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**Leveraging customer complaints data to  
monitor consumer protection in mobile  
services in Uganda**



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# Leveraging Customer Complaints Data to Monitor Consumer Protection in Mobile Services in Uganda

Mobile financial services have become the main channel of financial inclusion, especially in low-income countries. However, consumer protection failures in the sector remain common. In Uganda, researchers partnered with the Uganda Communications Commission to conduct a phone-based survey among 1,000 users of mobile financial services to inquire about their experiences. In addition, they are leveraging access to mobile network operators' customer

care logs to test and implement new tools for analyzing complaints and resolving disputes.

This final report summarizes the key findings and recommendations from IPA's work with the Uganda Communications Commission (UCC) analyzing consumer complaints records. A report summarizing the findings from the consumer survey can be found [here](#).

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