

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for June 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 June 2021)

- 15,004** 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
- 15 partners** in **31 districts** taking part in the CCCM Cluster joint CFM initiative.
- 77%** of complaints reported by female
- 73%** of complainants are at the age of 30 to 59 years
- 21%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response provided

Top complaints summaries (June 2021)

The month of June saw a total of **3,204** filed issues through CFM systems managed by CCCM partners. This monthly total is less than the 4,241 filed issues in June, and smaller than the 4,011 issues filed during the month of April. 25% of June's total issues filed have come from Berdale IDP sites where there has been a significant increase in complaints about accessing education services for children (53 such complaints). Education service requests also saw a significant spike in Belet Xaawo where 11% (education complaints had a monthly average of 3%) of issues were raised about how to access education services, price of education support and proximity to the nearest learning facility. Moreover, Garowe monthly complaints saw a rise in the number of complaints made about the availability of latrines and the escalating number of non- functioning WASH services.

1. Food Security and Livelihoods

Food security complaints and information requests featured 37% of all filed issues in June which is down from June's high of 39% displaying a noticeable trend in decreased number of FSL complaints over the last quarter. New requests for food continue to feature a large proportion of the total monthly filed issues while there was also an increase in the size of rations not being enough to sustain a household.

- Of the 1184 filed issues under FSL in June, 922 (77%) were related to new requests for assistance. 44% of new requests came from Dollow. 31% of all new requests for food support came from Baidoa IDP sites with 11% coming from Berdale, 4% from Galkaayo and 4% from Belet Xaawo
- Food requests (407) in Dollow IDP sites hit a record volume during the month of June and have remained considerably high during the year. The reason for this is that 41% of **Kabasa** and **Qansaxley** residents are not receiving food support. Moreover, both sites have received 838 new arrival households from Belet Xaawo who are not receiving food assistance at this current time.
- 12% of Baidoa FSL complaints came from PwDs. Sites with large number of FSL issues filed include **Balet Amin** in Belet Xaawo, **Isxaq** and **Hiraan- 1** in South Galkaayo, and **Bula Gaduud** in Berdale.

2. WASH

WASH complaints and information requests featured 17% of all filed issues for the month of June, slightly up from 15% of all filed issues during the month of June. June's most frequent WASH filed issues had less to do with water access, but more to do with poor sanitation facilities and the need for enhanced site- level hygiene.

- Consistent with complaints recorded during the year, KisJuneo IDPs continue to raise a large volume of complaints about sanitation facilities and the overall lack of waste management at the site- level. 27 IDP sites in KisJuneo raised this as a concerning issue during the month of June.
- Similarly, requests for strengthened hygiene support was also requested by KisJuneo IDPs during June.
- 39 IDP sites in Baidoa complained about a lack of latrines that are functional at the site- level.

3. Shelter

Shelter complaints and information requests featured 28% of all filed issues for the month of June. This figure is up considerably from the 24% of filed issues in June. 57% of all shelter complaints came from Berdale and Belet Xaawo IDP sites.

- A record 412 SNFI filed issues came from Berdale IDP sites with complaints coming directly from new arrivals from the Tosweyne area. **Wadaajir** (420 households) and **Bulsho** (424 households) IDP sites both featured more than 50 shelter filed issues during the month.
- 120 SNFI requests came from Belet Xaawo IDP sites with the majority of filed issues coming from **Camp Jiroon** (40), **Balet Amin** (25) and **Camp Ajuran** (21)
- Galdogab IDP sites requested support in establishing permanent shelters as local authorities have provided residents with land

4. Health

Health complaints and information requests featured 4% of all filed issues for the month of June. This is up from 3% of all issues filed during the month of June.

- **Liban** and **Bakaro** IDP sites in Berdale and **Camp Ajuran** in Belet Xaawo featured the largest volume of health filed issues
- The most frequent health issue filed is that health services are not available in walking distance from the site. Moreover, IDP sites in Berdale, Baidoa, Belet Xaawo, Cadado, Ceerigabo and Cabudwaq have stated that health services are not available to them.

5. June's Age, Gender and Diversity Trends

- In June, 79% of issues filed came from women. This percentage breakdown highlighting gender of complainants features a slight rise over the annual average of 78%. This figure reflects demographic data which showcases that there are significantly more adult women living in IDP sites versus adult men.
- 8% of June complaints came from individuals who are over the age of 60 which is in line with the annual average.
- Filed issues for persons under the age of 18 remains critically low. Only .077% of June filed issues came from this age group displaying the continued need for further youth outreach and engagement within IDP sites.
- 6% of all June complaints came from PwDs, which is in line with the 6% registered during June. There is a noticeable shift away from PwDs filing issues at information desks versus with community mobilizers. June featured the highest rate of complaints filed with community mobilizers (26%) which potentially demonstrates an increase in shelter- level engagement by CCCM teams.
- A woman living in a Galdogob site mentioned "**Our children our discriminated and are not permitted to access schools in the area with other children prioritized over ours**"
- A Shabelle IDP site resident in Garowe mentioned that "**there is a lack of agreement between our community and the landowner which makes us all fear eviction everyday!**"

6. District Breakdown

Belet Xaawo

- **Camp Jiroon, Camp Ajuran, Camp Idaan, Tuulo Amiin, Lebi Ad** and **Balet Amin** all recorded CFM filed issues during the month of June.
- Access to education complaints trended higher in June with increases in complaints about the lack of operational business in/near IDP sites and challenges in accessing markets.
- Issues such as the lack of water points and low numbers of latrines available for IDPs were also registered in large volumes in Belet Xaawo IDP sites.

Berdale

- 25 IDP sites in Berdale recorded filed issues with the highest numbers coming from **Jakaton, Raydabale, Bulsho, Al- Aamin** and **Wadaajir** sites.
- Like in Belet Xaawo, Berdale featured an alarmingly high number of access complaints related to education and health services. There is a clear need for strengthened community engagement and support on nutrition, education and health outreach in Berdale IDP sites based on the volume of such filed issues during the second quarter of 2021.

Galgaduud (Region Breakdown)

- **Ajuran** and **Alla- Amiin** IDP sites in Cabudwaq requested improved engagement from the CCCM partner with nutrition support being the priority need for the sites.
- 45% of all complaints from Guriel IDP sites came from PwDs, while 50% of Cadado filed issues were from PwDs during June.
- Cadado, Dhuusamarreeb and Guriel IDP sites cited shelter support as the priority need for members of the community.

For more information please contact the
CCCM Cluster Coordination Team

Benjamin Conner
<bconner@iom.int>

Hassan Abdi Yarow
<yarowh@unhcr.org>