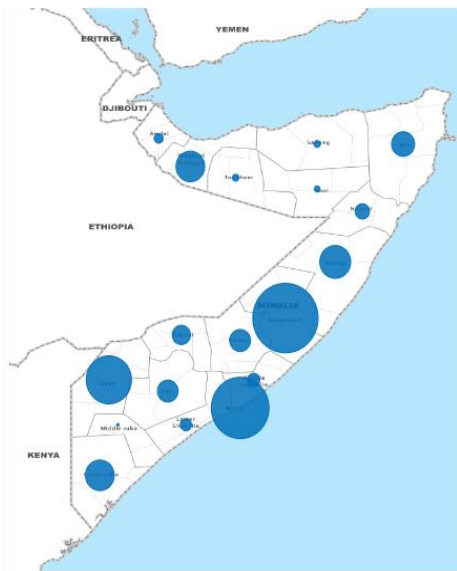


In line with the Humanitarian Country Team’s (HCT) commitment to addressing Post-Delivery Aid Diversion (PDAD), particularly under **Action #6: Accountability to Affected People (AAP) Reporting**, a new feedback and complaints analysis report has been introduced. This report and its corresponding dashboard, which can be found [here](#), consolidate complaints and feedback from humanitarian organizations in Somalia using an aggregated model and summarize data from the second quarter of 2024.

Since the HCT endorsement in May 2024, Technical standards for the CFM Aggregator Model have been shared with humanitarian partners for incorporating into individual CFMs. With support from the Technical Steering Committee under the CEA Task Force, a number of humanitarian partners have adopted the standards including the agreed datasets. It is important to note that the findings in this report reflect data contributed by sixteen (16) agencies, up from six (6) in Q1. Moving forward, we aim to expand the number of contributing agencies to further improve Complaints and Feedback Mechanism (CFM) analysis in Somalia.

**Key Figures:** 66 Districts 18 Regions 19,940 Responses 16 Reporting Organizations

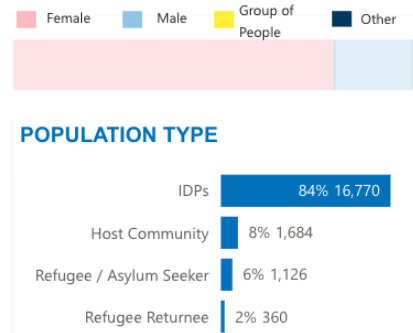
## Demographic of Respondents:



In Q2, 19,940 feedback cases were recorded among the 16 reporting organizations in Somalia, of which 80% were received from males and 20% from females, primarily from adults aged 18-59 years, with only 9% received from older persons (60 years and above). Compared to the previous quarter, where 57% of responses were from males and 37% from females, this quarter shows a notable shift towards increased male participation and a decline in female respondents.

Regarding respondent status, there is now a clearer understanding of individuals' backgrounds. In Q1, much of this information was largely unknown, whereas in Q2, 84% of respondents were identified as internally displaced persons (IDPs), 8% from the Host Community, 6% refugees and asylum-seekers, and 2% refugee returnees.

However, data collection disaggregating persons with disabilities and minority affiliation remains limited. In Q2, 52% of the data did not confirm whether the respondent had a disability, while only 4% identified as persons with disabilities and 47% as without disabilities. Reporting on minority affiliation was even more limited, with only 15 individuals identified as persons with minority affiliations.



## Respondent by Region:

A significant portion of the responses (79%) originated from just five regions across Galmudug, Banadir, and Jubaland, while the remaining 21% were spread across thirteen other regions in the country. This concentration indicates that these regions are either more engaged with the feedback mechanisms or have more accessible services. Among the five key regions, Galgaduud in Galmudug State accounted for the highest share of responses at 29%, followed closely by Mogadishu at 23%. This high level of engagement from these areas may reflect a combination of humanitarian presence and better awareness of the mechanisms.

Gedo (14%), Mudug (7%), and Lower Juba (6%) also showed considerable engagement, though at a lower level compared to Galgaduud and Mogadishu. In contrast, Middle Juba, Sool, Sanag, and Togdheer recorded the lowest levels of engagement, suggesting either limited access to or lower awareness of feedback mechanisms in these areas. These findings highlight the need to strengthen outreach and reporting channels in underrepresented regions to ensure that all affected populations have equitable access to these mechanisms.

FMS	Region	No. of cases	%
Galmudug	Galgaduud	5,870	29%
Banadir	Mogadishu	4,569	23%
Jubaland	Gedo	2,801	14%
Galmudug	Mudug	1,298	7%
Jubaland	Lower Juba	1,126	6%
Other locations:		4,276	21%

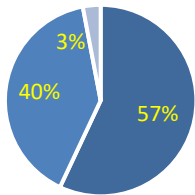
## Communication Channels:

Humanitarian partners received feedback through a variety of communication channels, including Help Desks, Mobile Teams, Call Centers, Community Meetings, emails, key informant interviews, and suggestion boxes. The most widely used modality this quarter was Help Desks, which accounted for 47% of all communication streams, followed by 27% through Mobile Teams and field staff. Notably, this means that 75% of the recorded interactions occurred in person, underscoring a strong preference for direct, face-to-face engagement.

However, while in-person communication is clearly preferred, it is not always feasible or sustainable, particularly in hard-to-reach areas or in situations where humanitarian actors are unable to access communities. This reliance on in-person channels suggests a critical gap in the use and awareness of alternative mechanisms, such as Call Centers, Helplines, and online platforms. Although helplines made up 25% of the total responses this quarter, the usage of other remote channels, such as emails and online reporting, remains minimal.

To ensure sustained engagement and inclusivity, there is a need to increase awareness and accessibility of diverse communication options, especially in remote areas. Strengthening and promoting these channels would help bridge gaps in feedback collection during periods of restricted access and improve the overall effectiveness of communication with affected populations.

## Categories of Overall Queries Received:



- Request for Assistance
- Request for Information/ Questions
- Other

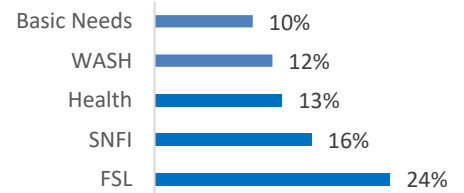
During the reporting period, 57% of responses were related to requests for assistance, indicating significant unmet needs, while 40% pertained to information requests or questions about services. In contrast, protection-related concerns made up only 2% of responses, and feedback, suggestions, and complaints collectively accounted for less than 1%, suggesting a gap in the use of mechanisms intended for accountability and community input. The Food Security and Livelihood (FSL) and Shelter/Non-Food Items (NFI) sectors received the highest number of assistance requests (25% each), reflecting ongoing food insecurity and inadequate shelter conditions. Other sectors such as WASH (18%), Cash Assistance/MCPA (8%), Health (7%), and Basic Needs (5%) collectively represented 38% of requests, indicating a diverse range of critical needs.

Interestingly, the pattern shifts for information requests, where Health (22%), FSL (21%), and Basic Needs (18%) were the most queried sectors, suggesting a considerable demand for clarity and awareness around these services. The results highlight a need for enhanced communication strategies to ensure affected communities are well-informed about available services and access points. Given the low percentage of protection-related responses, it is also essential to strengthen protection and feedback mechanisms, ensuring communities feel safe and confident in reporting concerns.

## Queries Related by Sector & Region:

Of the 19,940 responses received, the top sectors of engagement were Food Security & Livelihoods (24%) and Shelter & Non-Food Items (16%), followed by Health (13%), WASH (12%), and Basic Needs (10%). These sectors collectively accounted for 75% of the total responses, indicating that food security, shelter, and access to health and water services are the primary concerns for affected communities. Other sectors such as Cash Assistance/Multi-Purpose Cash Assistance (5%), Agriculture (3%), Cash for Work (3%), and Durable Solutions (3%) showed moderate engagement, reflecting the need for livelihood support and long-term solutions. Meanwhile, Protection (2%), Housing, Land & Property (2%), and Education (1%) had lower response rates, highlighting potential gaps in community outreach or prioritization of these sectors.

### Top Sectors



Overall, 84% of the 19,940 responses received have been closed, and 9,584 referrals were made, leaving only 15% of responses still open. Regionally, Galgaduud had the highest engagement, with 5,870 responses primarily related to Health (35%), Basic Needs (29%), and Food Security (16%). The high volume of health-related queries suggests a significant demand for health services and improved access to basic resources. While 76% of queries in Galgaduud have been closed, 24% remain unresolved, indicating potential operational challenges in addressing community needs. In Banadir, the majority of respondents (91%) sought assistance in Food Security & Livelihoods (36%), Shelter/NFIs (31%), and WASH (21%). Banadir had a notably high-resolution rate, with 95% of cases closed. In contrast, Gedo's 2,801 responses were almost evenly split between requests for assistance (65%) and information (35%), mostly in Food Security (46%) and Shelter/NFIs (20%). Nearly 100% of queries in Gedo were closed, showcasing strong responsiveness in this region.

Overall, the findings emphasize the need to prioritize Food Security, Shelter/NFI, and Health interventions while addressing the backlog of unresolved queries in regions like Galgaduud.

### Contributing Organizations:

ACF, ACTED, ASAL, DAN, DRC, FAO, IOM, LRDO, MRDO, NoFYL, PSA, SCC, SOMLIFE, SASMO, UNICEF, and UNHCR. Supported by the CCCM Cluster and Government Partners.

For more information regarding PDAD: Action #6 and Interoperable Aggregator CFM Model, please contact: Mahbub Rahman, CEA TF ([mmarahman@iom.int](mailto:mmarahman@iom.int)) and Blessings Mtuwa Nkhata, UNICEF ([bnkhata@unicef.org](mailto:bnkhata@unicef.org)).

For information regarding the central repository and CFM data analysis, please contact: Anil Mani Acharya ([acharyaa@unhcr.org](mailto:acharyaa@unhcr.org)) and Raymond Tagle Jr., UNHCR ([taglejr@unhcr.org](mailto:taglejr@unhcr.org)).

## Sensitive Reporting:

A total of 350 sensitive or life-threatening security cases were reported, primarily involving gender-based violence (212 cases) and other protection-related concerns (104 cases). Alarmingly, three (3) cases of Sexual Exploitation and Abuse (SEA) were reported in the Banadir and Lower Shabelle regions. Of these 350 sensitive cases, 35% remain open, highlighting the need for continued follow-up and strengthened response mechanisms.