

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for November 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 November 2021)

- 34,927** registered total complaints
- 1 day** average time taken to refer a case to the relevant sector lead
- 6 days** average time taken for feedback to be provided to the complainant
- 18 partners** in **30 districts** taking part in the CCCM Cluster joint CFM initiative.
- 79%** of complaints reported by female
- 73%** of complainants are at the age of 30 to 59 years
- 18%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response

Top complaints summaries (November 2021)

November saw 4,161 total filed issues through CCCM partner CFM system. Following a trend set in September, November's total CFM cases received (4,161) were 23% higher than the monthly 2021 average of 3,162. November's high comparative number of issues filed via CCCM CFM systems highlights an increase in requests for assistance that IDPs have mainly for food, shelter and NFI assistance.

The highest percentage of filed issues came from Shelter/NFI, 1,572 registered complaints (39% of all issues filed), Food Security and Livelihoods 1,314 registered complaints (32% of all filed issues), WASH 621 registered complaints (15% of all filed issues) and Education 218 registered complaints (5% of all filed issues). Education complaints have seen a rise since September with 60% of all Education complaints coming from Berdale IDP sites where a lack of access to schools has been illustrated.

The highest number of issues filed for November were from Berdale Town with 24% of all complaints. This was followed by Dollow's 22%, Baidoa's 22% and Daynile's 7%. Issues filed from Berdale IDP sites remain large in quantity since April's wave of new arrivals. Since then, requests for assistance have been continuously high with a need for enhanced community engagement and service provider information sharing.

1. Food Security and Livelihoods

Food security complaints and information requests in November increased by 3% in comparison to October's levels. During the month, there was a 7% increase in new requests for FSL support mostly coming from Dollow where 62% of all FSL new requests were filed (many from new arrivals due to drought). Spikes in new requests in Belet Xaawo (from new arrivals due to drought) and Baidoa were recorded during November.

- 55% of all FSL filed issues came from Gedo IDP sites demonstrating an increased need for FSL support due to new arrivals who have been displaced due to drought conditions and lingering food insecurity which has been well documented within the CFM monthly reports for Kabasa and Qansaxley IDP sites in Dollow.
- There were 26 filed FSL requests in **Daryeel** IDP site in South Galkaayo with 69 filed FSL requests coming from Beletweyne IDP sites with **Wadajir, Alla-Amin2, and Kutimbo** sites seeing a large quantity of requests.
- 10% of the FSL complaints came from PwDs which is consistent with the previous reports where FSL has the highest number of complaints raised by PwDs compared with other sectors. For PwDs making FSL related complaints, November featured an increase in such complaints being filed through community mobilizers with information desks and mobilizers being the preferred choices for complaints intake for PwDs.

2. WASH

WASH complaints had 15% of all issues filed for the month of November corresponding with October's percentage and quantity of filed issues. WASH related issues filed continue to be highest comparably in Daynile, Baidoa, Kismayo, South Galkaayo and Galdogob with Baidoa continuing to demonstrate large needs for latrine availability and access to water.

- Most WASH issues raised came from sites in Baidoa (34%), Daynile (18%) and Belet Xaawo (12%). 54% of all Galdogob complaints were WASH related. Access to latrines and water continue to be the main WASH concerns with unsanitary living conditions continuing to be an issue in Kismayo IDP sites.
- Unsanitary conditions were cited in Kismayo, Garowe and Baidoa IDP sites with open defecation occurring due to full latrines. Solid waste issues in Kismayo and Garowe were also cited has challenges that the IDP community is facing
- 4% of all WASH complaints came from PwDs with information desks being the primary intake modality (65%) followed by mobilizers (21%).

3. Shelter and NFI

Shelter and NFI complaints and information requests featured 39% of all filed issues for the month of November and was the sector with the largest number of issues raised for the second month in a row. SNFI complaints were related to inadequate availability of shelter materials, need for mosquito nets and overcrowded conditions within shelters.

- 43% of all SNFI filed issues came from Berdale Town where existing IDPs and new arrivals from April 2021 continue to request SNFI support. **Midnimo** IDP site which has a population of 384 households saw 35 SNFI requests in November. This translates to SNFI complaints coming from 9% of all Midnimo households. Likewise, **Bakaro** IDP site which has a population of 420 households saw 42 SNFI requests in November. This translates to SNFI complaints coming from 10% of Bakaro IDP households.
- 15% of SNFI requests came from Baidoa IDP sites where complaints registered highlighted how shelters are damaged and worn as SNFI support has not been available at the site-level for years.
- A complainant from **Mideeye** IDP site in Daynile illustrated that she **"lives in a shelter that is made out of plastic bags"** due to the lack of shelter materials accessible.
- Only 4% of SNFI complaints came from PwDs living in IDP sites.

4. Education

A rise in education related complaints continues to occur in IDP sites with this trend starting in September 2021. Since October, education filed issues have outpaced health filed issues to become the fourth most prevalent complaint received through CCCM CFMs.

- As highlighted earlier in the report, 60% of education complaints came from Berdale IDP sites highlighting the imperative need for scaled up education awareness, community engagement and education programming targeting IDPs within the district. All related complaints from Berdale mention the lack of education facilities that are available for school-age children. Such complaints have been registered in 19 Berdale Town IDP sites.
- Belet Xaawo and Daynile IDP sites also recorded high percentage of all complaints being education-related with school-age children not being able to access education facilities.

5. November's Age, Gender and Diversity Trends

- In November, a record 82% of issues filed came from women which is a consistent trend seen within CCCM CFMs as the majority of site-level issues are reported by women.

- With regards to age, 7% of the complaints reported in November were raised by persons over the age of 60 compared to 11% from the previous month. None of the complaints raised in the month of November 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 November complaints came from PwDs, compared to 8% registered during October. Out of the main channels for receiving complaints, the most used modality by PwDs were information desks/centres, mobile teams/staff and call centre/hotline.

6. District Breakdown

Beletweyne

- IDPs from Barwaaqo IDP site complained that their current UCT amount received has decreased without communication from the service provider.
- Access to Nutrition services in **Doomey** and **Kutimbo** IDP sites was cited as a concern.

Galgodob

- A beneficiary from **Salaam** IDP site stated that there is a **"lack of gender segregated latrines and too many people using one latrines"**. CCCM site monitoring for the month of November indicates that there are 133 persons per latrine within the IDP site.
- Access to water remains a concern for **Daryeel** IDP site with residents highlighting that **"they pay the highest amount for water than any other Puntland IDP site"**.

Mogadishu Dayniile

- A beneficiary from **Dhibane** IDP site mentioned that **"they have not seen any food distributions in or near the site in 6 months"**
- **Duco Waalid** IDP site saw 6 complaints regarding lack of access to education facilities within the community.

For more information please contact the
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