

Overview

The CCCM cluster, through its operational partners, established a standardized complaints feedback mechanism (CFM). The CFM aims to support improved accountability to affected populations as well as increase communication with communities. It is designed to offer the affected population additional avenues for accessing information, registering complaints, providing feedback and enhance transparency.

The CFM started on the 21st of April and has been covering the sites in Chiure, Metuge and Ancuabe districts. Complaints have been collected using Kobo Tool through IOM mobile outreach teams and at CCCM information desks. The complaints that required feedback are shared with individual concerned partners on a weekly basis.

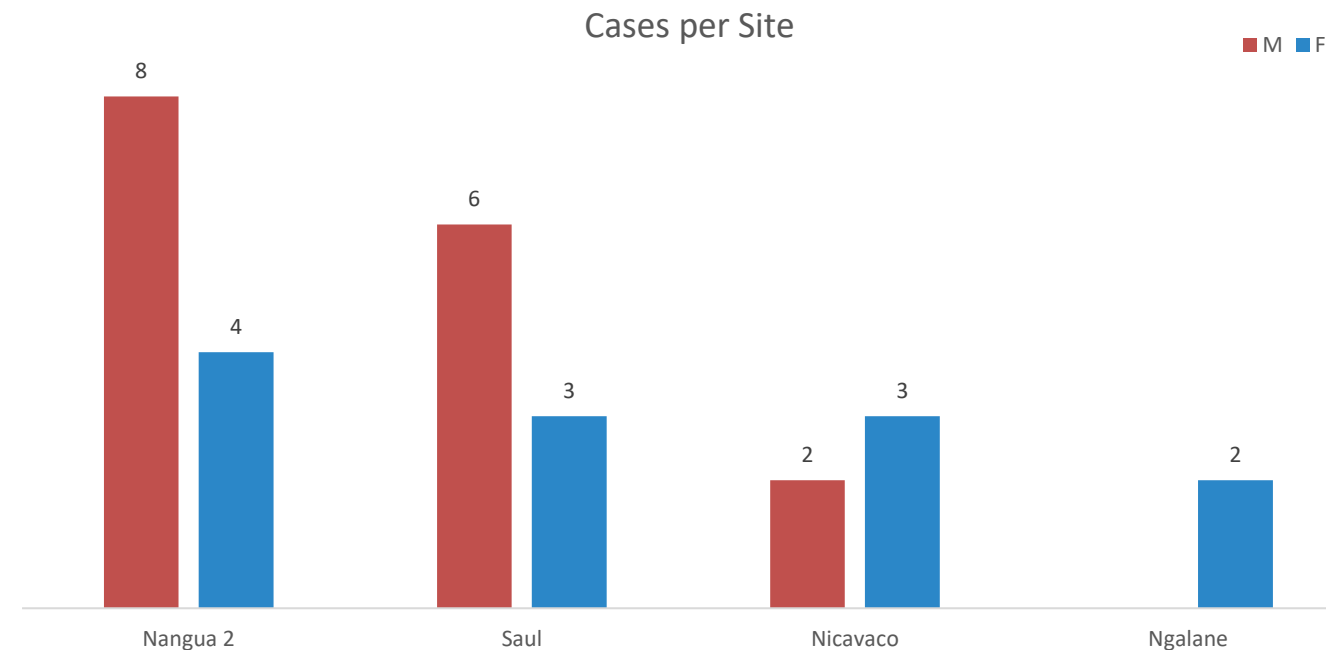
This monthly snapshot highlights important IDP complaint-related trends and tendencies for locations where CCCM partners are active.

463 Total Number of cases

28 Number of cases - July

96% Percentage of cases closed in July*

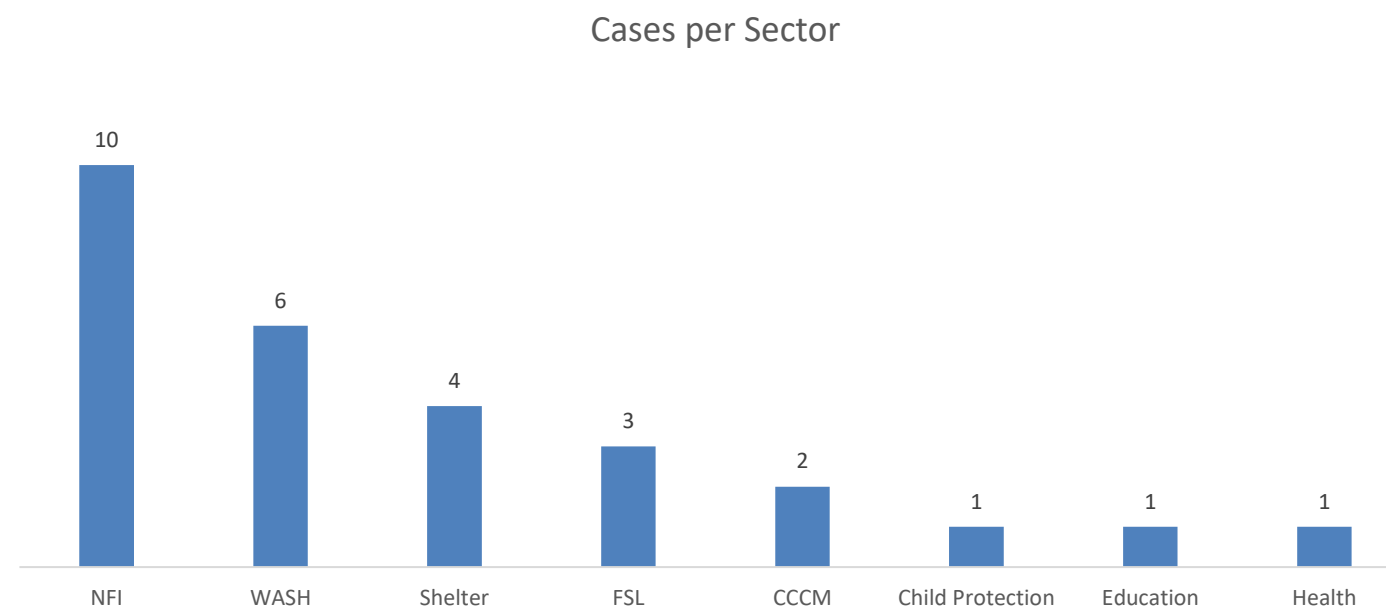
81% Cases closed after referral in July**



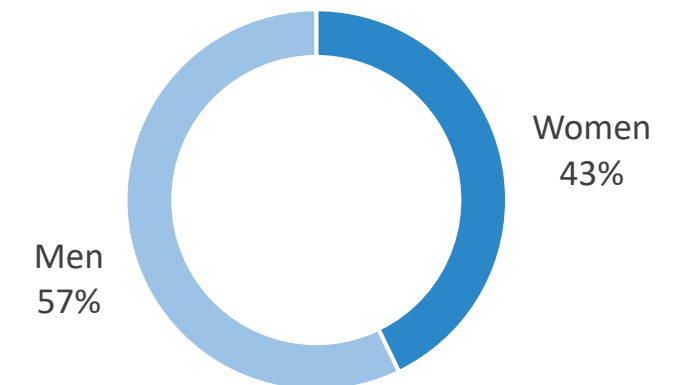
During the month of July a total of 28 cases were filed, for a total of 463 cases. Out of the 28 cases received, 60 per cent were complaints, and 40 per cent request for information.

A total of 96 per cent of the cases received in July were closed within the same month. Of this 81% were closed after referral and 19% were closed at site.

Most of the cases were related to the NFI sector (35.7%) and WASH sector (21%) followed by Shelter (14%).



Demographics



People with disabilities **11%**

Between the age of 18 and 59 **79%**

Over the age of 60 **21%**

Over the month of July, majority of the complainant were male (57 per cent of male versus 43 per cent of female). The CCCM CFM team will continue carrying out in August awareness campaign among the sites to increase female representation amount the complainant.

Majority of the IDPs reporting complaints or assistance requests are ranged between the age of 18 and 59 (79%). The number of complainant with disabilities have increased compared to the prior month: from 5 per cent to 11 per cent.

*Cases closed by the end of the month

** The percentage refers to the number of cases closed with referral compared to the total number of cases closed at the end of the month (on site + referral)



Food Security and Livelihoods

FSL complaints and information requests featured 11 per cent of all filed issues. The number of cases have reduced drastically compared to the previous month. For a more effective response CCCM and FSL partners are collaborating closely at site level organizing joint field visits to complainants when needed.

- 70 per cent of the cases filed were requests for support to be included in distribution lists.
- 30 per cent of complaints were about the food ration.



Non-Food Items

36 per cent of the cases filed were related to NFI sector, out of which 60 per cent were from male IDPs.

- As per last month report, majority of the IDPs requested assistance in terms of blankets and mats: they are feeling cold at night, particularly in Nicavaco relocation site.
- Cooking set was the second most requested item mainly in Nangua 2 and Saul.
- 100 per cent of the cases were closed.



Camp Coordination and Camp Management

CCCM complaints and information requests featured 7 per cent of all filed issues, all by women. All the cases were filed in Saul and were related to requests for assistance to start income generating activities.



Education

Only 1 case out of the 28 received was related to the Education sector and was filed by a men. The case was a request to have a school in Saul site as the school in Saul Host Community is over crowded.



Shelter

Shelter complaints and information requests featured 14 per cent of all filed issues.

- 50 per cent came from women.
- Need for a shelter was the main requests raised in Nangua 2 by new arrivals at the transit center.
- All the cases were closed and emergency shelter were given by partners.



General Protection and Child Protection

One assistance request among all filed, was related to Child Protection and was reported in Ngalane by a woman.



WASH

21 per cent of all cases filed were related to WaSH sector.

- As previous report, majority of the case are complaints related to the lack of water in Saul.
- Two cases were filed by women with disabilities requesting support to build their latrines in Ngalane
- One complaints was filed in Nangua 2 about the quality of the water from the water truck.



HEALTH

Only 1 case was related to the Health sector. One woman in Nicavaco was complaining about the lack of a health center in Nicavaco.

CCCM Cluster contact details:

Priscila Scalco National Cluster Coordinator
pscalco@iom.int +258 873598351
 Kathryn Ziga Sub-national Cluster Coordinator
kziga@iom.int + 258 862756977

