

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for April 2022

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

(January 2022 to April 2022)

- 19,713** registered total complaints
- 1 day** average time taken to refer a case to the relevant sector lead
- 4 days** average time taken for feedback to be provided to the complainant
- 15 partners** in **28 districts** taking part in the CCCM Cluster joint CFM initiative.
- 73%** of complaints reported by female
- 73%** of complainants are at the age of 30 to 59 years
- 21%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response

Top complaints summaries (April 2022)

April featured **3,903 complaints raised which represented a sharp decrease (20%) of recorded issues compared to the number of complaints raised in the month of March which had 5,161 issues filed.**

The majority of the complaints raised in April were from the Food Security and Livelihood (FSL) where 1,758 (45%) issues were recorded, 1,017 were registered in Shelter (26%) while under WASH, 485 issues were recorded (12%) totalling to 83% of the overall complaints raised and nearly half 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 Dollow and Baidoa districts each having 25% of issues filled representing half of the concerns raised from the two districts. Berdale town had 15% followed by Kismayo and Jowhar districts each recording 11% of the issues raised. The #5 districts represented 85% of all the complaints raised in the month of April of the 14 districts that recorded and reported issues through the CCCM CFM system.

1. Food Security and Livelihoods

- Food security complaints and information requests in April had 1,758 issues recorded which represented nearly half of all issues raised at 45%. FSL complaints had an increase of 8% from the month of March which had 1,852 issues raised. Some of the FSL issues included, lack or insufficient food, lack of scope cards and related food items. 48% of the FSL issues filed were new requests while 40% were general programme related enquiries. Other concerns raised included request for scope cards and food assistance especially in sites with drought displaced new arrivals.
- In Kahda district, **Barwaaqo** site, an elderly PoC recorded that they were **"suffering from lack of food and had no strength to work or get any livelihood"** In Daynille district, **Kalkaal** site, some families requested **"food assistance since they were hosting new arrivals for the past three months"** In **camp Iidaan** site in Belet Xaawoo a female requested for "business support or a job to enable fend for her family"
- Sites from Doolow, Baidoa and Jowhar districts had the highest FSL issues recorded at 36% and 26% and 23% respectively. **Barwaaqo 2** site in Baidoa, **Kaxahareey 2** site in Dollow, Liban sites and **Qurdubey** site all in Dollow had the highest new food requests.
- 5% of the FSL complaints came from PLWDs which was a significant decrease compared to the month of March where 14% of FSL concerns had been raised by PLWD. 58% of the issues were raised through information desks, while 36% via hotline calls.

2. WASH

WASH complaints had 12% (485) of all issues filed for the month of April, which was an all time low in numbers of concerns raised in WASH at a time when drought is prevalent in Somalia. Lack of sanitation facilities or latrines, long distance to get water or inadequate water marked some of the majority of issues raised across sites. In Dollow for instance, there are only #5 latrines in all the 3 new sites (**kaharey, ladan** and **Qurtubey**). A male in camp Jiroon in Belet Xaawoo district complained about the need of latrine in the sites adding that **"there is open defecation due to the large numbers of new arrivals and very few latrines which are being shared communally"**

- Most WASH issues raised came from sites in Baidoa (39%), Kismayo (23%) and Berdale (11%)
- Barwaaqo** sites in Baidoa, **Bantu 1** site in Galkayo, **Tawakal** site in Berdale and **Qurdubey** site in Dollow district recorded high numbers of complaints in WASH
- 5% of the WASH complaints came from PLWDs.

3. Shelter and NFI

Shelter complaints and information requests featured 1,017 representing 26% of all filed shelter issues for the month of April and was the sector with the second highest issues raised. This figure was similar to the March report which had 1,119 issues recorded. Shelter concerns covered mainly shelter repairs, shelter materials requests such as tarpaulin especially among new arrivals and NFI assistance including, kitchen items, clothing particularly in sites with high numbers of new arrivals.

- 36% of the shelter issues raised covered request to supplement or alter existing assistance. 34% represented new shelter requests recorded, 21% were general shelter programme enquiries.
- 77% of all shelter's complaints came from sites in #3 districts namely, Berdale Town (36%) Dollow (21%) and Baidoa (20%).
- Damaanyo** IDP site in Guriel district (44 complaints), **Nasib** site (43 complaints), **Camp Eyle** site (38 complaints), **Raardawo** site (34 complaints) all in Berdale Town had the highest issues raised
- 4% of the shelter complaints this month came from PLWDs.

4. Health

Health complaints and information requests featured 2% of all filed issues for the month of April similar to the preceding months of March which had 3% issues recorded. 13% of the issues raised on health were raised by PLWD.

- Dollow (49%), Belet Weyne (13%) Mogadishu -Daynille (9%) and Belet Xaawoo (8%) districts had the highest health issues raised. The three **Qurdubey** cluster sites in Dollow district and **Damaanyo** site in Guriel district had the highest number of complaints filed.
- The common health issue related to health services were, lack of health facilities in the sites or in close proximity to the site especially among drought displaced new arrivals. A PoC in **camp Jiroon** in Belet Xaawoo district complained about **"lack of health services in the camp which are highly needed. I have a son who is sick for many years and I don't have the strength to take him to a hospital I need help."** An elderly PoC in **Daynille** site requested for eye clinic **"due to the massive pain in the eyes."**

5. April's Age, Gender and Diversity Trends

- This month, 71% of issues filed came from women which is a consistent trend as majority of issues are reported by women. An average of all issues raised in the first quarter of 2022 totals to an average of 75% of issues filled by adult women and about 25% by men.
- With regards to age, 8% of the complaints reported in April were raised by persons over the age of 60. None of the complaints raised in the month of April came from children or persons under the age of 18 years compared to the 2% in the previous month.
- 5% of all April complaints came from PwDs, a decrease by half from 10% registered in the month of March. Out of the 6 channels of receiving complaints, the highest of the issues filled by PwD were raised through information desks/centres featuring 57%, 28% through hotline calls and 13% through mobile teams/staff.

6. District Breakdown

Most of the issues filed for the month of April were from Dollow featuring 25%, Baidoa 25%, Berdale Town with 15%, Kismayo 11% and Jowhar 11% which represented 87% of all issues filed.

Dollow

- **Kaxareey, Qansaxley, Qurdubey 4, Qurdubey 3** and **Laban 4** IDP sites had the majority of issues raised in Dollow district. **66% of the issues filed in Dollow district were from Food Security and livelihood 23% and 5% from Shelter and Health respectively.** This is consistent with the high numbers of drought displacements and new arrivals currently in Dollow district.

Baidoa

- In **Baidoa, FSL (48%), WASH (21%), Shelter (20%)** had the majority of the issues filed, accounting for **89%** of the issues raised. Majority of issues related to FSL were linked to lack of food or cash to buy some food. Most of the issues filed for shelter repairs or materials including tarpaulins while under WASH indicated lack of latrines or water or both. **Barwaaqo** sites had the majority issues raised accounting for 16%

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. With a constant feature of similarities on the immediate needs amongst new arrivals.

For more information please contact the
CCCM Cluster Coordination Team

Benjamin Conner
<bconner@iom.int>

James Macharia
<macharia@unhcr.org>