

Complaints and Feedback Mechanism (CFM) for Puntland

Quarterly Summary Report for April to June 2021 (Quarter 2)

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

(April 2021 - June 2021)

127 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

5 partner in **5 districts**

taking part in the CCCM Cluster joint CFM initiative.

80% of complaints reported by female

83% of complainants are at the age of 30 to 59 years

69% of complaints reported using call centre/hotline/toll free line

100% of complainants are satisfied with the response provided

Complaints summaries for 2021 (Quarter 2)

The second quarter of 2021 saw a total of 93 filed issues through partner CFM systems operating in Puntland. During this timeframe, filed issues were obtained from beneficiaries living in IDP sites in Garowe, Burtinle, Bossaso, Qardo, and Goldogab.

1. Food Security and Livelihoods

Food security complaints and information requests featured 20% (19) of all filed issues during this reporting period.

- 8 FSL complaints came from **Raf Iyo Raaxo** IDP site where residents mentioned that food insecurity is growing for them and other residents of the site.
- A woman living in **Raf Iyo Raaxo** IDP site mentioned that **"she has children and her husband has divorced her which has hurt her access to accessing food support"**
- **Daryeel** IDP site in Goldogab indicated that food insecurity and low access to food support

2. WASH

Shelter and NFI complaints and information requests featured 19% of all filed issues during the reporting period.

- A resident in **Bahaya** IDP site in Armo, Bossaso mentioned the community wants secured land ownership as the main need for the community
- **Camp New** in Qardo and **Raf Iyo Raaxo** in Bossaso featured residents who mentioned that fortifying shelters to withstand Gu and Deyr seasons is needed. Residents in both sites are using recycled materials as shelter materials
- A resident in **Tawakal** IDP site in Qardo requested to shelter and CCCM partners to establish a community center within the site which would allow a designated space for committees and residents

3. WASH

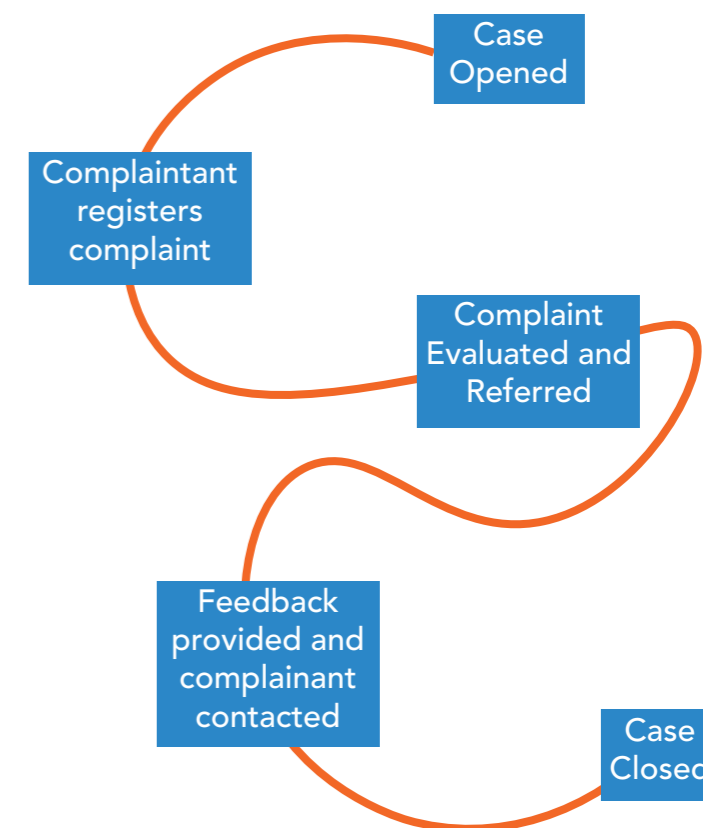
WASH complaints and information requests featured 14% (13) of all filed issues for the reporting period with the majority of WASH issues related to poor sanitation at the site-level, and inability for community members to pay for water.

- 38% of WASH complaints came from Garowe IDP sites with sites such as **Siliga, Yemeni** and **Ajuraan** registering such WASH complaints.
- Solid waste management and sanitation complaints have appeared in Garowe IDP sites
- Latrine condition and the need for either new latrines or latrine rehabilitation were reported within Garowe IDP sites
- Comparatively, WASH complaints appear to be less frequent in Bari versus in Nugaal. WASH complaints registered in Bossaso focused on the need for lighting near latrines

4. Age, Gender and Diversity Trends

- 13% of issues filed came from persons living with disabilities (PwDs) which exceeds the national average of 6%
- 76% of issues filed came from women which is aligned with the national average. However, complaints from women were considerably higher from Bossaso IDP sites.
- Education fees are preventing children from **Harmuud** IDP site in Qardo in attending school
- Garowe access to education and places to play were highlighted during this quarters report

CFM Loop



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