

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for October 2021

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 2021 to October 2021)

- 30,707** 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 **31 districts** taking part in the CCCM Cluster joint CFM initiative.
- 78%** of complaints reported by female
- 73%** of complainants are at the age of 30 to 59 years
- 18%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response

Top complaints summaries (October 2021)

October featured the highest number of filed issues through CCCM CFM systems since the systems inception in July 2020. During the month of October, there were a total of 4,358 complaints raised which was a significant increase of 14% compared to the number of complaints raised in October and August which had **3,749 and 3,567 complaints recorded respectively.**

The majority of the complaints raised in October were from the Food Security and Livelihood (FSL) (29%), Shelter (30%) and WASH (15%) totalling to 74% of the overall complaints raised. It can be noted that for FSL and WASH, there was a significant decrease in the issues raised of 12% and 9% respectively. It is unclear if the decrease is as a result of responses on the issues concerned to the affected persons or underreporting for the month.

The highest number of issues filed this month were from Berdale district with 23% followed by Baidoa with 18% and Doolow with 16%. Mogadishu Daynile, Belet Xaawo and Belet Weyne districts also reported relatively high number of issues.

1. Food Security and Livelihoods

- Food security complaints and information requests in October had 29% of complaints raised which was a significant decrease from the previous month that had 41% in September. Some of the FSL issues included, lack or insufficient food and lack of scope cards.
- Out of the 1,267 filed issues under FSL in October, 954 (75%) were related to new requests for assistance which was 2% less than the previous month. Sites from both Baidoa and Doolow districts had the highest FSL request at 25% and 43% respectively which is consistent with previous months' reports.
- 10% of the FSL complaints came from PLWDs which is consistent with the previous reports where FSL has the highest number of complaints raised by PLWD compared with other sectors.

2. WASH

WASH complaints had 15% of all issues filed for the month of October, which was an insignificant difference compared to 14% of all filed issues during the month of September. Lack or inadequate water, lack or need of latrines were majority of issues raised across sites. Similar to preceding months, WASH issues filed in September related to both water and latrines seemed to feature almost in equal levels. In both instances most complaints indicating a lack or insufficiency in water or latrines.

- Most WASH issues raised came from sites in Baidoa (21%), Daynile (17%), Berdale (16%) and Belet Xaawo (15%). Lack of or insufficient water and lack of latrines were constant issues raised across the sites.
- In Daynile, Dahraan IDP site, while requesting for latrines and water supply, several women reported that **"we mostly need water as we buy water from very far places"**
- 4% of the WASH complaints came from PLWDs compared to last month which featured 5%

3. Shelter and NFI

Shelter complaints and information requests featured 30% of all filed issues for the month of October and was the sector with the highest issues raised. This figure was a significant increase of 9% from the 21% of filed issues in September. For shelter, the raised issues covered a lack of shelter, poor shelter conditions and requests for shelter assistance including clothing and mosquito nets.

- 74% of all shelter's complaints came from sites in 4 districts namely, Berdale (36%), Baidoa (14%) and 12% each in Doolow and Guriel.
- Sites in Guriel accounted for the highest issues raised with 153 followed with sites in Berdale; **Baladul Amin** with 55 issues, **Camp Eyle** and **Badbaado** which have over 40 complaint raised
- 8% of the shelter complaints this month came from PLWDs compared to the previous month of 5% indicating a slight increase of 3%.

4. Health

Health complaints and information requests featured 4% of all filed issues for the month of October nearly similar to the month of September (5%).

- Camp Ajuran** in Belet Xaawo district, **Isnai** and **Moiko** IDP sites in Jowhar district as well as site **Nasteho** IDP sites in Belet Weyne had the highest number of issues raised from the health sector
- The common health issue related to health services were, lack of health facilities or health facilities in the sites. Lack of Medicine such as reported in **Isnai** camp. Requests for lack of medicine for children, diabetes medicine and medicine for kidney related problems were reported in **Ajuran camp.**

5. October's Age, Gender and Diversity Trends

- This month, 77% of issues filed came from women which is a consistent trend as majority of issues are reported by women. An average of all issues cumulatively over the year so far totals to 78% of issues filled by adult women and about 20% by men.

- With regards to age, 11% of the complaints reported in October were raised by persons over the age of 60 compared to 7% in the previous month. None of the complaints raised in the month of October came from children or persons underage of 18 years which is a constant trend with the year average of less than 1% percent.

- 8% of all October complaints came from PwDs, compared to 7% registered during September. Out of the 9 channels of receiving complaints, the highest of the issues filled by PLWD were raised through information desks/centres, mobile teams/staff, call centre/hotline at 54%, 29% and 15% respectively totalling to 98%.

6. District Breakdown

Most of the issues filed for the month of October were from Berdale district with 23%, Baidoa 18% and Doolow 16% which represented 57% of all issues filed.

Berdale Town

- **Toosile, Badbaado** and **Baladul-Amin**, had the highest issues raised making 23% of all the complaints filed in the district. Nearly half (49%) of the requests filed were shelter related followed by NFI at 20% and both Health and Education at 11% each. With regards to education, most of **Al-Xaamdu** site highlighted increased population and scarcity of schools.

Baidoa

- In Baidoa, FSL, Shelter, WASH and NFI had the majority of the issues filed, accounting for 40%, 23%, 17% and 10% of the issues raised respectively. Majority of issues related to FSL were linked to lack of scope/ration cards. Most of the issues file for shelter were related to lack of shelter or requests for plastic sheets while WASH indicated lack of latrines or water or both.

Doolow

- 99% of all issues filled in Doolow were mainly from FSL and Shelter with 77% and 22% respectively of the complaints filed. In some sites like **Kabasa AA4** at least 27% of the issues filed indicated request not only for food but for emergency food response. A mother of three requested for reactivation of scope card to support her children with food. These were some few highlights of the 77% FSL related complaints majority of which indicate insufficiency in food, a lack or request for food ration.

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