Complaints and Feedback Mechanism (CFM)  
Monthly Summary Report for June 2022

1. Food Security and Livelihoods

- Food security complaints and information requests in June had 2,050 issues recorded which represented more than a third of all issues raised at 39%. FSL complaints had a slight increase of 4% from the month of May which had 1,967 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. 64% of the FSL issues were new filed requests while 14% were personal complaints and 11% were requests to supplement/alter existing assistance.

- In Gargaar IDP site in Khalka, one female expressed her concerns saying, “lack of food is worrying, we need food to come overcome malnutrition for our children.” In Akara site, Luuc, one female reported that “I did not receive food in the past 12 months and I depend on well-wishers.” A female PoC in Qabuurah site, in Daynile complained that, “I came here 15 days ago, we’re very hungry and did not receive food.” A mother of 10 children also reported similar concerns in Jira Altooba site in Mogadishu Daynile district pleading for “help for food very fast.”

- Sites from Dollow, Baidoa, Luuk and Daynile districts had the highest FSL issues recorded at 31%, 18%, 12% and 9% respectively. Barwaqo 2 in Baidoa district had the highest FSL issues followed by Kaxareey 2, Qurdubey 2, Liban 3, Qurdubey 4 and Kabasa sites all in Dollow district.

2. WASH

WASH complaints had 14% (728) of all issues filed for the month of June, which represented an increase of 13% from 654 concerns raised this month compared to last month which had 628 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. Lack of sanitation facilities or latrines, long distance to get water or inadequate water marked some of the majority of issues raised across sites.

A resident of Mowlid Luqa site in Dobley complained of “insufficient water and latrines.” An unemployed female from Tusmo site in Daynile reported saying, “I’m part of the new arrivals, we lack latrines and request for assistance.”

- Most WASH issues raised came from sites in Mogadishu Daynile district (25%), Baidoa district (24%) and Kismayo (10%).
- Barwaqo 2 site in Baidoa, Hilaac site in Luuc, Iskaashi 2 Daynile, Aladaala in Dhusamareb, Hiran in Galkayo, Gargaar in Kidal districts had the highest WASH concerns raised.
- 5% of the WASH complaints came from PWLDs similar to last month.

3. Shelter and NFI

Shelter & NFI complaints had 729 (33%) issues recorded across all districts. Information requests (947) was the second highest with 24% of all filed requests. This month, 66% of all filed requests were related to the protection of houses. This was as a result of the ongoing drought crisis which has pushed many people under the age of 18 years to stay with their parents. This has resulted to increased shelter & NFI complaints.

- 46% of the shelter issues raised covered new shelter requests, 26% represented requests to supplement or support ongoing assistance while 12% were existing assail shelter programme enquiries.
- 66% of all shelter’s complaints came from sites in 9 districts namely, Daynile (19%), Baidoa (16%), Kismayo (12%), Luuc (10%), and Boralde Town (9%).
- Aladaala IDP site in Dhusamareb district (42 complaints), Barwaqo site (32 complaints) in Baidoa, Galei site in Kismayo (34 complaints), Rajo site in Dhusamareb (29 complaints) and Beherrea site (26 complaints) in Ceel Waqo had the highest shelter issues raised.
- 6% of the shelter complaints this month came from PWLDs similar to last month.

4. Health

Health complaints and information requests featured 3% of all filed issues for the month of June, similar to the preceding month of May which had 2% of all issues recorded. 8% of the issues raised on health were raised by PWLD compared to the previous month which had 10%.

- Mogadishu -Deeyne (24%), Belet Wayne (14%), Dollow (13%). Ceel Waqo (9%) districts had the highest health issues raised.
- Qancyee and Middeye both in Mogadishu Daynile districts had the highest issues reported through CCCM CFM followed by Gashaan site in Guriel, Rajo site in Dhusamareb and Tula Quran site in Ceel Waqo district.
- 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, lack of medicines etc.
- In Balow Eyid IDP site Baidoa, most people in the site requested for “free medical health services since most of the people in the site cannot buy the medication.” Similar complaints were recorded in Raama IDP site in Baidoa where the people in the site reported that “we are requesting provision of free health service.” In Mowlid IDP site in Dobley, female who lives in Danwaadaag requested for “the provision of health services since the mothers had no delivery places. I’m asking for health centres to be built within the site.”

5. June’s Age, Gender and Diversity Trends

- This month, 79% 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 filed by adult women and about 25% by men.
- With regards to age, 7% of the complaints reported in June were raised by persons over the age of 60. None of the complaints raised in the month of June came from children or persons under the age of 18 years compared to the previous month of May which had 4% issues raised by children.
- 5% of all June complaints came from PCWs which was similar to last month which had 5% registered complaints from PWLD.

Out of the 6 channels of receiving complaints, the highest of the issues filled were raised through information desks/centres featuring 64%, 33% issues were raised through hotline calls and 21% through mobile teams/staff.

6. District Breakdown

Most of the issues filed for the month of June were from Dollow featuring 21%, Baidoa 16%, Deeyne 14%, Luuc 10% and Kismayo 7%, which represented 68% of all issues filed.

Dollow - Kaxareey 2, Kaxareey 3, Liban 3, Kismayo 4, Qurdubey 4 and Laban 4 IDP sites had the majority of complaints from PWLD. Baidoa district 60% of the issues filed in Dollow district were from Food Security and livelihood. This is consistent with the high numbers of drought displacements and new arrivals currently in Dollow district.

Baidoa - In Baidoa, FSL (44%), Shelter (23%) and WASH (21%) 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. Barwaqo sites had the majority of issues raised accounting for 11%.

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.