

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for March 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 March 2022)

- 15,473** 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
- 14 partners** in **27 districts** taking part in the CCCM Cluster joint CFM initiative.
- 74%** of complaints reported by female
- 74%** of complainants are at the age of 30 to 59 years
- 20%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response

Top complaints summaries (March 2022)

March featured **5,161 complaints** which featured a **1% increase over February's volume of 5,121 complaints raised**. March's numbers follow a trend of elevated complaints volume captured by CCCM partners since the escalation of drought conditions across Somalia. Complaints data for the first quarter of 2022 represents the quarter with the highest number of complaints raised through CCCM systems since the inception of the mechanism in July 2020.

March featured the highest percentage of complaints that were FSL related with 48% of all complaints associated to food security and livelihoods support. Of FSL filed issues, almost 1,500 were associated to new requests with 57% of such requests coming from both established and newly established IDP sites in Dollow. Shelter and NFI filed issues featured 21% of all March issues with such complaints mostly raised in Baidoa, Dollow and Kismayo. 18% of March's filed issues were WASH associated mostly coming from Baidoa and Berdale Town which has been a trend viewed in past CFM monthly factsheets.

The largest percentage of CFM filed issues were registered in Baidoa (23%), Dollow (21%) and Kismayo (8%). Jowhar saw a spike in CFM cases with 8% of all of March filed issues occurring in Jowhar IDP sites. Beletweyne and Berdale Town saw a precipitous fall in the number of filed issues with Beletweyne reporting 306 filed issues in March compared to 729 filed issues in February.

1. Food Security and Livelihoods

FSL complaints featured an all time high of filed issues with 2,500 recorded issues during the month of March. March saw a jump of 3% in the number of FSL complaints compared to February's figures with a continued trend of FSL requests occurring in locations that have received large volumes of new arrivals. Most FSL requests came from new arrivals that have not received assistance since joining existing IDP sites. However, there continues to be a steady flow of filed issues related to existing IDPs not receiving food support despite being registered via SCOPE, issues related to lost SCOPE cards and support quantities being insufficient compared to family size.

- Dollow FSL filed issues saw a spike in requests coming from new arrivals who have entered **Kabasa, Qansaxley, Qurdubey, Ladan and Kuxureey** IDP sites with individuals recently arriving from Belet Xaawo and other rural villages in Gedo region. One beneficiary had fled from a rural Dollow Village due to conflict and came to **Qurdubey** site where she depends on her relatives for support despite her relatives **"not having enough to support her"**.
- 93% of all Bossaso filed issues were FSL related in nature with sites such as **Absame A, Shiiko and Tawakal** reporting that increased food prices and low levels of FSL services are causing issues within the sites.
- 14% of all FSL filed issues were raised by PwDs with issues raised more via information desks and mobile teams than the national averages for the month of March.

2. WASH

WASH complaints had 18% (915) of all issues filed for the month of March, which was a 1% increase in the volume of complaints compared to February's findings. Water access continues to be the most frequent complaint related to access in IDP sites and within the community. Such complaints are raised in districts such as Baidoa, Berdale Town, Beletweyne, Kismayo, South Galkaayo and Belet Xaawo. Furthermore, there have been an increase in the number of requests for latrine support tailored towards districts such as Jowhar, South Galkaayo, Garowe and Baidoa. Sanitation and hygiene conditions continue to be problematic in Kismayo where latrine desludging and improved solid waste management is needed. Sanitation complaints have started to come through complaints raised in Belet Xaawo and Galkaayo IDP sites.

- There are five IDP sites in Berdale Town which continue to demonstrate a lack of access to water services, something that has been raised consistently through these reports. These sites include **Raydabale, Barwaaqo, Nasib, Raardawo and Tawakal**.
- Inadequate or no functional latrines were reported in the Iskaashi 2 umbrella settlement in Daynile, **Dalandole-2** site in Baidoa, **Camp Jiroon** in Belet Xaawo and **Isnai** in Jowhar. All four of these locations have received new arrivals within the last two weeks according to the CCCM New Arrival Tracker (NAT).
- **Barako, Camp Sulay, Mofi, and Alhamdu** sites in Kismayo continue to report multiple filed issues monthly related to latrine desludging needs and solid waste management support.

3. Shelter and NFI

There were 1,119 Shelter and NFI complaints and information requests during the month of March featuring a decrease of 12% compared to February's data. Beneficiaries raised requests for improved shelter materials in locations where shelters have been established and are deteriorating due to hot weather and sun exposure. Furthermore, requests for mosquito nets (mostly in Baidoa and Belet Xaawo) were raised in addition to solar lanterns (Garowe and Burtinle) and household kitchen items (Kismayo).

- Like in February, the majority of SNFI filed issues (63%) came from Baidoa (23%), Kismayo (14%), Berdale Town (13%) and Dollow (13%).
- Supplementary shelter materials such as plastic sheets have been requested in Beletweyne and Berdale Town, especially in settlements where the majority of shelter types are buuls or temporary shelters.
- New arrivals into the Holwadag and Isha sectors on Baidoa town have requested shelter and NFI support as many individuals have inadequate shelter materials or were unable to bring additional NFIs into new sites.

4. Health

Health complaints and information requests featured 3% of all filed issues for the month of March similar to the preceding months of February and January (4%).

- New arrivals in districts such as Dollow, Belet Xaawo and Baidoa are unaware of where and how health services can be accessed. As result, there have been a large number of requests catered around mobile health services or additional information about where health services are located within the town.
- A woman in **Balet-Amin** site in Belet Xaawo requested for **"well equipped (MCH) that have a specific focus on mothers and women since there's no such place and it's highly needed by the community"**
- A woman from **Gambole** site in Daynile again raised the need for tailored health support targeting **"pregnant women and children"**.

5. March's Age, Gender and Diversity Trends

- March featured women making 72% of all filed issues which is in line with 2022 averages. However, this figure is a departure from the 2021 average of 77% of all filed issues coming from women.

- March saw 2% of all complaints coming from individuals under the age of 18. This is the highest total recorded within 2022. In Daynile, individuals under the age of 19 overwhelming requested for education support as children in the **Dhibane** and **Iskaashi** umbrellas are facing barriers in accessing education facilities. Individuals under the age of 18 raised requests for FSL support in Jowhar IDP sites.

- March saw the highest percentage of filed issues coming for PwDs with 10% of all complaints coming from PwDs. 41% of all complaints from PwDs came from Dollow IDP sites. Most of these filed issues came from new arrivals requesting for immediate FSL and SNFI assistance. However, filed issues from PwDs comparatively were high in Guriel and Cabudwaaq.

6. District Breakdown

Baidoa

- New arrivals have requested FSL support in IDP sites such as **Moora Gabey, Al Furqan, Buula Berde, and ADC-3**. During the month of March, there were 129 IDP sites in Baidoa that received new arrivals with immediate responses targeting only 17% of this caseload.

Dollow

- Additional awareness sessions and community engagement is required in Dollow IDP sites on plans for FSL support, the methodology that partners are using if there's rotation in beneficiary selection and systems in place to replace lost SCOPE cards. While such filed issues are coming from individuals residing in **Kabasa** and **Qansaxley**, new inquires have been raised from new arrivals.

Jowhar

- A total of 44 complaints were raised in **Isnai** IDP site in Jowhar. Jowhar IDP sites have the lowest ratio of latrines per individuals with a staggering 1226 individuals per functional latrine. Therefore, there is a requirement for immediate support with latrine desludging operations or the construction of latrines in such sites.

- FSL filed issues occurred in large volumes within **Sheikh Oyaaye- 1 (66 requests), Biyaso (69 requests) and Moiko (59 requests)**.

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