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.

### 1. Food Security and Livelihoods

Food security complaints and information requests in June had 1,921 which represented over a third of all issues raised at 43%. FSLS complaints had a decrease of 19% from May which had 2,359 issues raised. Some of the FSL issues included, lack or insufficient food, lack of scope cards and related food items. Some concerns recorded in Deynile sites included a male who lives in Gunto Don camp recording that “I lack of food in Gunto camp as I was displaced due to drought and request to get food and help”. In Sama Deeq IDP site in Deynile, a woman living with disability complained “I am requesting food service, I have been registered by WFP in the first one year but the food voucher is not working and now I am requesting to be assisted with food service”. From the same district, a woman displaced from Qoryooley recorded that “I have stayed the Canoole camp for 4 months and lack food, I request help.”

- Out of the 1,921 filed issues under FSL in the month June, 1,228 (64%) were related to new requests for assistance which was 13% less than the previous month. Sites from Deynile (39%), Baardhere (13%), Luuq (8%), Baidoa (7%), Khada (7%), and Gaalakayo (4%) recorded the highest FSL issues. Sama Deeq IDP sites Mogadishu Khada district had the highest FSL issues recorded.
- 4% of the FSL complaints came from PLWIDs compared to the May report where 3% of FSL concerns had been raised by PLWIDs.

### 3. Shelter and NFI

Shelter/NFI complaints and information requests featured 1,060 representing 24% of all filed issues for the month of June as was the sector with the second highest issues raised. This figure was an decrease of 23% from the May report which had 374 of filed issues in May. For shelter, the raised issues covered a lack of shelter, poor shelter conditions that cannot prevent rain and requests for shelter assistance including, kitchen items, clothing, and tarpaulins especially in sites with high numbers of new arrivals.

- 66% of all shelter’s complaints came from sites in Mogadishu Deynile (49%), Luuq (9%), Kismayo (7%), Baidoa (5%) and Baardhere (4%) districts. Lack of or insufficient water and lack of latrines were constant issues raised across these sites.
- Gumeysii Diid, Taakulo, Al Rahma, Gamaradii, Bulsho and Sasaansaxo sites in Deynile recorded high numbers of complaints on “scarce water in the IDP sites”.
- 3% of the WASH complaints came from PLWIDs compared to last month which featured 3%

### 5. June’s Age, Gender and Diversity Trends

- This month, 81% of issues filed came from women which is a consistent trend as majority of issues are reported by women. An average of all issues between May and June total to 75% of issues filed by adult women and about 25% by men.
- With regards to age, 7% of the complaints reported in June were raised by persons over the age of 60 similar to 7% in the previous month. 1% of the complaints raised in the month of June came from children or persons underage of 18 years lower than the 2% trend established over the last four months.
- 3% of all June complaints came from PwDs, similar to 3% registered in the month of May. Out of the 7 channels of receiving complaints, the highest of the issues filled by the community were raised through information desks 71%, while call centres featuring toll numbers and mobile teams, and had 24% and 3% respectively.

### 6. District Breakdown

Most of the issues filed for the month of June were from Mogadshu Deynile featuring 32%, Baardhere district with 10%, Luuq at 8%, Kismayo and Mogadshu Khada both recording 7% and Baidoa with 6% which represented 70% of all issues filed.

#### Mogadshu – Deynile

In Deynile, most of the complaints raised in June were from the Food Security and livelihood (FSL) which recorded 52%, 27% were registered in WASH, while shelter/NFI recorded 17% of all the issues raised in Deynile. Majority of issues related to FSL were linked to lack of food or cash to buy some food. Most of the issues file for shelter were related to lack of shelter or requests for plastic sheets while WASH indicated lack of latrines or water or both.

#### Bardheere

Gaduwe, Ifjin, AllBaraka, Camb Waabari, Towfiq and Juba Baraaaw IDP sites had the majority of issues raised in Bardheere district. 38% of the issues filed in Bardheere district were from Food Security and livelihood, 22 % were Shelter related while 8% were WASH related.

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.

### Cumulative CFM summary

(January 2023 - June 2023)

- **40,154** registered total complaints
- **75%** of referred tickets were replied to within data range
- **29 days** days is the average it took to close a referred ticket
- **17 partners** in 36 districts taking part in the CCCM Cluster joint CFM initiative

### Top complaints summaries (June 2023)

June featured 4,443 complaints raised which represented a 18% decrease of recorded issues compared to the number of complaints reported in the month of May which had 5,418 filled issues. The number of issues reported decreased this month after increasing in the month of May 2023.

Most of the complaints raised in June were from the Food Security and Livelihood (FSL) where 1,921 (43%) issues were recorded, 1,060 were registered in Shelter/NFI (24%) while under WASH, 795 issues were recorded (18%) totalling to 85% of the overall complaints raised and over a third of them being recorded in FSL sector alone. This is consistent with the ongoing drought needs where most of the highlighted needs through the CCCM New Arrival Tracker are recorded under the FSL needs. It is also similar to previous months trends where most issues filed are in the life saving sectors.

The highest number of issues filed this month were from Mogadshu - Deynile which had 32%, followed by Baardhere district with 10%, Luuq with 8%, Mogadshu – Khada had 7%, Kismayo and Baardhere districts which recorded 7% and 6% respectively of the issues raised each. The 6 districts represented 70% of all the complaints recorded in the month of June of the 36 districts that recorded and reported issues through the CCCCM CFM system.

<table>
<thead>
<tr>
<th>District</th>
<th>FSL</th>
<th>Shelter/NFI</th>
<th>WASH</th>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mogadshu Deynile</td>
<td>52%</td>
<td>17%</td>
<td>27%</td>
<td>3%</td>
</tr>
<tr>
<td>Bardheere</td>
<td>38%</td>
<td>22%</td>
<td>8%</td>
<td>18%</td>
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</tbody>
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