

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for August 2021

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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>)

Cummulative CFM summary

(January 2021 to August 2021)

22,230

registered total complaints

1 day

average time taken to refer a case to the relevant sector lead

6 days

average time taken for feedback to be provided to the complainant

15 partners

in 29 districts

taking part in the CCCM Cluster joint CFM initiative.

77%

of complaints reported by female

74%

of complainants are at the age of 30 to 59 years

19%

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

99%

of complainants are satisfied with the response provided

Top complaints summaries (August 2021)

In the month of August, there were a total of **3,567** issues filed raised which was a slight increase compared to July's total of **3,516**. Both totals are 16% below May's issues filed total peak of **4,242** which was largely attributed to conflict-related displacement in Bay and Galgaduud.

Most of the issues filed raised in August were related to Food Security and Livelihoods (FSL) (39%), Shelter (27%) and WASH (12%) while education-related issues saw the largest volume of issues filed for all of 2021. It is important to document that FSL issues filed saw a rise of 3% compared to July's data with August's tally being the highest since May.

Berdale continues to generate a large volume of issues filed with 27% of all total complaints deriving from the 31 IDP sites within the town. Baidoa had 317 IDP sites reporting CFM data for August and featured 28% of all August issues. Dollow, Kismayo, Belet Xaawo, Galkaayo, and Galgaduud districts also reported large quantities of issues filed.

1. Food Security and Livelihoods

- Food security complaints and information requests in August saw their highest monthly percentage and quantity totals since May's record figures. The percentage of FSL filed issues rose to 39% in August compared to 36% in July and in June
- While new requests remained static in August compared to July's level, general program inquiries rose 37% demonstrating a potential need for strengthened messaging on beneficiary selection criteria and general programme messaging. Furthermore, personal complaints rose from 1% to 5% during the month of August.
- FSL filled issues in Dollow which tend to be highest through the CCCM CFM system rose from 31% in July to 39% in August. Many of these issues are requests for services or requests for SCOPE cards to be reactivated. New arrivals from Geedweyne also requested emergency FSL support.
- 63% of all issues filed in Hargeisa IDP sites were FSL related. IDPs from sites such as **Mooge A, Ayah 2** and **Ayah 3** have requested that an FSL project in 2020 be reinstated within the sites.
- Issues filed from PLWDs continue to be the highest percentage compared to other sectors at 11% for the month of August, up from 10% in July.

2. WASH

- WASH complaints dropped to 12% of issues filed in August from 19% in July. August 441 recorded WASH issues is the lowest monthly total since March 2021.
- 39% of filed WASH issues were related to water access. Residents from **Gololka** IDP site in Berdale stated that they currently walk more than 2km to access water.
 - 31% of filed issues were related to insufficient number of latrines or latrines in need of rehabilitation. Latrine complaints on a percentage basis continue to be highest in Kismayo, Belet Xaawo and Galkaayo. A PLWD living in **Indholayasha Nimcole** IDP site in Baidoa stated that **'special services like latrines are needed for PLWDs in the site'**
 - Poor sanitation in Kismayo IDP sites continue to be regular complaints with poor solid waste removal and deteriorating conditions in Central, Dalxiska and Fanole IDP sites. This is a trend that has been highlighted in most CFM monthly reports.

3. Shelter

- Shelter complaints and information requests featured 27% of all filed issues for the month of August with this figure slightly up compared to July's 26%. Like with FSL, August featured the highest volume of shelter filed issues since May.
- Shelter continues to make up the majority of issues filed from Galmudug districts (Guriel, Cadado, Cabudwaaq, South Galkaayo) with 56% of all Galmudug complaints being shelter-related. **Damaanyo** and **Gaashan** IDP sites in Guriel in addition to **Dhoxa Mudug** site in Galkaayo continue to regularly record large quantities of shelter complaints
 - Galdogab IDPs requested support with constructing permanent structures on land that they are residing on (land with secured tenure).
 - Requests for immediate, emergency shelter and NFI support continue to be recorded in great volume in Berdale IDP sites (32% of all shelter complaints in August came from Berdale sites). **Nasib, Baladul Amin, Harqan** and **Bulsho** all registered a high number of SNFI related requests in August.
 - 8% of the shelter complaints came from PLWDs which represents a 100% increase in comparison to July's 4%. 42% of PLWD shelter issues filed came from persons experiencing difficulty seeing.

4. Health

- Health complaints and information requests featured 4% of all filed issues for the month of August in line the month of July (4%).
- 56% of health-related complaints came through mobile teams/community mobilizer operating within the site. This compared to August's average of 29% of health complaints coming through mobilizers. This data could mean that individuals making health-related complaints are less able to access information desks and may require more proactive, household level information dissemination and more tailored support at the shelter-level.
 - Health issues filed continue to be highest in districts where there have been new arrivals to IDP sites. Belet Xaawo and Berdale made up 71% of all health-related issues with beneficiaries stating that there are no mobile health services, health services are inaccessible and the requirement for more information about what health services are available.

5. August's Age, Gender and Diversity Trends

- August featured the highest rate of issues filed from PLWD in 2021.** 61% of issues filed from PLWD came at information desks which is higher than the monthly average of 53%. The reliance on information desks perhaps demonstrates that there's a need for more extensive shelter-level mobilization by CCCM partners to collect complaints from individuals that may not access information desks easily.
- 79% of August's complaints came from women which is down from 80% recorded in July. Issues filed from individuals over the age of 60 did increase from 9% in July to 11% in August of all issues filed. Complaints from persons under the age of 18 remains troublingly low at under 1%.
- A Goldogab IDP resident raised that **"we are requesting teachers and the construction of a school because our children are discriminated by other children and cannot go same school with the children of other communities"**

6. District Breakdown

Belet Xaawo

- 8% of August's filed issues came from Belet Xaawo IDP sites. Of the 278 total filed issues in August, 23% were for WASH, 20% for FSL and 19% for CCCM.
- Camp Idaan residents mentioned that they are unable to afford the prices at a nearby private health clinic and are therefore unable to access health services.
- Requests were reported to NGOs to improve aid delivery in **Labi-ad** IDP site where conditions are deteriorating

Galmudug Districts

- 112 filed issues came from **Dhoxa Mudug**, an IDP site that has received new arrivals during the month of August. Most requests were related to shelter and NFI support.
- August saw a 250% increase in filed issues from Cabudwaaq with requests for shelter/nfi support, WASH services and overall improvement of site conditions highlighted