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

IDP 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]

Food security and Livelihoods

- Food security complaints and information requests in July had 2,402 issues recorded which represented nearly half of all issues raised at 48%. FSL complaints had an increase of 15% from the previous month. June which had 2,050 issues. Some of the FSL issues included, lack of or insufficient food, lack of money to feed their family, among other related food items.
- 57% of the FSL issues were filed new requests while 30% were information request on general program enqury. 7% were personal complaints while 4% requests to supplement/alter existing assistance.

- In Jira Altobba IDP site in Daynille district - Mogadishu Khada, one female mother of three, expressed her concerns saying that, “she was displaced from Qaarooley in Lower Shabelle and she that they were starving and hungry and were requesting for food assistance” Similarly from the same district in Dhal Boqortooyo IDP site recorded her concerns saying “I have nothing to feed my five children”.
- Sites from Jowhar, Luxa, Dollow and Baidoa districts had the highest FSL issues recorded with 22%, 22%, 21% and 14% respectively. Ismail, Jiliyle, Bula Haji, Baarey 1 all of Jowhar district had the highest FSL issues recorded followed by Alle qaba IDP site in Luug district. Kaxareey 3 and Kaxareey 2 in Dollow district.
- 5% of the FSL complaints came from PWLDs this month similar to the previous month.
- 6% of the FSL complaints came from PWLDs this month compared to 5% last month.

WASH

- WASH complaints had 12% (572) of all issues filed for the month of July which represented a decrease of 21% as majority of issues are reported by women. An average of a 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 marks some of the majority of issues raised across sites.
- A female resident of Qaburaha site in Daynille - Mogadishu complained of “lack of latrines on site, with people having open defecation.” Several community members in Duurey site in Baadho complained of “insufficient water on site”.
- Most WASH issues raised came from sites in Baidoa district (33%), Kismayo district (18%) Luug district (15%) and Mogadishu Daynilele district which also had 15% recorded.
- Gaas site in Gaalacyo district, Camp Dinsor site in luug district, Arlaad site in Dhhussamaareeb district, Baraaq 2 site in Baidoa districts, Yula kurah site in and Marim Guda site in Daynille district had the highest WASH concerns raised.
- 5% of the WASH complaints came from PWLDs similar to last month.

Shelter and NFI

- Shelter complaints and information requests featured 870 representing 18% of all filed shelter issues for the month of July and was the sector with the second highest issues raised. This figure was slightly decreased with 31% increase from the June report which had 1,270 issues recorded. Shelter concerns covered mainly shelter repairs, requests for ESIs, tarpaulins especially for new arrivals and NFI assistance including, kitchen items, clothing particularly in sites with high numbers of new arrivals. 5% of the issues raised for the month of July were related to NFI requests compared to 6% in the month of June.
- 64% of the shelter issues raised covered new shelter requests. 13% were personal complaints while 10% represented requests to supplement or after existing assistance. 9% of the shelter issues raised were general shelter programme enquiries.
- 72% of all shelter’s complaints came from sites in 5 districts namely, Baidoa (22%), Daynille (17%), Luug (16%), Kismayo (11%) and Berdale Town (7%)
- Arlaad IDP site in Dhhussamaareeb district (41 complaints), Damasooy site (37 complaints) in Guniel district, Baraaq 2 site in Baidoa (28 complaints). Alle qaba site in Luug (18 complaints), Gaasha site (17 complaints) in Guriel district and Somalilweyn (17 complaints) in Baidoa district had the highest shelter issues raised.
- 5% of the shelter complaints this month came from PWLDs similar to the previous month.

Health

- Health complaints and information requests featured 3% of all filed issues for the month of July, similar to the preceding months of June and May which had 3% issues recorded. 12% of the issues raised on health were raised by PWLD compared to the previous month which had 8%.
- Luug (47%), Baidoa (10%), Guniel (38%), Gaalacyo (7%) had the highest health issues raised.
- Bashirow, Alle qaba and Hilaas IDP sites all in Luug district had the highest issues reported through CCCM CFM followed by Baidoa 1 site in Gaalacyo district and Damasooy site in Guniel district.
- The common health issue related to health services were, lack of health facilities in the site or close proximity to the site especially among drought displaced new arrivals, lack of medicines etc.
- In Berheera IDP site in Cael Waal, a resident complained saying “I’m suffering from different diseases, I want health specialists who can take care of my health I’m in a high risk status. On top of that my husband has a high risk and unemployment too.” In comp corsite in Dheobyale, a case of malnutrition of 56 years old was recorded through the CFM desk while in Basaan 1 in Gaalacyo, an old mother complained of eyes problems and needed to find an optician.

July's Age, Gender and Diversity Trends

- This month, 71% of issues filed came from women which is consistent trend as majority of issues are reported by women. An average of a low number of 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, 11% of the complaints reported in July were raised by persons over the age of 60. 3% of the complaints raised in the month of July came from children or persons underage the age of 18 years compared to none (0%) in the previous month of June.
- 5% of all July complaints came from PWLDs, 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 filed were raised through information desk/centres featuring 42%, 38% issues were raised through mobile teams/staff while 27% of the issues were raised through hotline calls.

District Breakdown

- Most of the issues filed for the month of July were from Luug district featuring 20%, Dollow district 17%, Baidoa 16 %, Jowhar 11% and Mogadishu - Daynille 9%, which represented 73% of all issues filed.

Luug
- Alle qaba, Aarshaamo, Bashiri, Wadajir, Busley, Bilyoe IDP IDP sites had the majority of issues raised in Luug district. 51% of the issues filed in Luug district were from Food Security and livelihood. This is consistent with the high numbers of drought displacements and new arrivals currently in Luug district.

Dollow
- In Dollow, FSL accounted for 60% of all the issues raised. Majority of issues related to FSL were linked to lack of food or cash to buy some food.

Jowhar
- For more information please contact the

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