directed the six Syrian callers seeking asylum advice to UNHCR hotlines.

During this reporting period, 19% of protection-related calls were reports of missing people, with

the majority of callers currently living in Baghdad (18%), Kirkuk (16%), Salah al-Din (14%), and Diyala (11%).

In August, the Iraq IIC experienced an increase in calls from people dissatisfied with their treatment in camps. These reports were forwarded to relevant parties.

During August, the number of female callers dropped one percentage point from 18% in July to 17% in August. The priority needs for women during this period were cash, accounting for 36%

“During August, the Iraq IIC handled a record 7,053 calls”

of calls from women, food (38%), and Government services (16%). For 9% of women callers who had protection-related calls, 40% sought helping replacing or registering legal documentation.

For callers who are under 18 years of age, their priority needs reflected the needs of their adult counterpart, with 15% of callers primarily asking for information on cash assistance and 15% on Government-services. Of the 11% of under 18-year-olds calling about protection-related issues, they were primarily based in Anbar and mainly sought legal assistance.

As in previous months, during August, the Iraq IIC forwarded reports of confiscated documents and possible forced relocation of people displaced from Anbar and Salah al-Din to Kirkuk to protection and human rights agencies operating in the area. Additionally, the call centre continued to share with relevant partners calls from Iraqis displaced to Syria but seeking re-entry to Iraq. In September, it was reported that entry had been granted to some members of this group.

All Iraq IIC reports are available for download on the humanitarian community portal: humanitarianresponse.info. Iraq IIC data is visualized through IOM’s Community Response Map: iraq.communityresponsemap.org.

If you have any questions or comments about the content of this report, or if you would like to learn more about the Iraq IIC, please contact Charlotte Lancaster, UNOPS Iraq IIC Project Manager, at +964 751 135 2970 or iraqic@unops.org.