

Complaints and Feedback Mechanism (CFM) for Somaliland

Quarterly Summary Report for January to March 2021

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.

Cummulative CFM summary

(January 2021 - March 2021)

116 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

1 partner in **7 districts**

taking part in the CCCM Cluster joint CFM initiative.

47% of complaints reported by female

75% of complainants are at the age of 30 to 59 years

78% of complaints reported using call centre/hotline/toll free line

100% of complainants are satisfied with the response provided

Complaints summaries for 2021 (Quarter 1)

The first quarter of 2021 saw a total of 116 filed issues through partner CFM systems. During this timeframe, filed issues were obtained from beneficiaries living in IDP sites in Hargeisa, Burao, Burao Rural, Buuhoodle, Badhan, Ceerigaabo, and Ceel Afwyn.

1. Food Security and Livelihoods

Food security complaints and information requests featured 38% (44) of all filed issues during this reporting period.

- Of the 44 FSL related issues filed during this reporting period, 32 (72%) were new requests for assistance with 75% of all filed issues occurring through the hotline CFM modality
- Beneficiaries issued files requesting for food/cash support with multiple requests occurring in Fiqifuliye IDP site in Ceerigaabo and Ali Hussein IDP site in Burao

2. WASH

WASH complaints and information requests featured 28% (33) of all filed issues for the reporting period with 91% of all issues related to a lack of water access or exacerbated WASH needs caused by drought

- Shinbiraale IDP site in Ceerigabo and Fiqifuliye IDP site in Ceergabo featured 5 of more requests for water access with other Ceerigabo IDP sites such as Dhabarmabac and Markabka also reporting a lack of access to water. To strengthen targeting of sites with limited access to water, the CCCM cluster has established a list of IDP sites without water access that will be updated and circulated to the WASH cluster monthly.
- Beneficiaries in Qaraar IDP site Badhan have requested borehole drilling to provide a sustainable solution to the current lack of water access.

3. CCCM

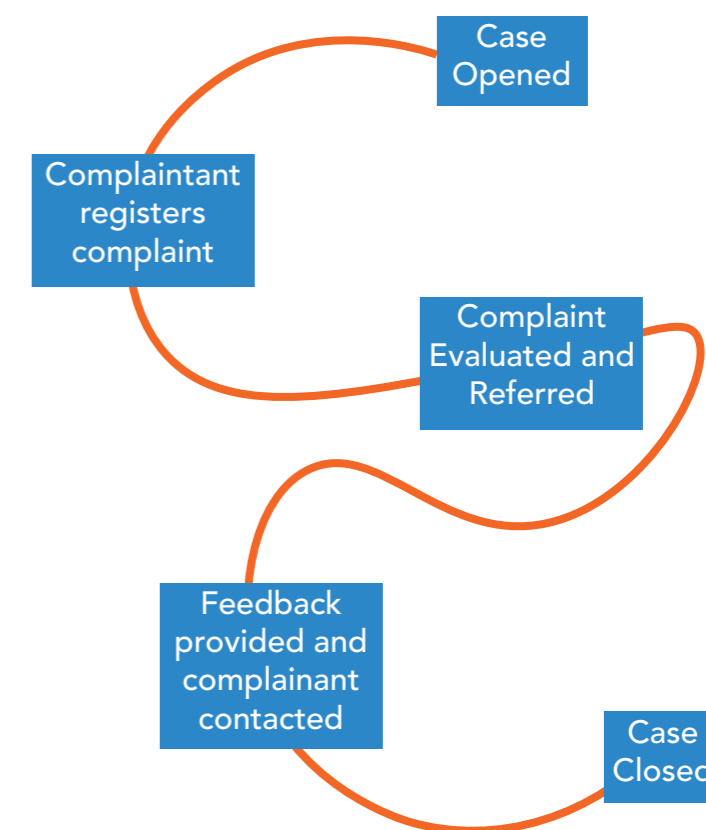
CCCM complaints and information requests featured 7% of all filed issues during the reporting period.

- Beneficiaries requested strengthening knowledge sharing activities targeting IDPs and community governance structures. Gumar IDP site in Badhan featured a request for leadership training to community groups. Meanwhile, Markabka IDP site in Ceerigabo featured a request for general trainings and capacity building activities
- Baligubadle IDP site in Hargeisa featured a request for the creation of a community group focused on minimizing protection incidents at the site-level.
- IDPs in Salahlay IDP site in Hargeisa mentioned that they appreciate the CCCM activities being delivered by the CCCM partner.

5. Age, Gender and Diversity Trends

- For this reporting period, 48% of participants came from women which is significantly less than the 77% average from other CFM locations.
- 3% of all issues filed came from individuals over the age of 60. CCCM clusters have reported that 11% of all activity beneficiaries are over the age of 60. Therefore, there is a need for partners to scale up mobilization efforts with elderly populations.
- 18% of all filed issues came from PwDs which dramatically exceeds the CCCM cluster CFM average of 7%.
- 21% of all issues filed came from individuals between the age of 18-29 showcasing solid awareness of CCCM CFM for youth populations.

CFM Loop



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