

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for December 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 December 2020)

14,514 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.

78% of complaints reported by female

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

40% of complaints reported using call centre/hotline/toll free line

99% of complainants are satisfied with the response provided

Top complaints summaries (December 2020)

The month of December featured the second highest number of monthly issues filed through CCCM CFM systems. There were 2,911 total issues filed during the month of December, which is down from the 3,051 issues filed in November, and up considerably from the 2,025 issues filed in October.

1. Food Security and Livelihoods

Food security complaints and information requests featured 32% of all filed issues in December; aligned with the 32% of all filed issues reported in November indicating a levelling of food security complaints

- Of the 930 filed issues under FSL in December, 575 (62%) of these issues were related to new requests for assistance. New requests continue to be the most popular issues filed, with CCCM partners referring cases to FSL partners and attempting to provide feedback to beneficiaries regarding activity targeting and budget constraints.
- IDPs in **Kadhalan** and **Raardawo** sites within Berdele have requested information about upcoming food distributions with new arrivals to the sites requesting food support. Food support requests from new arrivals were especially high in Daynile and Berdele districts
- 28 requests for food assistance were recorded in **Barwaaqo** IDP site (block 3)

2. Shelter

Shelter complaints and information requests featured 28% of all filed issues for the month of December. This percentage is the same as November's 28%, and down from October's total of 34%. NFI complaints remain consistent with November's total of 7%.

- 505 (63%) of complaints made in December were related to new requests with individuals complaining of deteriorating shelter conditions due to recent Deyr rains, the need for mosquito net support and shelter/NFI items being worn out and in need of replenishing.
- 29% of shelter complaints occurred in Baidoa district with the majority of complaints attributed to a lack of NFI items, poor shelter conditions
- There has been a noticeable rise in mosquito net requests within the Fanole sector of Kismayo; particularly in **Shamow** IDP sites (relevant for health as well)

3. WASH

WASH complaints and information requests featured 18% of all filed issues for the month of December, significantly up from 15% of all filed issues during the month of November, representing the highest percentage of complaints, and highest number of WASH complaints to date.

- For the 515 filed issues for WASH in December, 143 (28%) were related to new requests by beneficiaries, while 113 (22%) of complaints were attributed to quality of services directly related to WASH infrastructure rehabilitation needs.
- Large volume of complaints related to a lack of accessible water points were raised in the following IDP sites: **Ai Ixsaan**, **Daryeel** in Daynile, **Waamo 2** in Kismayo and **Mubark Yarey** in Baidoa
- Complaints related to an absence of toilets was recorded in **Beladul Amin 3** and **Hilaac 2** IDP sites in Baidoa

4. CCCM

CCCM complaints and information requests featured 8% of all filed issues for the month of December, down considerably from 12% of all filed issues during the month of November.

- 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.
- Need for youth spaces was recorded in **Lafole**, **Baacad** and **Burgaan** in Kismayo while similar requested were reported **Muse Haji**, **Mudal** and **Badar 1** (Kismayo IDP sites) in November

5. Trends for December

- For December, 78% of participants came from women, which is aligned with the monthly average of 78%
- Like in November, complaints related to school fees continue to be high in Kismayo with complaints raised in 16 Dalxiska IDP sites. There is a need to follow up specifically on access to education within Dalxiska IDP sites
- There were 8 complaints from **Iskaashi** IDP sites in Daynile about residents not being able to access medical services. Similar complaints were recorded in other Daynile IDP sites such as **Sahal**.
- 22% of December's health complaints came from Daynile IDP sites
- There continues to be a large volume of GBV complaints from **Raf Iyo Raaxo** IDP site in Bossaso.

6. District Breakdown

Baidoa

- **Asho Gabo 2** IDP site saw a record high of 18 complaints during the month with 72% of complaints directly related to food security requests.
- 13% of complainants from Baidoa cited one or more disabilities which exceeds the average of 4.6% nation-wide. This is the third month in a row in Baidoa is recording issues from PwDs above the national rate.
- **Al-Baraka** recorded 15 complaints with 87% of beneficiaries being women. Complaints related to inadequate health facilities and access restraints to food and shelter assistants were raised.
- **Barwaaqo 2** site continues to see a large volume of complaints raised with 50 during the month of December. Like in November, there are a high number of requests for new food ration cards and mosquito net provisions.

Kismayo

- 32 complaints were recorded in **Burgaan** IDP sites with issues ranging from overcrowded living conditions, need of youth space and inadequate food rations all raised.
- **Shamow** IDP site featured a registration of 36 complaints with issues such as poor sanitation filed. Shamow IDP sites also featured complaints related to women's hygiene kits, additional space for shelters and limited access to water points.

Berdele

- **Danwadaaq** IDP site issues featured new arrivals requesting assistance, information requests about nutrition services that are available close to the site and requirement for additional services due to recent flooding.
- There were 25 complaints recorded in **Kadhalan** and **Raardawo** IDP sites that highlighted dire needs for nutritional support for children and new arrivals that are in need of basic services

Daynile

- **Iskaashi** site residents mentioned a need for additional shelter kit materials in addition to poor sanitation and hygiene conditions within the site.
- **Yaaqle** IDPs voiced the need for additional cash-for-work opportunities for site residents
- **Alla Suge** residents continue to request better access to health services

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