

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for November 2020

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

(July 2020 to November 2020)

11,479 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

13 partners in **17 districts**

taking part in the CCCM Cluster joint CFM initiative.

78% of complaints reported by female

71% of complainants are at the age of 30 to 59 years

42% of complaints reported using call centre/hotline/toll free line

99% of complainants are satisfied with the response provided

Top complaints summaries (November 2020)

The month of November featured a record high of monthly issues filed through CCCM partner CFM systems. There were 2,910 total issues filed during the month of November, up considerably from the 2,024 issues filed in October, and the 2,243 issues filed in September.

1. Food Security and Livelihoods

Food security complaints and information requests featured 30% of all filed issues in November; down slightly from 31% of all filed issues reported in October, and 37% from September.

- Of the 874 filed issues under FSL in November, 452 (52%) of these issues were related to new requests for assistance. New requests continue to be the most popular issues filed, with CCCM partners referring cases to FSL partners and attempting to provide feedback to beneficiaries regarding activity targeting and budget constraints.
- There was an increased prevalence of ration cards being lost by beneficiaries, especially in **Barwaaqo 2** site. Continued awareness concerning keeping ration cards safe and ensuring that mechanisms are in place if beneficiaries lose ration cards is recommended.
- IDPs from Luuq have requested food assistance for farmers that have been affected by recent locust swarms.
- Issues raised concerning food ration size being insufficient continue to be highlighted in IDP sites within Dollow, Kismayo, Baidoa, Belet Xaawo, Berdele, and Daynile.

2. Shelter

Shelter complaints and information requests featured 28% of all filed issues for the month of November. This percentage is lower than the 34% reported for October and the 30% reported from September. However, NFI complaints raised from 5% to 7% in November, likely attributed to NFI needs caused by Deyr rains.

- 383 (47%) of complaints made in November were related to new requests with individuals complaining of deteriorating shelter conditions due to Deyr rains, the need for mosquito net support and shelter/NFI items being worn out and in need of replenishing.
- 11% of shelter complaints occurred in Kahda and Daynile districts with the majority of complaints attributed to flooded IDP sites and consequential shelter damage that has occurred (**Wanaagsan, Awbaale, and Cosoble** IDP sites).
- Filed issues related to acute shelter damage were recorded in **Gawraca, Xafatul Carab, Bula Qodax** and **Raf Lyo Raaxo** IDP sites in Bossasso in the wake of Cyclone Gati

3. WASH

WASH complaints and information requests featured 16% of all filed issues for the month of November, significantly up from 11% of all filed issues during the month of October, representing the highest percentage of complaints to date.

- For the 456 filed issues for WASH in November, 137 (30%) were related to complaints about quality of items and services (poor sanitation conditions, requests for hygiene kits and lack of sufficient water availability) which is up from 16% of all filed issues in October. Other prominent complaints for WASH featured 75 (16%) complaints about delivery modality of items and 76 (17%) related to personal complaints.
- IDPs in **Camp New/Qardo** complained of an absence of WASH partners operating within the site while IDPs from **Boodan-2/Baidoa** mentioned that women/girls have to travel long distances to fetch water
- Many IDPs in the Dalxiska neighbourhood of Kismayo reported a general lack of access to water kiosks.
- The inability to access sanitary items and the lack of latrines were recorded in IDP sites within Baidoa, Kismayo, Berdele, Bossasso, Belet Xaawo and Daynile.

4. CCCM

CCCM complaints and information requests featured 12% of all filed issues for the month of November, down slightly from 13% of all filed issues during the month of October highlighting a levelling of complaint volumes.

- The majority of CCCM complaints were related to multi-sectoral needs at the site-level concerning shelter, NFI, FSL and the need for youth spaces.
- Need for youth spaces was recorded in **Muse Haji, Mudal** and **Badar 1** IDP sites in Kismayo

5. Trends for November

- For November, 78% of participants came from women, which is aligned with the monthly average of 78%
- Complaints related to school fees continue to be high in Kismayo with a volume of such complaints coming from **Farhan** and **Borow** IDP sites in Dalxiska.
- Complaints related to a lack of access to nutrition services was recorded in Dalxiska IDP sites in Kismayo
- Like in October, **Mudan** IDP site in Kahda continues to record high numbers of GBV issues with 11 cases in November

6. District Breakdown

Baidoa

- Afmadow IDP site saw 10 complaints during the month requesting shelter and hygiene kits support from partners. Moreover, residents made complaints related to the inaccessibility of schools within the area.
- 9% of complainants from Baidoa cited one or more disabilities which exceeds the average of 4.3% nation-wide. This is the second month in a row in Baidoa is recording issues from PwDs above the national rate.
- **Bodaan-2** featured nine issues filed related to a lack of food services and poor shelter conditions
- A record 65 complaints occurred within the **Barwaaqo 2** site, complaints were recorded about households losing food voucher tokens, lack of nutrition services and insufficient lighting at night

Kismayo

- **Banadir** IDP site reported 19 issues lined to broken water taps, latrine tanks being full and poor condition of WASH facilities
- **Kooban 1** and **Farhantwo** IDP sites featured women requesting dignity kits

Berdele

- **Danwadaaq** IDP site requested mosquito nets and dignity kits. Mosquito net requests are high within Berdele IDP sites
- There were 13 complaints in **Buunsley** IDP site with information requests about available education services, requests for health services and reported shelter damage due to Deyr rains

Daynile

- **Yaagle** IDP site saw an increase in information requests for education support. This site continues to have a gap of education sector services.
- Residents in **Wanaagsan** IDP site raised 19 issues in November with shelter items largely requested to mitigate flooding
- **Tanaad** IDPs voiced that they are very far from the nearest health facility.

For more information
please contact the CCCM Cluster
Coordination Team

Benjamin Conner
<bconner@iom.int>

Hassan Abdi Yarow
<yarowh@unhcr.org>