

# Complaints and Feedback Mechanism (CFM)

## Monthly Summary Report for January 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

(July 2020 to January 2021)

- 16,534** 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 **23 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
- 39%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response provided

### Top complaints summaries (January 2021)

The month of January featured a significant decrease in the number of monthly filed issues through CCCM CFM systems. There were 1,990 total issues filed during the month of January 2021, which is down considerably from the 2,911 issues filed in December 2020, and down from the 3,054 issues filed in November 2020.

#### 1. Shelter

Shelter complaints and information requests featured 25% of all filed issues for the month of January. This percentage is down slightly from December's 28%. NFI complaints spiked higher to 12% of all complaints in January, up from 7% of all total issues filed in December and November.

- New arrivals from **Ramaas** and **Al-Ihsaan** IDP sites in Daynile, and **Kaalkal** 1 IDP site in Burtinle, requested shelter support as they are living in precarious conditions within the site
- Following authority- imposed site consolidation in Bossaso, 7 complaints from **Bula Qodax** and **Aboow A** were raised regarding the need for shelter support after households have been forced to move to new designated sites within the town.

#### 2. Food Security and Livelihoods

Food security complaints and information requests featured 34% of all filed issues in January; up slightly from the 32% of all filed issues reported in December indicating a slight increase in frequency of food security complaints this month.

- Of the 680 filed issues under FSL in January, 487 (72%) of these issues were related to new requests for assistance. This percentage breakdown indicates that January had the highest total ratio of new requests for food 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. Such incidents occurred more regularly in Dollow and Daynile which is likely attributed to an onslaught of new IDP arrivals into IDP sites.
- 33% of all FSL filed issues came from Dollow IDP sites with 99% of all filed issues being new requests for food assistance, from both established IDP residents in **Kabasa/Qansaxley**, and new arrivals from Belet Xaawo.
- New arrivals in **Boraar** IDP sites in Daynile cited an immediate need for food assistance

#### 3. WASH

WASH complaints and information requests featured 16% of all filed issues for the month of January, significantly down from 18% of all filed issues during the month of December, representing a levelling out of such sector complaints

- The bulk of issues filed were related to new requests for latrines and water points, due to insufficient access to water. Frequent complaints recorded during the month were related to non- functional latrines and broken water points that are rendering water access. **To strengthen targeting of sites with limited access to water, the CCCM cluster has established a list of IDP sites without water access that will be updated and circulated to the WASH cluster monthly.**
- Water access complaints have risen in Kismayo with Dalxiska IDP sites such as **Nageeye, Wardher, Horiyo** registering a large volume of water related complaints. The same trend has been recorded in Kooban 1 IDP site in Fanole and Galayrada IDP site in Central
- Dararwayne** IDP site in El Afwayn, and **Al-Ixsaan** IDP site in Daynile have also recorded water access related complaints
- 50% of all WASH complaints came from Kismayo IDP sites while Kismayo registered just 27% of all issues during the month of January. These figures demonstrate a need to investigate the possibility of enhancing the WASH response within Kismayo IDP sites

#### 4. CCCM

CCCM complaints and information requests featured 7% of all filed issues for the month of January, down slightly from 8% of all filed issues during the month of December.

- 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.
- There was a noticeable increase in the number of allegations of site leader fraud and corruption in certain IDP sites, with such issues raised directly with CCCM partners. To mitigate this trend, there is a need to enrich capacity building exercises incorporating site leaders and gatekeepers
- There has been a rise in information requests related to how the CFM functions, beneficiary selection criteria for distributions and times/dates of humanitarian activities.

#### 5. Trends for January 2021

- For January, 77% of participants came from women, which is slightly below the monthly average of 78%
- There were 9 GBV cases that were referred to respective GBV focal points across the country's IDP sites.** Consistent with trends from past months, **Mudan** IDP site in Kahda and **Raf Iyo Raaxo** IDP site in Bossaso continue to register a large volume of GBV cases
- Child protection activities were requested by complainants in **Balabale** IDP site in Baidoa
- Al-Fuuto** and **Ramaas** IDP sites in Daynile continue to feature consistent requests for additional health services that are allegedly not accessible to the site's population
- Requests for nutrition services were primarily reported in Beldele and Baidoa IDP sites. Beldele IDP sites such as **Danwadaaq** have consistently requested nutrition support for young children

#### 6. District Breakdown

##### Baidoa

- Of the 45 complaints made by PwDs in Baidoa, all complaints were registered at information desks or with community mobilizers. This is an interesting development as there is an assumption that hotline systems are more accessible to PwDs
- Mudug** IDP site registered 13 issues in January, educational support and additional NFIs/cash assistances were the primary filed issues
- Barwaaqo 2** site continues to see a large volume of complaints. For the month of January, there was an increase in the number of complaints about community governance structures, and a lack of solar lighting

##### Kismayo

- There were no registered complaints from PwDs in Kismayo during the month of January. This finding requires Kismayo CCCM partners to scale up outreach to PwDs in the 144 Kismayo IDP sites
- Kismayo continues to record a disproportionately high number of complaints about solid waste management and lack of sanitary conditions in IDP sites. Poor quality of services appears to be pervasive in Kismayo IDP sites with quality complaints ranging from latrines and water points to health facilities. This requires a multi- sector follow up.
- Daryeel** IDP site in Central Kismayo recorded 18 personal complaints related to access to food services and shelter materials which have been registered as deteriorating

##### Doolow

- 38% of complaints from **Kabasa** and **Qansaxley** IDP sites in Doolow were food requests. It's important to note that while also receiving new displaced households from Belet Xaawo in need of food assistance, only 40% of the sites population is receiving FSL support
- Qansaxley** IDP site reported 98 requests for NFI assistance

##### Kahda

- Banaaney** IDPs made complaints about the four functioning water taps not being sufficient for the size of the IDP site. A resident also requested information about a rumour of an impending eviction of the IDP site.
- Awbaale** IDPs complained that the landowner is forcing residents to leave the IDP site with a complainant mentioning his desire to return to Baidoa

For more information  
please contact the CCCM Cluster  
Coordination Team

Benjamin Conner  
<bconner@iom.int>

Hassan Abdi Yarow  
<yarowh@unhcr.org>