

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for December 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 December 2021)

- 39,856** registered total complaints
- 2 day** average time taken to refer a case to the relevant sector lead
- 5 days** average time taken for feedback to be provided to the complainant
- 20 partners** in **31 districts** taking part in the CCCM Cluster joint CFM initiative.
- 79%** of complaints reported by female
- 74%** of complainants are at the age of 30 to 59 years
- 17%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response

Top complaints summaries (December 2021)

December featured the highest number of filed issues through the CCCM CFM systems since the system's inception in July 2020. A total of **4,843** complaints were raised which was a significant increase of 15% compared to the number of complaints raised in November which had 4,161 issues filed. Issues filed in December also signified a steady increase of complaints raised from October which had 4,358 issues filed.

The majority of the complaints raised in December were from the Food Security and Livelihood (FSL) (36%), Shelter (21%) and WASH (19%) totalling to 76% of the overall complaints raised. This has been consistent with previous months where most issues filed are in the life saving sectors. There were slight variations in the previous month's issues filed with filled on FSL related issues recorded 31%, Shelter 30% and WASH 15%.

The highest number of issues filed this month were from Dollow district with 21% followed by Baidoa with 20% and Berdale with 16%. Belet Weyne, Jowhar and Kismayu districts also reported relatively high numbers of issues.

1. Food Security and Livelihoods

- Food security complaints and information requests in December had 36% of complaints raised which was a 5% increase from the previous month that had 31% and 7% increase from the preceding month of September which had 29%. Some of the FSL issues included, lack or insufficient food, lack of scope cards and related food items. One woman recorded that; **"I came from ceelboon drought made us live from where we were and have nothing to feed ourselves"**
- Out of the 1,755 filed issues under FSL in December, 1,311 (75%) were related to new requests for assistance which was 2% less than the previous month. Sites from both Doolow and Baidoa districts had the highest FSL request at 48% and 26% respectively. A significant increase of FSL issues raised in Dollow could be noted compared to previous months' reports.
- 9% 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 19% of all issues filed for the month of December, which was an insignificant difference compared to 15% of all filed issues during the month of November. Lack or inadequate water, lack or need of latrines were majority of issues raised across sites. Similar to preceding months, WASH issues filed in December 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 (24%), Jowhar (16%) Daynile (12%), Berdale (16%) and Kismayo (10%). Lack of or insufficient water and lack of latrines were constant issues raised across the sites.
- In Garowe, Ajuraan IDP site, while requesting for sanitation facilities one woman reported that **"there is a big of hygiene and sanitation issue here, there is no functioning latrines in this site"**
- 3% of the WASH complaints came from PLWDs compared to last month which featured 4%

3. Shelter and NFI

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

- 66% of all shelter's complaints came from sites in 4 districts namely, Berdale (23%), Baidoa (15%) and 14% each in Doolow and Jowhar.
- Sites in Towfiq site in Jowhar accounted for the highest issues raised with 39 followed by Duco Waalid in Mogadishu Deynille which recorded 29 issues, Kulmie, Moiko and Sheikh Oyaaye sites Berdale and the latter two in Jowhar each had 28 issues recorded
- 4% of the shelter complaints this month came from PLWDs similar to the previous month of 4%.

4. Health

Health complaints and information requests featured 4% of all filed issues for the month of December similar to the preceding months of November and October (4%).

- Berdale (33%), Belet Weyne (24%) Baido (16%) and Belet Xaawo districts (11%) had the highest health issues raised.** Doomey IDP site in Belet Weyne had the highest number of complaints filed. Other sites with significant number of complaints included Alla Amin in Belet Weyne, Baygaduud in Berdale district and Wabi Shabelle also in Belet weyne district.
- The common health issue related to health services were, lack of health facilities or health facilities in the sites. Lack of Medicine was also featured amongst the complaints raised.

5. December's Age, Gender and Diversity Trends

-This month, 80% 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, 9% 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.

-6% of all December complaints came from PwDs, slightly increased to 7% registered in the month of November. Out of the 6 channels of receiving complaints, the highest of the issues filled by PLWD were raised through information desks/centres featuring 68%, mobile teams/staff; 18%, call centre/hotline at 11%, 2% and 1% respectively for complaint boxes and community leaders.

6. District Breakdown

Most of the issues filed for the month of December were from **Doolow featuring 21%, Baidoa 20%, Berdale district with 16%, and Belet Weyne 9%** which represented **66%** of all issues filed.

Dollow

- Qansaxley IDP site had the majority of issues raised in Dollow district. **84%** of the issues filed in Dollow district from Food Security and livelihood followed by Shelter and NFI at 15% which were the two main sectors where issues were filed.

Baidoa

- In Baidoa, FSL, WASH, Shelter and NFI had the majority of the issues filed, accounting for 46%, 22%, 16% and 9% 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. Barwaaqo sites had the majority issues raised accounting for 18%

Berdale

- **Shelter (32%), Education (19%), NFI (16%) and WASH (11%)** accounted for the most issues filed in Berdale districts. Minfuray site had the highest number of issues recorded at 10%.

For more information please contact the
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