

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for September 2022

IDP Site Complaints Feedback Overview

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

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

Cummulative CFM summary

(January 2022 to September 2022)

54,602	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
20 partners in 44 districts	taking part in the CCCM Cluster joint CFM initiative.
73%	of complaints reported by female
72%	of complainants are at the age of 30 to 59 years
22%	of complaints reported using call centre/hotline/toll free line
99%	of complainants are satisfied with the response

Top complaints summaries (September 2022)

September featured the highest number of complaints recorded through CCCM Complaints Feedback Mechanism's (CFM) since its inception in July 2020. A total of 9,066 cases were recorded compared to 7,726 cases in August and 4,959 cases featured in July. This represented a 15% increase in the number of CFM cases reported in September. The increase of CFM cases recorded 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 which has reached more districts to respond to community needs.

Food Security and Livelihood (FSL), Shelter and NFI and WASH needs continued to feature the highest numbers of concerns recorded by the community members through CFM. Food Security and Livelihood (FSL) featured 4,388(48%), Shelter featured 1,942 (21%), NFI had 860 (9%) while WASH featured 870 (10%) making 88% 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 Kismayo (23%), Baidoa (17%), Dollow (11%), Qansax Dheere (11%) and Luuq (9%). The #5 districts represented 73% of all the complaints raised in the month of August of the 29 districts that recorded and reported issues through the CCCM CFM system.

1. Food Security and Livelihoods

- Food security complaints and information requests in September had 4,388 issues recorded which represented nearly 50% of all issues raised at 48%. FSL complaints had an increase of 32% from the month of August which had 2,977 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. 80% of the FSL issues filed were new requests while 6% were information request on general programme enquiry. 5% were personal complaints while 9% were requests to supplement/alter existing assistance.
- In Beletweyne, in Alle bari IDP site, several members of the community complained that they had not received food from the respective agencies. They reported that, **"we've note received food from agencies in recent months and are relying on well-wishers"**. In Bilan 2 in the same district, the community appealed to agencies saying, **"we request agencies to build for us a feeding centre to help get meals to eat"**.
- Sites from Kismayo (29%) Qansax Dheere (15%), Baidoa (13%), Luuq (11%) and Dollow (11%) districts had the highest FSL issues recorded in the month of September. **Bulow Abag, Busley, Alqadala** IDP sites all in Qansax Dheere district had the highest FSL related issues reported followed by **Abag Banbow, Buula banana and Wariri** IDP sites in Kismayo.
- 9% of the FSL complaints came from PLWDs this month compared to 14% in the previous month.

2. WASH

WASH complaints had 10% (870) of all issues filed for the month of September, which represented an decrease of 25% on WASH concerns raised this month compared to last month which had 1,163 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 lack of or insufficient water tracking marked some of the majority of issues raised across sites.

In **Elwak** IDP site in Baardheere district, the community complained of **"massive water shortage"**. In **Abaq** site in Afmadow, an elderly IDP complained on lack of latrines in the site citing **"disturbance of open defaecation"**

- Most WASH issues raised came from sites in Baidoa district (17%), Dollow district (18%) Luuq district (15%) and Kismayo district which had 12% issues recorded.
- Badroua** site in Deynille district, Kaxaharey 2 site in Dollow district, ladan 3 site in Dollow district, Bulo Abag site in Qansax Dheere districts had the highest WASH concerns raised.
- 9% of the WASH complaints came from PLWDs compared to 20% last month

3. Shelter and NFI

Shelter complaints and information requests featured 1,942 issues recorded in September compared to 2,001 in the month of August representing a slight decrease of 3% in the shelter issues recorded this month. Shelter was the sector with the second highest issues raised at 21% of all the CFM cases 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. 9% of the issues raised for the month of September were related to NFI requests compared to 7% in the month of August.

- 80% of the shelter issues raised covered new shelter requests. 3% were personal complaints while 4% represented requests to supplement or alter existing assistance. 12% of the shelter issues raised were general shelter programme enquiries.
- 82% of all shelter's complaints came from sites in #5 districts namely, Baidoa (35%), Dollow (11%), Berdale Town (16%), Kismayo (14%) Qansax Dheere (6%)
- Balad Amal site (99), Sabeedow (86), Malkaay (66) all in Baidoa districts recorded highest needs in shelter.
- 16% of the shelter complaints this month came from PLWDs compared to 29% in the previous month

4. Health

Health complaints and information requests featured 3% of all filed issues for the month of September, similar to the preceding months of August and July which had 4% and 3% respectively of the issues recorded. 27 % of the issues raised on health were raised by PLWD compared to the previous month which had 24%.

- Qansax Dheere (20%), Beletweyne (19%), Dollow (15%), Luuq (11%) and Berdale Town (9%) districts had the highest health issues raised.
- Bulow Abag, October, Alqaadaba and Busley** IDP sites all in Qansax Dheere districts had the highest issues reported through CCCM CFM followed by **Damaanyo** site in Guriel district and **Al-Amin** site in Baardheere district.
- The common health issue related to health services were, maternal health care services, 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 **Bardaale** IDP site in Beletweyne, several community members recorded that **"they lacked money to buy medicine"**. Female PoCs in **Hayaan** site IDP site in Galkayo requested for a health clinic in the site or in close proximity. Another PoC in **Tula Qurax** site in Ceel Waaq, complained saying **"I'm very sick. I don't really know an exact area to go for treatment. The site doesn't have a health center"**

5. September'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.

-8% of the complaints reported in September were raised by persons over the age of 60. None of the complaints raised in the month of September came from children or persons underage the age of 18 years compared to 1% in August and 3% in July.

13% of all September complaints came from PwDs, which was. This was a decrease of 7% from 21% registered complaints from PWLD in the previous month.

Out of the 6 channels of receiving complaints, 55% of cases were recorded through mobile teams, 25% were recorded through information complaints desks while 17% were reported through the CCCM-CFM hotline service.

6. District Breakdown

Most of the issues filed for the month of September were from Kismayo district featuring 23%, Baidoa district 17%, Dollow 11 %, Qansax Dheere 11%, Berdale town 10% and Luuq 9%, which represented 81% of all issues filed.

Kismayo

- **Abaq Banbow, Wariri, Buula Banaan, Jibirti and Alla Suge** IDP sites had the majority of issues raised in Kismayo district. 60% of the issues filed in Kismayo district were related to FSL, 22% NFI and 13% to shelter needs.

Baidoa

-In Baidoa, FSL accounted for 36% of all the issues raised while the shelter had the highest concerns raised at 43%. Majority of issues related to FSL were linked to lack of food or cash to buy some food especially among the newly arrived persons.

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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