

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for October 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 October 2022)

- 60,741** 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
- 20 partners** in **44 districts** taking part in the CCCM Cluster joint CFM initiative.
- 72%** of complaints reported by female
- 72%** of complainants are at the age of 30 to 59 years
- 22%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response

Top complaints summaries (October 2022)

October featured a total of 8,926 cases recorded through the CCCM CFM compared to 9,066 cases reported in the month of September. This represented a slight drop of 2% in the number of CFM cases reported in September.

Food Security and Livelihood (FSL), Shelter and WASH needs continued to feature the highest numbers of concerns recorded by the community members through CFM. Food Security and Livelihood (FSL) featured 3,887 (44%), Shelter featured 2,062 (23%) while WASH featured 874 (10%) making 77% of the recorded issues. This corresponds with other CCCM tools recording site needs including the service monitoring and the New Arrival Tracker (NAT) tools which highlight highest needs featuring the three sectors. Moreover, the community also recorded complaints across all other sectors including health, nutrition and education amongst others.

The highest number of issues filed for the month of October were from Baidoa (14%), Dollow (13%), Qansax Dheere (12%), Kismayo (11%) and Berdale town Luuq (10%). The #5 districts represented 60% of all the complaints raised in the month of October of the 29 districts that recorded and reported issues through the CCCM CFM system.

1. Food Security and Livelihoods

- Food security complaints and information requests in October had 3,887 issues recorded which represented nearly 50% of all issues raised at 44%. FSL complaints had a decrease of 11% from the month of September which had 4,388 issues raised. Some of the FSL issues included, lack or insufficient food, lack of scope cards, lack of money to feed their family, among other related food items. 82% of the FSL issues filed were new requests. 4% were personal complaints while 8% were requests to supplement/alter existing assistance.
- In Ceel Waaq district, **Barheera** IDP site one mother complained citing that **"as a family we do not have food for even one meal. There were certain times we are luck and get but it is once in a blue moon. We can't afford to buy. We are requesting for help"**
- Sites from Wajid (20%), Qansax Dheere (17%), Dollow (17%), Luuq (13%) and Baidoa (12%) districts had the highest FSL issues recorded in the month of October. **Busley, Xaafito** IDP sites all in Qansax Dheere district had the highest FSL related issues reported followed by **Mubarak and Tawakal** IDP sites in Wajid districts.
- 10% of the FSL complaints came from PLWDs this month compared to 9% in the previous month.

2. WASH

WASH complaints had 10% (874) of all issues filed for the month of October, which represented a similar number on WASH concerns raised this month compared to last month which had 870 issues raised. This continues to highlight the WASH needs especially water as recorded by community members as the drought season persists in Somalia. Lack of sanitation facilities or latrines, long distance to get water or lack of or insufficient water tracking marked some of the majority of issues raised across sites.

In Afmadow, some latrines were destroyed by rain and community members requested for rehabilitation. In Beletweyne, in Sugoow IDP site residents complained about lack of water.

- Most WASH issues raised came from sites in Baidoa district (17%), Kismayo (17%) Dollow district (13%) Luuq district (10%) and Qansax Dheere district which had 7% issues recorded.
- Dhoxa** site in Gaalkacyo district, **Busley** and **October** sites Qansax Dheere district, **Kaxareey** in Dollow and **Alle Amin** sites in Kismayo had the highest WASH concerns raised.
- 10% of the WASH complaints came from PLWDs compared to 9% last month

3. Shelter and NFI

Shelter complaints and information requests featured 2,062 issues recorded in October compared to 1,942 in the month of September representing a slight increase of 6% in the shelter issues recorded this month. Shelter was the sector with the second highest issues raised at 23% of all the CFM cases recorded. Shelter concerns covered mainly shelter repairs, requests for ESKs, tarpaulins especially for new arrivals and NFI assistance including, kitchen items, clothing particularly in sites with high numbers of new arrivals. 7% of the issues raised for the month of October were related to NFI requests compared to 9% in the month of September.

- 76% of the shelter issues raised covered new shelter requests. 5% were personal complaints while 9% represented requests to supplement or alter existing assistance. 8% of the shelter issues raised were general shelter programme enquiries.
- 74% of all shelter's complaints came from sites in #5 districts namely, Baidoa (27%), Kismayo (14%), Berdale Town (14%), Dollow (12%) Qansax Dheere (7%)
- Bilal** site (70) and **Gawanow** in Baidoa, **Xeebad** (51) in Cadado, **Alle Amin** (50) in Kismayo and **Badbaado** (49) in **Cadado** district recorded highest needs in shelter.
- 16% of the shelter complaints this month came from PLWDs similar to 16% in the previous month

4. Health

Health complaints and information requests featured 4% of all filed issues for the month of October, compared to the previous month which had 3% of the issues recorded. 36% of the issues raised on health were raised by PLWD compared to the previous month which had 27%.

- Mogadishu Khada (26%), Berdale Town (23%), Qansax Dheere (20%), and Beletweyne (5%) districts had the highest health issues raised.
- Gidosoy** site in Qansax Dheere, **Barwaqo** site in Khada, **Buulo abag** site in Qansax Dheere districts, **Awbaale** site in Khada, **Raydabale** in Berdale town district amongst others had the highest issues reported through CCCM CFM
- The common health issue related to health services were, maternal health care services, lack of health facilities in the sites or in close proximity to the site especially among drought displaced new arrivals, lack of medicines etc.
- In **Shabelle** IDP site in Beletweyne, a family complained citing that **"we were affected by the explosion whereby we lost one person (died) and another was wounded and we do not have means to take them to a big hospital"**

5. October's Age, Gender and Diversity Trends

- This month, 70% of issues filed came from women which is consistent trend as majority of issues are reported by women. An average of all issues raised in this half of 2022 totals to an average of 73% of issues filled by adult women and about 25% by men.
- 9% of the complaints reported in October were raised by persons over the age of 60. 1% of the complaints raised in the month of October came from children or persons under the age of 18 years compared to none in the previous month.

14% of all October complaints came from PwDs, which was similar to 13% in the previous month.

Out of the 6 channels of receiving complaints, 40% of cases were recorded through mobile teams, 33% were recorded through information complaints desks while 19% were reported through the CCCM-CFM hotline service.

6. District Breakdown

Most of the issues filed for the month of October were from Baidoa district featuring 14%, Dollow district 13%, Qansax Dheere 12%, Kismayo 11%, Berdale town 10% and Luuq 9%, which represented 69% of all issues filed.

Baidoa

- Barwaqo, Bilal, Gawanow, Sabeedow, Maadow, Bai_144, Mululuk, Goley 1, Al-Furgan, Lowiley** IDP sites had the majority of issues raised in Baidoa district. 44% of the issues filed in Baidoa district were related to Shelter, 36% FSL and 12% to WASH needs.

Doolow

- In Dollow, FSL accounted for 59% of all the issues raised while shelter followed with the highest concerns raised at 22% and WASH at 10%. Majority of issues related to FSL were linked to lack of food or cash to buy some food especially among the newly arrived persons.

As noted across all districts, the major needs recorded were in FSL and more specifically food requests. Shelter and WASH needs were also relatively high and varying depending on the districts. With a constant feature of similarities on the immediate needs amongst new arrivals.

For more information please contact the
CCCM Cluster Coordination Team

Benjamin Conner
<bconner@iom.int>

James Macharia
<macharia@unhcr.org>