

# Complaints and Feedback Mechanism (CFM)

## Monthly Summary Report for February 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 February 2021)

- 18,639** 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 **26 districts** taking part in the CCCM Cluster joint CFM initiative.
- 77%** of complaints reported by female
- 72%** of complainants are at the age of 30 to 59 years
- 37%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response provided

### Top complaints summaries (February 2021)

The month of February saw a significant decrease in the number of monthly filed issues through CCCM partners CFM systems. There were 1,663 total issues filed during the month of January which is down considerably from the 1,990 issues filed in January. This decrease may be due to the three fewer days occurring in February versus January, in addition to new requests decreasing for certain sectors.

#### 1. Shelter

Shelter complaints and information requests featured 24% of all filed issues for the month of February. This percentage is down slightly from January's 25%. NFI complaints plummeted from 12% of all complaints in January, to only 6% of all total issues filed in February.

- Qardo IDPs residing in **Camp New** and **Kamp Buulo- Qo** filed requests for winterized NFIs such as blankets to withstand the cold and damp conditions within their shelters
- There were 21 requests for SNFI support from households rendered displaced from the conflict in Belet- Xaawo who are currently residing in Dollow IDP sites
- 21 SNFI requests for assistance came from PwDs with requests coming from Hargeisa, Daynile, Beldele, Dollow and Baidoa IDP sites

#### 2. Food Security and Livelihoods

Food security complaints and information requests featured 39% of all filed issues in February; up considerably from the 34% of all filed issues reported in January indicating a slight increase in the frequency of food security complaints for February.

- Of the 606 filed issues under FSL in February, 402 (66%) were related to new requests for assistance. This percentage breakdown shows a slight regression from January's total but is still relatively high. 7% of individuals making food requests had one or more disability in compared to the average for February which was 5%.
- Food requests (246) were especially high in Dollow IDP sites mostly attributed to new arrivals from Belet Xaawo. It is important to note that prior to the current displacement crisis, 59% of the 10,230 households residing in **Kabasa** and **Qansaxley** IDP sites have not been receiving food support. Moreover, February saw an increase in requests from Dollow IDPs for new SCOPE cards from households that may have lost such cards.
- IDPs from **Bakalfiin**, **Asho Gabo 2** and **Barbaarow** in Baidoa mentioned that locust swarms have destroyed crops rendering them without a source of income, leading to exacerbated food insecurity.

#### 3. WASH

WASH complaints and information requests featured 20% of all filed issues for the month of February, significantly up from 16% of all filed issues during the month of January. Water requests and complaints related to poor sanitation were generally higher than what was recorded in January.

- Like in January, the bulk of February WASH 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. Furthermore, Kismayo IDP sites continue to record a disproportionately high number of issues related to site- level sanitation needs. **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 continue to be high in Kismayo (this spike has been sustained during the last three months) with Dalxiska IDP sites such as **Nasib** and **Mareerey** recording a proportionately high percentage of such complaints.
- WASH complaints related to water access and sanitary conditions continue to be the highest percentage of issues filed in Kismayo during February (31%). 10% of all February complaints recorded were WASH related and filed in Kismayo IDP sites.
- **Wanaagsan** IDP site in Daynile recorded 12 WASH related complaints about a lack of water points in walking distance, and an insufficient number of latrines available in the site. **Daryeel** IDP site in Daynile reported five complaints about the lack of access to water.

#### 4. CCCM

CCCM complaints and information requests featured 5% of all filed issues for the month of February which continues a trend lower in relation to January (7%) and December (8%).

- 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.
- February saw 12 requests from Kismayo IDP sites for designated youth spaces either in the IDP sites or in proximity to established sites
- Complaints about late payments for CFW site improvement activities were recorded during the month of February
- A beneficiary complained about insufficient CCCM activities in **Yab Yab** IDP site in Baidoa while residents from **Barwaaqo 2** raised concerns about site leader integrity

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

- In February, 77% of issues filed came from women. This figure has only vacillated within a 1% margin since the inception of the CCCM CFM system in July 2020.
- 8% of February complaints came from individuals who are over the age of 60. This figure has been consistent with the all- time 8.09% average of issues filed by individuals over the age of 60. Additionally, this figure is only slightly below the total number of elderly beneficiaries reached by CCCM partners which is currently 11%
- **There were 17 GBV cases that were referred to respective GBV focal points across the country's IDP sites, up from 9 reported during the month of January.** 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 while cases have been reported for the first time in **Digaale** IDP site in Hargeisa and Kurteely IDP site in Baidoa.
- A woman in **Ceel- laheley** IDP site in Badhan urged the humanitarian community "to create a women's committee within the IDP site and to increase protection activities", while protection outreach support was requested in **Jameecdkka** IDP site in Burao.

#### 6. District Breakdown

##### Baidoa

- There were 15 education related filed issues in Baidoa with beneficiaries from **Asho Gabo 2**, **Baqaley Riibe** and **Barariye 2** complaining about a lack of schools within the area. Additionally, the affordability of school fees and school uniforms were raised as barriers preventing children from accessing schools
- Similar to education complaints, there were 14 registered complaints in Baidoa about the lack of access to health facilities. Such complaints came from IDP sites in all four sections of Baidoa town.

##### Kismayo

- Like in January, there were no registered complaints from PwDs in Kismayo during the month of February. This finding requires Kismayo CCCM partners to scale up outreach to PwDs in the 144 Kismayo IDP sites ensuring that such populations have equitable access to CFM systems.
- Solid waste management and poor sanitation within Kismayo IDP sites continues to be a trend viewed in February. Requests for hygiene items such as soap continue to register at a large figure. Moreover, requests for dignity kits remain high during the month of February in comparison to data from other districts.
- Complaints about the affordability of school fees were captured in **Sahel** and **Horiyo** IDP sites

##### Doolow

- Dealing with an onslaught of new arrivals from Belet Xaawo, **Kabasa** and **Qansaxley** IDP sites saw roughly one- third of all complaints come from newly displaced households in need of FSL and SNFI support
- 94% of February issues filed fell under FSL and SNFI showcasing priority needs from newly displaced households, and the continued trend of Dollow IDPs requesting FSL support specifically from residents who either were registered for food support in the past, or beneficiaries requesting new SCOPE cards.

##### Daynile

- Shelter complaints were filed in **Cosoble** and **Horyal** IDP specifically related to shelters recently being heavily damage with reinforcement support required.
- New household arrivals from Afgoye have arrived in **Wanaagsan** IDP site. New arrivals have caused the sites population to rise which has led to an increase in complaints from **Wanaagsan** beneficiaries about the need for more toilets and water points to serve the new population.

For more information  
please contact the CCCM Cluster  
Coordination Team

Benjamin Conner  
<bconner@iom.int>

Hassan Abdi Yarow  
<yarow@unhcr.org>