

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for September 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 September 2021)

26,105 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

15 partners in **31 districts**

taking part in the CCCM Cluster joint CFM initiative.

78% of complaints reported by female

74% 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 (September 2021)

In the month of September, there were a total of **3,749** issues filed which was a 5% increase compared to August's total of **3,567**. **September featured the highest number of issues filed via CCCM CFM systems since May's total of 4,242.**

Most issues filed in September were related to Food Security and Livelihoods (FSL) (41%), Shelter/NFI (30%) and WASH (14%). **Health and Education filed issues in September were the highest recorded volume for 2021.** It is important to document that FSL issues filed saw a rise of 3% compared to August's data with September's tally being the highest total FSL complaints since May 2021.

Berdale continues to generate a large volume of issues filed with 27% of all total complaints deriving from 28 IDP sites within the town. Baidoa had 289 IDP sites reporting CFM data for August and featured 27% of all September issues. Kahda, Daynile Belet Xaawo, Dollow, Galgaduud districts also reported large quantities of issues filed.

1. Food Security and Livelihoods

- Food security complaints and information requests in September saw their highest monthly percentage and quantity totals since May's record figures. This eclipses August's figures by 3%. The percentage of FSL filed issues rose to 41% in September compared to 38% in August and 36% in July and June.
- General program enquires rose from 8% to 14% in September with enquires ranging from SCOPE card reactivation in Dollow IDP sites to questions about targeting criteria for new arrivals in Berdale and Kahda.
- FSL filed issues in Dollow which tend to be highest through the CCCM CFM system rose again in September accounting for 41% of all total FSL related filed issues. Many of these issues are requests for services or requests for SCOPE cards to be reactivated with a substantial number of issues raised by individuals with vulnerable characteristics: PwDs, female-headed households, and households with more than 8 individuals.
- Even with a slight reduction in September's data, the percentage of issues filed from PwDs continues to be highest amongst all sectors at 9%, aligned with PwD complaints percentage for CCCM.

2. WASH

WASH complaints rose to 14% of issues filed in September compared to a six-month low of 12% recorded in August. Requests for improved access to water and latrine desludging/maintenance continue to be the most common issue filed for WASH.

- 35% of the months WASH issues came from Baidoa IDP sites. Sites such as **ADC 3** and **ADC 4** saw a considerable number of complaints related to latrines conditions and an overall lack of latrines within both sites.
- 14% of September's WASH filed issues came for Daynile IDP sites. Sites such as **Mideeye**, **Ducowaalid** and **Dahraan** featured at least 9 filed issues regarding the inability to access water both within and outside the IDP site. IDPs from **Osob** mentioned that they recently arrived within the site from villages in Lower Shabelle and that they are in desperate need of accessing water.
- An IDP from **Lebi Ad** IDP site in Belet Xaawo cited that **'there is only one water tap located within the site despite the population of the IDP site being over 2,700 individuals'**. Additionally, a complainant from Hareriley IDP site in Daynile mentioned that **'all neighbouring latrines are currently full with no usable latrines located within the area'**.

3. Shelter and NFI

Shelter and NFI complaints or information requests featured 30% of all filed issues for the month of September with this figure down compared to August's figure of 34%. While shelter complaints saw their lowest volume since April 2021, NFI related complaints featured 9% of all CFM filed issues with September seeing the highest number of NFI complaints since May 2021.

- 47% of all Shelter/NFI issues raised in September came from Berdale town with 44 total requests coming from **Raardawo** IDP site where complainants highlighted that they do not have adequate shelter materials. Additional Berdale IDP sites such as **Badbaado** (38 requests), **Raydabale** (34 requests) **Hanaano 1** (33 requests) and **Gololka** (21 requests) continue to see very large quantities of Shelter/NFI service requests.
- **Xeebad** and **Badbaado** IDP sites in Cadado registered large volumes of request for additional shelter support due to degrading shelter conditions within the sites.
- IDP new arrivals from areas outside of Baidoa made requests for shelter/NFI support in **Abal 3** IDP site
- 5% of the shelter complaints came from PwDs which is down from August's total of 8%. 70% of PwDs filed issues at information desks compared to the monthly average of 57%.

4. Health

Health complaints and information requests soared in September with the month being the highest total of filed issues recorded since the CFMs inception in July 2020. Health complaints made 5% of the total number of filed issues in September with 190 issues filed during the month.

- 62% of all health-related issues filed came from Berdale and Belet Xaawo IDP sites which continues a trend that has been illustrated since a wave of displacement occurred in both locations during the second quarter of 2021. Filed issues largely discussed the lack of access to health facilities as the closest primary health facility is located in Belet Xaawo town; with IDP sites being located more on the periphery of the city. Complaints highlighted that women do not have health support for deliveries and that additional outreach/mobile support in Belet Xaawo IDP sites is recommended.
- A woman from an IDP site in Kahda complained that **'a child who recently arrived within the IDP site died due to measles disease with measles affecting lots of the site residents'**. This incident has been referred to health partners in Mogadishu in addition to the National Health Cluster.
- A woman from **Abey** IDP site in Daynile complained that **'due to her problem with her eye sight, she requested to receive specialized healthcare for her sight as she struggles with mobility at night'**.

5. September's Age, Gender and Diversity Trends

- September experienced a decrease in filed issues from PwDs as there were 208 total complaints filed (7% of all filed issues), versus August which experienced 264 total complaints or 8% of all complaints.
- A woman from **Camp Jiroon** IDP site in Belet Xaawo complained that **'she suffers from a mental illness and is requesting treatment, but no such treatment exists within the town'**
- 81% of all complaints came from women which is the highest ratio figure for 2021. 71% of PwDs that filed issues during the month of September were women.
- Only 0.35% of all September issues filed came from individuals under the age of 18 which continues to be worrying trend

6. District Breakdown

Berdale Town

- 83% of all nutrition issues filed for the month of September came from Berdale IDP sites. 78% of nutrition complaints were centred around nutrition services not being accessible within walking distance of the IDP site
- 50% of September's education filed issues came from Berdale IDP sites which continues a trend of complaints related to children not being able to access schools nearby and the cost of school fees preventing households from sending their children to school.

Baidoa

- 20% of September's health complaints came from Baidoa IDP sites **Buur Heybe** and **Asharow Jawari** reporting a large volume of health related information requests (requests for accessible health services).
- **11-Janaay-1** site members requested additional solar lights within the site as there is currently just one that is functional.

Kahda and Daynile

- **Osob**, **Baardhere** and **Duco** featured service requests from households that had arrived within the IDP site within the past month. In **Baardhere** IDP site, new arrivals complained that the established IDP site is too congested with very little space for new households.
- A resident of **Iskaashi** IDP site asked the CFM attendant if the CFM system can be used for GBV related complaints.
- A complainant in **Bananey** IDP site mentioned that she **'requires health services for her children, she is now pregnant and feels uncomfortable due to lack of nutrition medicinal support that is accessible to the IDP site'**

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