

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for May 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 May 2022)

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| 24,721 | 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 |
| 16 partners in 35 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 |
| 23% | of complaints reported using call centre/hotline/toll free line |
| 99% | of complainants are satisfied with the response |

Top complaints summaries (May 2022)

May featured **4,488 complaints raised which represented an increase of (13%) of recorded issues compared to the number of complaints raised in the month of April which had 3,903 issues filed.**

Consistent with previous months, the majority of the complaints raised in May were from the Food Security and Livelihood (FSL) where 1,967 (44%) Shelter 1, 109(25%) and WASH making 628 (14%) of the recorded issues. 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 alongside the other two sectors. Complaints were also recorded across all other sectors including health and nutrition albeit in low numbers across the districts where CCCM CFM were recorded.

As with the previous months, the highest number of issues filed this month were from Dollow and Baidoa districts having 22% and 15% of issues filed representing 37% of the concerns raised from the two districts. Jowhar district had 11% followed by Kismayo and Luuq districts which recording 9% each of the issues raised. The #5 districts represented 66% of all the complaints raised in the month of May of the 27 districts that recorded and reported issues through the CCCM CFM system.

1. Food Security and Livelihoods

- Food security complaints and information requests in May had 1,967 issues recorded which represented a quarter of all issues raised at 25%. FSL complaints had an increase of 10% from the month of April which had 1,758 issues raised. Some of the FSL issues included, lack or insufficient food, lack of scope cards, lack of money to feed their family, among other related food items. 50% of the FSL issues filed were new requests while 34% were general programme related enquiries.
- In **Madina** IDP site in Luuq, one household complained of the living conditions in the site saying **"we live in a densely populated area with little income which makes us vulnerable some of us are forced to beg in the streets in town."** In Boyle site, in Luuq, one family reported that due to the food shortages, adult members were eating one meal a day. One PoC in **Bashiro** site, in Luuq complained that; **"I have not received any assistance from agencies since arriving in the site six months ago"** In **Osob** site in Mogadishu, a family reported of a mother who died of hunger living young children. One woman in Luuq, **Boyle** site complained of lugging food to feed her children for nine days and only depended on the neighbours for help.
- Sites from both Doolow, Jowhar and Baidoa districts had the highest FSL issues recorded at 27% and 25% and 16% respectively. Seven sites in Jowhar districts had the highest FSL concerns raised. (**Baarey 1, Bula Haji, Biyaso, Sheikh Oyaaye, Baarey 2, Jiliyale** and **Isnai** IDP sites)
- 3% of the FSL complaints came from PLWDs this month compared to 5% last month.

2. WASH

WASH complaints had 14% (628) of all issues filed for the month of May, which represented a slight increase of WASH concerns raised this month compared to last month which had 485 issues raised. This is still low number of issues raised in WASH compared to previous months at a time when drought is prevalent in Somalia. However, seemingly the seldom rain showers in the ongoing **Gu** season seem to have contributed to the low number reporting among other factors. Lack of sanitation facilities or latrines, long distance to get water or inadequate water marked some of the majority of issues raised across sites. Residents of **camp Qoran** in Doblely complained of **"severe"** water shortage given the number of people residing in the site and appealed to both CCCM to reach WASH cluster for water supply and access.

- Most WASH issues raised came from sites in Mogadishu Deynille district (19%), Baidoa district (18%) and Kismayo (17%)
- Qanciye, Dahraan and Duco Waliid** IDP sites in Mogadishu Deynille districts had the highest WASH concerns raised. **Tula Qulax** site in Ceel Waaq district and **Qurdubey** site Dollow followed with the highest number of WASH concerns raised.
- 5% of the WASH complaints came from PLWDs similar to last month

3. Shelter and NFI

Shelter complaints and information requests featured 1,109 representing 25% of all filed shelter issues for the month of May and was the sector with the second highest issues raised. This figure was almost similar to the April report which had 1,017 issues recorded. Shelter concerns covered mainly shelter repairs, requests for ESKs, tarpaulins especially for new arrivals and NFI assistance including, kitchen items, clothing particularly in sites with high numbers of new arrivals.

- 56% of the shelter issues raised covered new shelter requests, 11% represented requests to supplement or alter existing assistance while 20% were general shelter programme enquiries.
- 70% of all shelter's complaints came from sites in #5 districts namely, Dollow (28%), Baidoa (14%), Gaalkacyo (11%), Kismayo (9%) and Berdale Town (8%)
- Ajuran** IDP site in Gaalkacyo district (38 complaints), **Gaas** site (38 complaints) in Gaalkacyo, **Kaxarrey** site in Dollow (36 complaints), **Arlaadi** site in Dhusamareb (27 complaints) and **Qurdubey** site in Dollow (24) had the highest shelter issues raised
- 6% of the shelter complaints this month came from PLWDs compared to 4% last month

4. Health

Health complaints and information requests featured 4% of all filed issues for the month of May, almost similar to the preceding months of April which had 3% issues recorded. 10% of the issues raised on health were raised by PLWD compared to the previous month which had 13%.

- Belet Weyne (19%), Dollow (13%), Luuq (12%), Bardheere (11%) and Mogadishu -Deynille and Khada districts each with 10%, had the highest health issues raised.
- Shaafi** IDP site in Mogadishu -Kahda district, **Gaashan** IDP site in Guriel, **Wabi Shabele** site in Belet Weyne, **Kaxareey** site in Dollow and **Barwaaqo** IDP sites in Belet Weyne were the sites with most health issues raised/filed.
- The common health issue related to health services were, lack of health facilities in the sites or not in close proximity to the site especially among drought displaced new arrivals, lack of medicines etc.
- A community leader in **Qarax** site in Doblely reported that **"there is no health centre or facility in the site, the number of malnourished children is increasing daily. We're in dire need of health services"**

5. May'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 this half of 2022 totals to an average of 73% of issues filled by adult women and about 25% by men.
- With regards to age, 8% of the complaints reported in May were raised by persons over the age of 60. 4% of the complaints raised in the month of May came from children or persons underage the age of 18 years which was significant compared to none in the April and only 2% in March.

5% of all May complaints came from PwDs, which was similar to last month which had 5% registered complaints from PwDs.

Out of the 6 channels of receiving complaints, the highest of the issues filled were raised through information desks/centres featuring 44%, 31% through hotline calls and 21% through mobile teams/staff.

6. District Breakdown

Most of the issues filed for the month of May were from Dollow featuring 22%, Baidoa 15%, Jowhar 11%, Kismayo 9% and Luuq 9%, which represented 66% of all issues filed.

Dollow

- **Kaxareey, Laban 3, Qurdubey 3, Qurdubey 4** and **Kabasa** IDP sites had the majority of issues raised in Dollow district. 55% of the issues filed in Dollow district were from Food Security and livelihood, 32% was for Shelter concerns and only 5% in WASH. This is consistent with the high numbers of drought displacements and new arrivals currently in Dollow district.

Baidoa

- In Baidoa, FSL (48%), Shelter (23%) and WASH (17%) had the majority of the issues filed, accounting for 88% 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 8%

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.

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