

# Complaints and Feedback Mechanism (CFM)

## Monthly Summary Report for June 2022

### 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 2022 to June 2022)

<b>29,951</b>	registered total complaints
<b>1 day</b>	average time taken to refer a case to the relevant sector lead
<b>3 days</b>	average time taken for feedback to be provided to the complainant
<b>17 partners</b> in <b>36 districts</b>	taking part in the CCCM Cluster joint CFM initiative.
<b>74%</b>	of complaints reported by female
<b>72%</b>	of complainants are at the age of 30 to 59 years
<b>25%</b>	of complaints reported using call centre/hotline/toll free line
<b>99%</b>	of complainants are satisfied with the response

### Top complaints summaries (June 2022)

June featured **5,200 complaints raised which represented an increase of (6%) of recorded issues compared to the number of complaints raised in the month of May which had 4,488 issues filled.**

The majority of the complaints raised in June were from the Food Security and Livelihood (FSL) where 2,050 (39%), Shelter 1,269 (24%) and WASH 728 (14%) making 77% of the recorded issues. This is consistent with the ongoing drought needs where most of the highlighted needs through the CCCM New Arrival Tracker are recorded under the FSL needs alongside the other two sectors. Complaints were also recorded across all other sectors including health and nutrition albeit in low numbers across the districts where CCCM CFM was recorded.

As with the previous months, the highest number of issues filed this month were from Dollow and Baidoa districts having 21% and 16% of issues filled representing 37% of the concerns raised from the two districts. Daynille district had 14% followed by Luuq and Kismayo districts which recorded 10% and 7% respectively of the issues raised. The #5 districts represented 68% of all the complaints raised in the month of June of the 25 districts that recorded and reported issues through the CCCM CFM system.

### 1. Food Security and Livelihoods

- Food security complaints and information requests in June had 2,050 issues recorded which represented more than a third of all issues raised at 39%. FSL complaints had a slight increase of 4% from the month of May which had 1,967 issues raised. Some of the FSL issues included, lack or insufficient food, lack of scope cards, lack of money to feed their family, among other related food items. 64% of the FSL issues filed were new requests while 14% were personal complaints and 11% were requests to supplement/alter existing assistance.
- In **Gargaar** IDP site in Khada, one female expressed her concerns saying, **"lack of food is worrying, we need food to overcome malnutrition for our children."** In Akara site, in Luuq, one female reported that **"I did not receive food in the past 12 months and I depended on well-wishers."** A female PoC in Qabuurah site, in Daynille complained that; **"I came here 15 days ago, we're very hungry and did not receive food."** A mother of 10 children also reported similar concerns in Jira Altooba site in Mogadishu Daynille district pleading for **"help for food very fast."**
- Sites from Doolow, Baidoa, Luuk and Daynille districts had the highest FSL issues recorded at 31%, 18%, 12% and 9% respectively. **Barwaqoo 2** in Baidoa district had the highest FSL issues recorded followed by **Kaxareey 2, Qurdubey 3, Liban 3, Qurdubey 4** and **Kabasa** sites all in Dollow district.

### 2. WASH

WASH complaints had 14% (728) of all issues filed for the month of June, which represented an increase of 13% on WASH concerns raised this month compared to last month which had 628 issues raised. This is still 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 marked some of the majority of issues raised across sites.

A resident of **Mowlid Laqay** site in Doble complained of **"insufficient water and latrines."** An elderly (60) female from **Tusmo** site in Daynille reported saying, **"I'm part of the new arrivals, we lack latrines and request for assistance."**

- Most WASH issues raised came from sites in Mogadishu Daynille district (25%), Baidoa district (24%) and Kismayo (10%)
- Barwaqoo 2** site in Baidoa, **Hilaac** site in Luuq, **Iskaashi 2** in Daynille, **Aladaala** in Dhusamareb, **Hiran** in Galkayo, **Gargaar** in Khada district had the highest WASH concerns raised.
- 5% of the WASH complaints came from PLWDs similar to last month

### 3. Shelter and NFI

Shelter complaints and information requests featured 1,269 representing 24% of all filed shelter issues for the month of June and was the sector with the second highest issues raised. This figure was 12% increase from the May report which had 1,109 issues recorded. Shelter concerns covered mainly shelter repairs, requests for ESKs, tarpaulins especially for new arrivals and NFI assistance including, kitchen items, clothing particularly in sites with high numbers of new arrivals. 6% of the issues raised for the month of June were related to NFI requests.

- 46% of the shelter issues raised covered new shelter requests, 26% represented requests to supplement or alter existing assistance while 12% were general shelter programme enquiries.
- 66% of all shelter's complaints came from sites in #5 districts namely, Daynille (19%), Baidoa (16%), Kismayo (12%), Luuk (10%) and Berdale Town (9%)
- Aladaala** IDP site in Dhusamareb district (42 complaints), **Barwagoo** site (42 complaints) in Baidoa, **Galey** site in Kismayo (34 complaints), **Rajo** site in Dhusamareb (29 complaints) and **Berheera** site (26 complaints) in Ceel Waaq had the highest shelter issues raised
- 6% of the shelter complaints this month came from PLWDs similar to last month

### 4. Health

Health complaints and information requests featured 3% of all filed issues for the month of June, similar to the preceding months of May which had 3% issues recorded. 8% of the issues raised on health were raised by PLWD compared to the previous month which had 10%.

- Mogadishu -Daynille (24%), Belet Weyne (14%), Dollow (13%), Ceel Waaq (9%) districts had the highest health issues raised.
- Qanciye** and **Mideeye** both in Mogadishu Daynille districts had the highest issues reported through CCCM CFM followed by **Gashan** site in Guriel, **Rajo** site in Dhusamareb and **Tula Qurax** site in Ceel Waaq district.
- The common health issue related to health services were, lack of health facilities in the sites or in close proximity to the site especially among drought displaced new arrivals, lack of medicines etc.
- In **Balow Eyli** IDP site Baidoa, most people in the site requested for **"free medical health services since most of the people in the site cannot buy the medication."** Similar complaints were recorded in **Raama** IDP site in Baidoa where the people in the site recorded that "we are requesting provision of free health service." In **Mowlid IDP site in Doble, female who lives in Danwadaag** requested for "the provision of health services since the mothers had no delivery places. I'm asking for health centres to be built within the site."

### 5. June's Age, Gender and Diversity Trends

- This month, 79% of issues filed came from women which is a consistent trend as majority of issues are reported by women. An average of all issues raised in this half of 2022 totals to an average of 73% of issues filled by adult women and about 25% by men.

- With regards to age, 7% of the complaints reported in June were raised by persons over the age of 60. None of the complaints raised in the month of June came from children or persons under the age of 18 years compared to the previous month of May which had 4% issues raised by children.

5% of all June complaints came from PwDs, 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 filled were raised through information desks/centres featuring 44%, 33% issues were raised through hotline calls and 21% through mobile teams/staff.

### 6. District Breakdown

Most of the issues filed for the month of June were from Dollow featuring 21%, Baidoa 16%, Daynille 14%, Luuk 10% and Kismayo 7%, which represented 68% of all issues filed.

#### Dollow

- **Kaxareey 2, Kaxareey 3, Laban 3, Laban 3, Qurdubey 3, Qurdubey 4** and **Laban 4** IDP sites had the majority of issues raised in Dollow district. 60% of the issues filed in Dollow district were from Food Security and livelihood. This is consistent with the high numbers of drought displacements and new arrivals currently in Dollow district.

#### Baidoa

-In Baidoa, FSL (44%), Shelter (23%) and WASH (21%) had the majority of the issues filed, accounting for 88% of the issues raised. Majority of issues related to FSL were linked to lack of food or cash to buy some food. Barwaaqoo sites had the majority of issues raised accounting for 11%

**As noted across all districts, the major needs recorded were in FSL and more specifically food requests. Shelter and WASH needs were also relatively high and varying depending on the districts. With a constant feature of similarities on the immediate needs amongst new arrivals.**

For more information please contact the  
CCCM Cluster Coordination Team

Benjamin Conner  
<bconner@iom.int>

James Macharia  
<macharia@unhcr.org>