

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for August 2022

IDP Site Complaints Feedback Overview

The CCCM cluster established a standardized complaints feedback mechanism (CFM) in August 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 August 2022)

42,701	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
19 partners in 39 districts	taking part in the CCCM Cluster joint CFM initiative.
73%	of complaints reported by female
71%	of complainants are at the age of 30 to 59 years
24%	of complaints reported using call centre/hotline/toll free line
99%	of complainants are satisfied with the response

Top complaints summaries (August 2022)

August featured the highest number of complaints recorded through CCCM Complaints Feedback Mechanism's (CFM) since its inception in July 2020. A total of 7,726 cases were recorded compared to the 4,959 cases featured in July. This represented a 35% increase in the number of CFM cases reported and recorded in August. This is the sharpest increase of CFM cases recorded that could be attributed to increased reporting as well as CCCM upscaling their CFM activities in more sites as part of drought response scaleup of CCCM activities in more districts to respond to community needs.

Food Security and Livelihood (FSL), WASH and Shelter needs continued to feature the highest numbers of concerns recorded by the community members through CFM. Food Security and Livelihood (FSL) featured 2,977 (39%), Shelter featured 2001 (26%) while WASH featured 1,163 (15%) making 80% of the recorded issues. This corresponds with other CCCM tools recording site needs including the service monitoring and the New Arrival Tracker (NAT) tools which highlight highest needs featuring the three 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 Baidoa (37%), Dollow (13%), Luuq (12%), and Berdale Town (11%). The #4 districts represented 73% of all the complaints raised in the month of August of the 24 districts that recorded and reported issues through the CCCM CFM system.

1. Food Security and Livelihoods

- Food security complaints and information requests in August had 2,977 issues recorded which represented over a third of all issues raised at 39%. FSL complaints had an increase of 19% from the month of July which had 2,402 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. 66% of the FSL issues filed were new requests while 15% were information request on general programme enquiry. 9% were personal complaints while 8% were requests to supplement/alter existing assistance.
- In Beletweyne, **Showli** IDP site, several members of the community complained that they had not received food from the respective agencies. One female said, **"that most of their community members were sleeping hungry."** In Mogadishu Deynille district, a mother of five living in **Gullow** IDP site appealed for food recording that **"I have nothing to feed my five children, we don't have anything to eat."**
- Sites from Baidoa (32%) Dollow (19%) Luuq (18%) and Jowhar (7%) districts had the highest FSL issues recorded in the month of August. **Baarey** IDP site in Jowhar district, **Alle Qabe** IDP site in Luuq district, **Kaxareey** IDP site in Dollow district, **Biyaso** site in Johar district and **Badbado** IDP site in Luuq district respectively had the highest FSL issues recorded.
- 14% of the FSL complaints came from PLWDs this month compared to 5% in the previous month.

2. WASH

WASH complaints had 15% (1,163) of all issues filed for the month of August, which represented an increase of 51% on WASH concerns raised this month compared to last month which had 572 issues raised. This continues to highlight the WASH needs especially water as recorded by community members as the drought season persists 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.

In **Qalafe** IDP site in Beletweyne, the community leaders reported that **"more than 80% of the people are in need of humanitarian assistance as they are victims of evictions three months before and were living in the outskirts of town and have a total lack of latrines, water points or shelter."** In Garowe, **Jowl 2** site. **"Most latrines are not functional."**

- Most WASH issues raised came from sites in Baidoa district (38%), Dollow district (17%) Luuq district (13%) and Kismayo district which had 15% issues recorded.
- Mururuk Alow** site in Baidoa district, **Kaxaharey 2** site in Dollow district, **Alle qabe** site in Luuq district, **Bai, Balad Amar and Buulo Jaay** IDP sites in Baidoa districts had the highest WASH concerns raised.
- 20% of the WASH complaints came from PLWDs compared to 5% last month

3. Shelter and NFI

Shelter complaints and information requests featured 2,001 issues recorded in August compare to 870 in the month of July representing 56% increase in the shelter issues recorded from the month of July. Shelter concerns recorded represented 26% of the CFM issues recorded in August and was the sector with the second highest issues raised. 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. 7% of the issues raised for the month of August were related to NFI requests compared to 5% in the month of July.

- 60% of the shelter issues raised covered new shelter requests. 7% were personal complaints while 24% represented requests to supplement or alter existing assistance. 7% of the shelter issues raised were general shelter programme enquiries.
- 83% of all shelter's complaints came from sites in #5 districts namely, Baidoa (56%), Dollow (10%), Berdale Town (8%), Kismayo (5%) Luuq (4%)
- Edaan Qaboobe site (108), Mururuk (108), Bai (61), Balad Amar (60), Hagaray (51), Lowiley Aliyow (50)** and several other sites all in Baidoa districts recorded highest needs in shelter.
- 29% of the shelter complaints this month came from PLWDs compared to 6% in the previous month

4. Health

Health complaints and information requests featured 4% of all filed issues for the month of August, similar to the preceding months of July and June which had 3% issues recorded. 24% of the issues raised on health were raised by PLWD compared to the previous month which had 12%.

- Berdale Town (24%), Dollow (16%), Baidoa (16%) and Luuq (12%) districts had the highest health issues raised.
- Harqan** and **Jakaton** IDP sites all in Baidoa districts had the highest issues reported through CCCM CFM followed by **Jingadaha** site in Garowe district as well as **Kulmiye, Minfuray and Raydabale** IDP sites all in Berdale 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 **Ceynta** IDP site in Beletweyne, one PoC recorded a request saying **"I lost my leg in an explosion, I request health agencies for a prosthesis"** Female PoCs in **Gurunle** IDP site in Baidoa requested for a health clinic in the site or in close proximity.

5. August's Age, Gender and Diversity Trends

-This month, 70% 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, 10% of the complaints reported in August were raised by persons over the age of 60. 1% of the complaints raised in the month of August came from children or persons under the age of 18 years compared to 3% in the previous month of July.

21% of all August complaints came from PwDs, which was the highest recorded numbers of concerns raised from PLWD. The significant increase compared to only 5% registered complaints from PWLD in the previous month.

Out of the 6 channels of receiving complaints, 78% of cases were recorded through complaints desks and/or community mobilizers showcasing the importance of having trusted, in-person complaints intake models.

6. District Breakdown

Most of the issues filed for the month of August were from Baidoa district featuring 37%, Dollow district 13%, Luuq 12%, Berdale 11% and Kismayo 6%, which represented 79% of all issues filed.

Baidoa

-**Mururuk oflow, Bai, Edaan qaboobe, Lowiley Aliyow rooble, Lowiley Aliyow rooble and Malkaay** IDP sites had the majority of issues raised in Baidoa district. 39% of the issues filed in Baidoa district were related to shelter needs while 34% were Food Security and livelihood related while 15% were WASH related.

Dollow

-In Dollow, FSL accounted for 55% of all the issues raised. Majority of issues related to FSL were linked to lack of food or cash to buy some food. All the five sites in Dollow recorded FSL related concerns.

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.

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