

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for October 2020

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

(July 2020 to October 2020)

8,111 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

13 partners in **17 districts**

taking part in the CCCM Cluster joint CFM initiative.

77% of complaints reported by female

70% of complainants are at the age of 30 to 59 years

46% of complaints reported using call centre/hotline/toll free line

99% of complainants are satisfied with the response provided

Top complaints summaries (October 2020)

1. Food Security and Livelihoods

Food security complaints and information requests featured 30% of all filed issues in October; down from 38% of all filed issues reported in September, and 41% from August.

- Of the 537 filed issues under FSL in October, 332 (62%) of these issues were related to new requests for assistance. 11% of FSL complaints were related to food rations not being substantial enough with the vast majority of these complaints coming from Central and Dalxashka IDP sites within Kismayo. This trend is aligned with September data where 144 similar complaints occurred in Kismayo
- Gatekeepers from 4 IDP sites requested food assistance for community members

2. Shelter

Shelter complaints and information requests featured 33% of all filed issues for the month of October. This percentage is higher than the 29% reported for September and higher than the 28% reported from August.

- 347 (59%) of complaints made in October were related to new requests with individuals complaining of deteriorating shelter conditions due to winds/rains, the need for mosquito net support and shelters not being of adequate quality
- 25% of all shelter related issues came from Baidoa while 17% of shelter related issues came from Mogadishu IDP sites
- Rabi- suge IDP site (Kahda) and Iskaashi IDP site (Daynile) featured an increase in shelter complaints related to residents not having access to sufficient shelter materials

3. WASH

WASH complaints and information requests featured 11% of all filed issues for the month of October, slightly down from 13% of all filed issues during the month of September and 13% in August, showcasing a levelling of WASH issues filed through the CFM system.

- For the 191 filed issues for WASH in October, 31 (16%) were related to complaints about quality of items and services (poor sanitation conditions, requests for hygiene kits and lack of sufficient water availability). Other prominent complaints for WASH featured 26 (14%) requests to supplement/alter existing assistance and 32 (17%) related to personal complaints.
- 34% of WASH complaints for the month of October came from Baidoa IDP sites with requests for latrines and latrine desludging being the highest volume complaint/request.

4. CCCM

CCCM complaints and information requests featured 14% of all filed issues for the month of October, up from 10% of all filed issues during the month of September highlighting a monthly trend of increased CCCM filed issues.

- The majority of CCCM complaints were related to multi- sectoral needs at the site- level concerning shelter, NFI, FSL and the need for youth spaces.
- The need for accessible schools was raised in Buulo Bishaaro IDP site in Galkaayo
- CCCM saw a growing number of information requests related to who the site leaders/Camp Management Committees are for respective IDP sites

5. Trends for October

- For October, 78% of participants came from women, which is aligned with the monthly average of 77%
- Health information requests occurred in Daynile, Galkaayo and Berdele IDP sites with Kahda complainants requesting additional health facilities in/near IDP sites
- Education complaints rose in Daynile with **Cosoble** IDP site with 8 complaints registered about not being able to access education services
- **Mudan** IDP site in Kahda continues to record high numbers of GBV issues

6. District Breakdown

Baidoa

- **Al Furqan- 2** IDP site saw 12 complaints during the month requesting FSL and shelter support, in addition to solar light requests. For those who made complaints, 36% of individuals have a disability
- 10% of complainants from Baidoa cited one or more disabilities which exceeds the average of 4.3% nation- wide
- **Beer Dhinbil 3** featured nine open cases related to the need for supplementary shelter support
- Of the 14 complaints from **Barwaaqo 2 site**, complaints were recorded about families not being registered for a FSL project, families requesting nutrition support for children and the need to re- construct a damaged latrine.

Kismayo

- **Camp Naji IDP site** issues complaints related to shelters being overcrowded and food rations not being enough for the growing population
- **Tawakal 1**, 9 complaints were made concerning school fees being high and the need for NFI replenishment

Galkaayo

- A complainant from **Liibaan 2** IDP site mentioned that those with disabilities require additional services and support from humanitarian stakeholders
- Women in **Syl** IDP site complained about the lack of solar lights which dissuades them from leaving their shelters at night
- Women from **Warshad Galay 2** mentioned cited the need for shelter and NFI support due to heavy rains and flooding

Daynile

- Daynile IDP sites saw an increase in information requests concerning what agencies will be providing various services to the IDP site. This includes, health, nutrition and NFI support.
- Residents in **Wanaagsan** IDP site requested WASH partners to install a greater number of toilets due to the unavailability of toilet access for all residents.

For more information
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