

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for March 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 March 2021)

- 6,372** registered total complaints
- 1 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
- 11 partners** in **22 districts** taking part in the CCCM Cluster joint CFM initiative.
- 77%** of complaints reported by female
- 77%** of complainants are at the age of 30 to 59 years
- 26%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response provided

Top complaints summaries (March 2021)

The month of March saw an increase in the number of monthly filed issues through CFM systems managed by CCCM partners. There were 1,825 total issues filed during the month of March which is up from the 1,663 issues filed in February. The extra three days in the month combined with increases in CFM data obtained from Somaliland IDP sites have contributed to this rise. However, internet connectivity issues in Bay and Gedo have led to difficulties in uploading complaints data directly to the cluster server. March's figures are still lower than the 2020 monthly average of 2,456.

1. CCCM

CCCM complaints and information requests featured 5% of all filed issues for the month of March which continues to stabilize (February (5%) and January (7%)).

- 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.
- 3 complaints were filed in **Xafatul Carab** IDP site in Bossaso regarding a landowner raising rent which families were unable to pay.
- IDPs in **Markabka** IDP site in Ceerigaabo requested additional capacity building trainings with requests for leadership trainings coming from **Gumar** IDP Camp in Badhan.

2. Food Security and Livelihoods

Food security complaints and information requests featured **46% of all registered issues in March which is an all-time high**; up considerably from the 39% of all filed issues reported in February indicating a noticeable monthly increase in the frequency of food security complaints since January.

- Of the 832 filed issues under FSL in March, 600 (72%) were related to new requests for assistance. This percentage breakdown shows a spike from February's levels after a slight regression from January's total. **10% of FSL issues came from PwDs, this figure is up from February's average of 7%**
- Food requests (388) remain high in Dollow IDP sites mostly attributed to the continued needs for food support voiced by new arrivals from Belet Xaawo. 31% of all March FSL issues came from Dollow while Dollow registered just 21% of all CFM issues filed during March.
- 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, March continues to see a steady volume of requests from Dollow IDPs for new SCOPE cards from households that may have lost such cards.
- IDPs from **Ramaas**, **Bacaad** and **Al-ixsaan** sites in Daynile raised that malnutrition and hunger is accelerating within these communities.

3. WASH

WASH complaints and information requests featured 18% of all filed issues for the month of March, slightly down from 20% of all filed issues during the month of February. Water requests saw a large spike in districts such as Ceerigaabo and Ceel Afwyn. **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.**

- The issue of poor sanitation conditions in Kismayo IDP sites continue to be a concerning trend with the majority of the 111 issues filed from Kismayo focused on poor solid waste management, poor hygienic conditions in IDP sites and the need for hygiene in-kind items (soap, camp cleaning materials, dignity kits). 94% of all March complaints related to hygiene and sanitation came from Kismayo IDP sites.
- Water access issues were raised in large volumes within Daynile, Kahda, Kismayo, Dollow, Baidoa, Ceel Afweyn, Burao, Badhan, and Ceerigaabo. **Gumar IDP Camp, Qaarar, Ceel-laeheley** IDP sites in Badhan and **Ceeg** and **Beer** Village IDP site in Burao reported acute water access issues.
- WASH complaints about broken/damaged items were registered in the following Kismayo IDP sites: **Mareerey, Barawe, Qoryoley, Wardher, Tawakal 1, Halane, Soyaa, Talex, Yaman** and **Khalid 1**. All sites feature broken or damaged water taps which are affecting access to water.
- 19 issues filed under WASH came from PwDs with most of issues concerning requests for latrines inclusive of special access considerations. Such issues were filed in Ceerigaabo, Baidoa and Ceel-Afwyn. 3 requests came from **Shinbiraale** IDP site in Ceerigaabo.

4. Shelter

Shelter complaints and information requests featured 22% of all filed issues for the month of March. This percentage is down slightly from February's 24%. NFI issues for March remained at 6% for the month.

- Issues filed from Galgaduud mentioned the requirement for SNFI support as drought conditions are worsening. Similar requests were filed for WASH support within Cadaado and Dhuusamarreeb
- SNFI requests continue to be raised by households displaced due to conflict in Belet-Xaawo with 8 requests being registered by new arrivals in Dollow IDP sites.
- 38 SNFI requests for assistance came from PwDs (up from February's figure of 21) with requests coming from Cadaado, Daynile, Dollow and Baidoa IDP sites

5. March's Age, Gender and Diversity Trends

- In March, 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.
- 6% of March complaints came from individuals who are over the age of 60 which is down from February's 8%. This figure is lower than the all-time 8.00% average of issues filed by individuals over the age of 60 with the need for more targeted engagement. Additionally, this figure of 6% is almost 50% below the total number of elderly beneficiaries reached by CCCM partners which is currently 11%
- 8% of all March complaints came from PwDs, the highest monthly percentage since the CFM's inception. Complaint categories for PwDs tend to be aligned with the monthly trend with most filed issues concerning FSL requests.
- There were only 3 GBV cases that were referred to respective GBV focal points across the country's IDP sites for March. This figure is down from 17 reported cases in February. Raf Iyo Raaxo and Bula Qodax** in Bossaso continue to report GBV cases, while Malloosh IDP site in Burao registered a case for the first time this month.
- A woman in **Gowraca** IDP sites in Bossaso mentioned that **'we have a problem in the site because there are no lights and many people who live in the site which makes it risky to leave the shelter'**
- In **Nasib** IDP site in Kismayo, a woman in her twenties requested **'a designated youth space either in the site, or close to site'**

6. District Breakdown

Baidoa

- There were 21 requests made in **Barwaaqo 2** regarding the need for solar lighting within the settlement. This is the highest number of solar light complaints that have come from **Barwaaqo 2**.
- Requests for education facilities were recorded in **Galgal Weyn** and **Lowi Iskurogow2** sites.

Kismayo

- Filed issues from PwD continue to be disproportionately low with only one issue filed coming from a PwD.
- Complaints about the affordability of school fees were again captured in **Tawakal 1, Sahal, Horiyo, Nasib** and **Farhan** IDP sites

Ceerigaabo

- The following Ceerigaabo sites feature multiple March complaints regarding water access: **Shinbiraale, Fiqifuliye** and **Markabka**. Eight requests for water assistance came from **Shinbiraale** IDP site
- Education support and additional teacher livelihood activities were requested in **Fiqifuliye** IDP site

Daynile

- IDPs from **Awbaale** IDP sites complained that they have been forcefully evicted from their homes
- Severe water shortages were raised in **Raaga ceele Shabeelada dhexe** site with IDPs mentioning the inability to access water in or around the site
- 102 families arrived in **Xidig** IDP site from Lower Shabelle with new arrivals requesting assistance (SNFI/FSL).

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