

Complaints and Feedback Mechanism (CFM) for Somaliland

Quarterly Summary Report for April to June 2021 (Quarter 2)

IDP Site Complaints Feedback Overview

The CCCM cluster established a standardized complaints feedback mechanism (CFM) in July 2020 with the objective of uniformly capturing key complaint data which can be analyzed by humanitarian partners. This monthly snapshot highlights important IDP complaint-related trends and tendencies for locations where CCCM partners are active. Stakeholders can also access the cluster's real-time CFM dashboard for further data analysis.

[CFM Online Dashboard \(https://bit.ly/3jKcytf\)](https://bit.ly/3jKcytf)

Cummulative CFM summary

(April 2021 - June 2021)

137 registered total complaints

3 day average time taken to refer a case to the relevant sector lead

3 days average time taken for feedback to be provided to the complainant

2 partner in **7 districts**

taking part in the CCCM Cluster joint CFM initiative.

71% of complaints reported by female

68% of complainants are at the age of 30 to 59 years

61% of complaints reported using call centre/hotline/toll free line

100% of complainants are satisfied with the response provided

Complaints summaries for 2021 (Quarter 2)

The second quarter of 2021 saw a total of 140 issues filed in Somaliland IDP sites, a 18% increase from the 116 filed issues through partner CFM systems in the first quarter. During this timeframe, filed issues were obtained from beneficiaries living in IDP sites in Hargeisa, Burao, Burao Rural, Buuhoodle, Badhan, Ceerigaabo, and Ceel Afwyn.

1. Food Security and Livelihoods

Food security complaints and information requests featured 51% (72) of all filed issues during quarter 2 of 2021, this represents an increase of 15% compared to quarter 1 data.

- Of the 72 FSL related issues filed during this reporting period, 60 (82%) were new requests for assistance with 15% of issues filed coming from PwDs.
- The largest quantities of requests came from **Ayah 3** and **Baligubadle** in Hargeisa and **Dhabarmabac** in Ceel Afweyn

2. Shelter/NFI Complaints

SNFI issues filed featured 26% of all CFM issues during quarter 2 of 2021. This is a significant increase in SNFI issues filed compared to quarter 1 with SNFI only representing 2% of all issues filed.

- Hargeisa IDP sites such as **State House**, **Ayah 4**, **Ayah 1**, **Daami A** and **Ayah 1B** featured the highest volume of SNFI requests.
- **Dhabarmabac** IDP site in Ceel Afweyn featured requests for shelter rehabilitation as shelter conditions have deteriorated considerably.

3. WASH Complaints

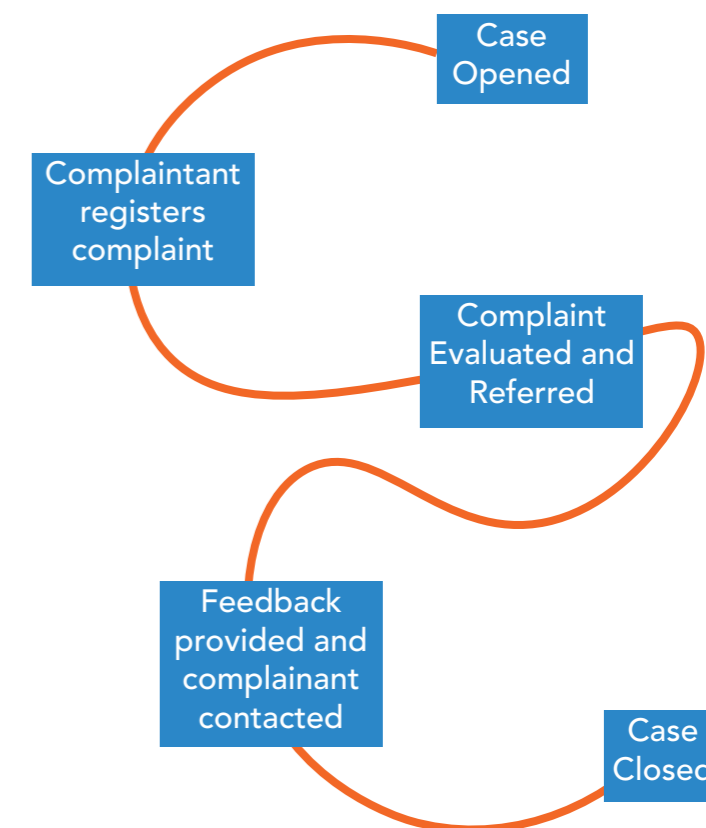
WASH complaints and information requests featured 6% (8) of all filed issues for the reporting period which is down from the 28% of reported issues during quarter 1.

- Increased access to affordable water was requested in **Mooge B** IDP site in Hargeisa and **Dhabarmabac** in Ceel Afweyn.
- Buuhoodle sites highlighted dwindling water availability with such issues filed in **Balidocol** IDP site

5. Age, Gender and Diversity Trends

- For this reporting period, 71% of participants came from women which is significantly more than the 48% average registered in quarter 1. This is still below the average CCCM CFM gender breakdown of 77%.
- 2% of all issues filed came from individuals over the age of 60. CCCM clusters have reported that 11% of all activity beneficiaries are over the age of 60. Therefore, there is a need for partners to scale up mobilization efforts with elderly populations. The CCCM CFM average of issues filed from individuals over the age of 60 is 8%.
- 12% of all filed issues came from PwDs which dramatically exceeds the CCCM cluster CFM average of 7%.
- 29% of all issues filed came from individuals between the age of 18- 29 showcasing solid awareness of CCCM CFM for youth populations. This is up from 21% of complaints from this age group in quarter 1.

CFM Loop



For more information please contact the CCCM Cluster Coordination Team

Benjamin Conner
<bconner@iom.int>

Hassan Abdi Yarow
<yarowh@unhcr.org>