

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for July 2022

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

(January 2022 to July 2022)

34,934 registered total complaints

1 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

18 partners in **37 districts** taking part in the CCCM Cluster joint CFM initiative.

74% of complaints reported by female

71% of complainants are at the age of 30 to 59 years

25% of complaints reported using call centre/hotline/toll free line

99% of complainants are satisfied with the response

Top complaints summaries (July 2022)

July featured **4,959 complaints raised** which represented a slight decrease of **5% of the recorded issues this month compared to the number of complaints raised in the month of June which had 5,200 issues filled.**

Consistent with the previous months, most of the complaints raised in July were from the Food Security and Livelihood (FSL) where 2,402 (48%), Shelter 870 (18%) and WASH 572 (12%) making 78% of the recorded issues. This correlates with the ongoing drought needs where most of the highlighted needs through the CCCM New Arrival Tracker are recorded under the FSL needs alongside the other two sectors. Moreover, the community also recorded complaints across all other sectors including health, nutrition and education amongst others.

The highest number of issues filed this month were from Luuq and Dollow districts having 20% and 17% of issues filled representing 37% of the concerns raised from the two districts. Baidoa district had 16% followed by Jowhar and Deynille districts which recorded 11% and 9% respectively of the issues raised. The #5 districts represented 73% of all the complaints raised in the month of July of the 19 districts that recorded and reported issues through the CCCM CFM system.

1. Food Security and Livelihoods

- Food security complaints and information requests in July had 2,402 issues recorded which represented nearly half of all issues raised at 48%. FSL complaints had an increase of 15% from the month of June which had 2,050 issues raised. Some of the FSL issues included, lack or insufficient food, lack of scope cards, lack of money to feed their family, among other related food items. 57% of the FSL issues filed were new requests while 30% were information request on general programme enquiry. 7% were persona complaints while 4% were requests to supplement/alter existing assistance.
- In **Jira Altooba** IDP site in Daynille district - Mogadishu Khada, one female mother of three, expressed her concerns saying that, **"she was displaced from Qoryooley, in Lower Shebelle and that they were starving and hungry and were requesting for food assistance"** Similarly from the same district in **Dhal Boqortooyo** IDP site recorded her concerns saying **"I have nothing to feed my five children"**
- Sites from Jowhar, Luuq, Dollow and Baidoa districts had the highest FSL issues recorded with 22%, 22%, 21% and 14% respectively. **Isnai, Jiliyale, Bula Hajji, Baarey 1** all of Jowhar district had the highest FSL issues recorded followed by **Alle qabe** IDP site in Luuq district, **Kaxareey 3** and **Kaxareey 2** in Dollow district.
- 5% of the FSL complaints came from PLWDs this month similar to the previous month.
- 6% of the FSL complaints came from PLWDs this month compared to 5% last month.

2. WASH

WASH complaints had 12% (572) of all issues filed for the month of July, which represented a decrease of 21% on WASH concerns raised this month compared to last month which had 728 issues raised. This is still low number of issues raised in WASH compared to previous months at a time when drought is prevalent in Somalia. Lack of sanitation facilities or latrines, long distance to get water or inadequate water marked some of the majority of issues raised across sites.

A female resident of Qaburaha site in Daynille -Mogadishu complained of "lack of latrines on site, with people practicing open defecation." Several community members in **Duurey** site in Baidoa complained of **"insufficient water on site"**.

- Most WASH issues raised came from sites in Baidoa district (33%), Kismayo district (18%) Luuq district (15%) and Mogadishu Deynille district which also had 15% issues recorded.
- Gaas site** in Gaalkacyo district, **Camp Dinsoor** site in Luuq district, **Arlaadi** site in Dhusamaareeb district, **Barwaaqo 2** site in Baidoa districts, **Tula kurax** site in and **Marin Guda** site in Daynille district had the highest WASH concerns raised.
- 5% of the WASH complaints came from PLWDs similar to last month

3. Shelter and NFI

Shelter complaints and information requests featured 870 representing 18% of all filed shelter issues for the month of July and was the sector with the second highest issues raised. This figure however significantly decreased with 31% increase from the June report which had 1,270 issues recorded. Shelter concerns covered mainly shelter repairs, requests for ESKs, tarpaulins especially for new arrivals and NFI assistance including, kitchen items, clothing particularly in sites with high numbers of new arrivals. 5% of the issues raised for the month of July were related to NFI requests compared to 6% in the month of June.

- 64% of the shelter issues raised covered new shelter requests. 13% were personal complaints while 10% represented requests to supplement or alter existing assistance. 9% of the shelter issues raised were general shelter programme enquiries.
- 73% of all shelter's complaints came from sites in #5 districts namely, Baidoa (22%), Deynille (17%), Luuq (16%), Kismayo (11%) and Berdale Town (7%)
- Arlaadi** IDP site in Dhusamaareeb district (41 complaints), **Damaanyo** site (37 complaints) in Guriel district, **Barwaaqo 2** site in Baidoa (28 complaints), **Alle qabe** site in Luuq (18 complaints), **Gaashan** site (17 complaints) in Guriel district and **Somaliweyn** (17 complaints) in Gaalkacyo district had the highest shelter issues raised
- 6% of the shelter complaints this month came from PLWDs similar to the previous month

4. Health

Health complaints and information requests featured 3% of all filed issues for the month of July, similar to the preceding months of June and May which had 3% issues recorded. 12% of the issues raised on health were raised by PLWD compared to the previous month which had 8%.

- Luuq (47%), Baidoa (10%), Guriel (8%), Gaalkacyo (7%) districts had the highest health issues raised.
- Bashiir, Alle qabe** and **Hilaac** IDP sites all in Luuq districts had the highest issues reported through CCCM CFM followed by Baxsan 1 site in Gaalkacyo district and **Damaanyo** site in Guriel district.
- The common health issue related to health services were, lack of health facilities in the sites or in close proximity to the site especially among drought displaced new arrivals, lack of medicines etc.
- In **Berheera** IDP site in Ceel Waaq, a resident complained saying "I'm suffering from different diseases. I want health specialists who can take care of my health status. On top of that we are facing starvation and unemployment too." In comp corax site in Dhobley, a case of malnutrition of 56 years old was recorded through the CFM desk while in Baxsan 1 in Gaalkacyo, an old mother complained of eyes problems and needed to find an optician.

5. July's Age, Gender and Diversity Trends

- This month, 71% of issues filed came from women which is consistent trend as majority of issues are reported by women. An average of all issues raised in this half of 2022 totals to an average of 73% of issues filled by adult women and about 25% by men.
- With regards to age, 11% of the complaints reported in July were raised by persons over the age of 60. 3% of the complaints raised in the month of July came from children or persons underage the age of 18 years compared to none (0%) in the previous month of June.

5% of all July complaints came from PwDs, which was similar to last month which had 5% registered complaints from PWLD.

Out of the 6 channels of receiving complaints, the highest of the issues filled were raised through information desks/centres featuring 42%, 38% issues were raised through mobile teams/staff while 27% of the issues were raised through through hotline calls.

6. District Breakdown

Most of the issues filed for the month of July were from Luuq district featuring 20%, Dollow distict 17%, Baidoa 16 %, Jowhar 11% and Mogadishu -Deynille 9%, which represented 73% of all issues filed.

Luuq

-**Alle qabe, Aarshaamo, Bashiir, Wadajir, Busley, Biyoley** IDP sites had the majority of issues raised in Luuq district. 51% of the issues filed in Luuq district were from Food Security and livelihood. This is consistent with the high numbers of drought displacements and new arrivals currently in Luuq district.

Dollow

-In Dollow, FSL accounted for 60% of all the issues raised. Majority of issues related to FSL were linked to lack of food or cash to buy some food. **Kaxareey 1, Kaxareey 2, Liban 3, Kabasa DD, Qurdubey 4** and **3** IDP sites had the majority of issues raised.

As noted across all districts, the major needs recorded were in FSL and more specifically food requests. Shelter and WASH needs were also relatively high and varying depending on the districts. With a constant feature of similarities on the immediate needs amongst new arrivals.

For more information please contact the
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