

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.

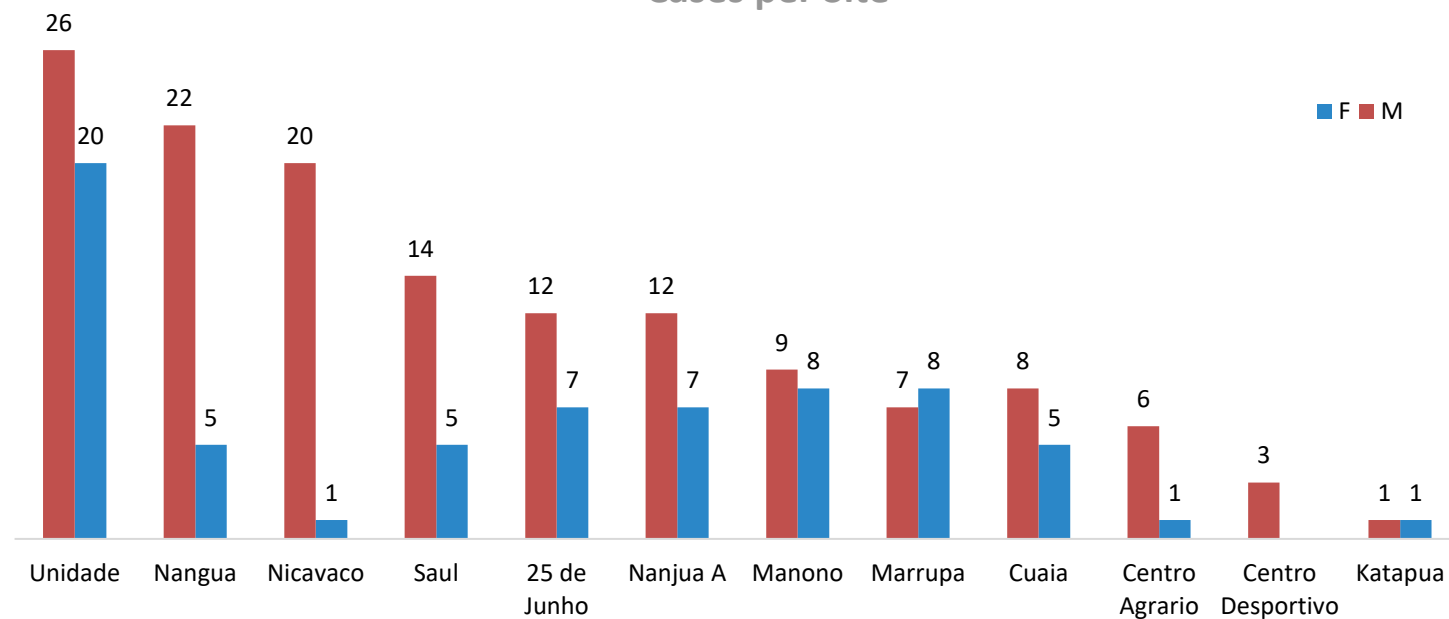
435 Total Number of cases

208 Number of cases - June

65% Percentage of cases closed in June*

74% Cases closed after referral in June**

Cases per Site



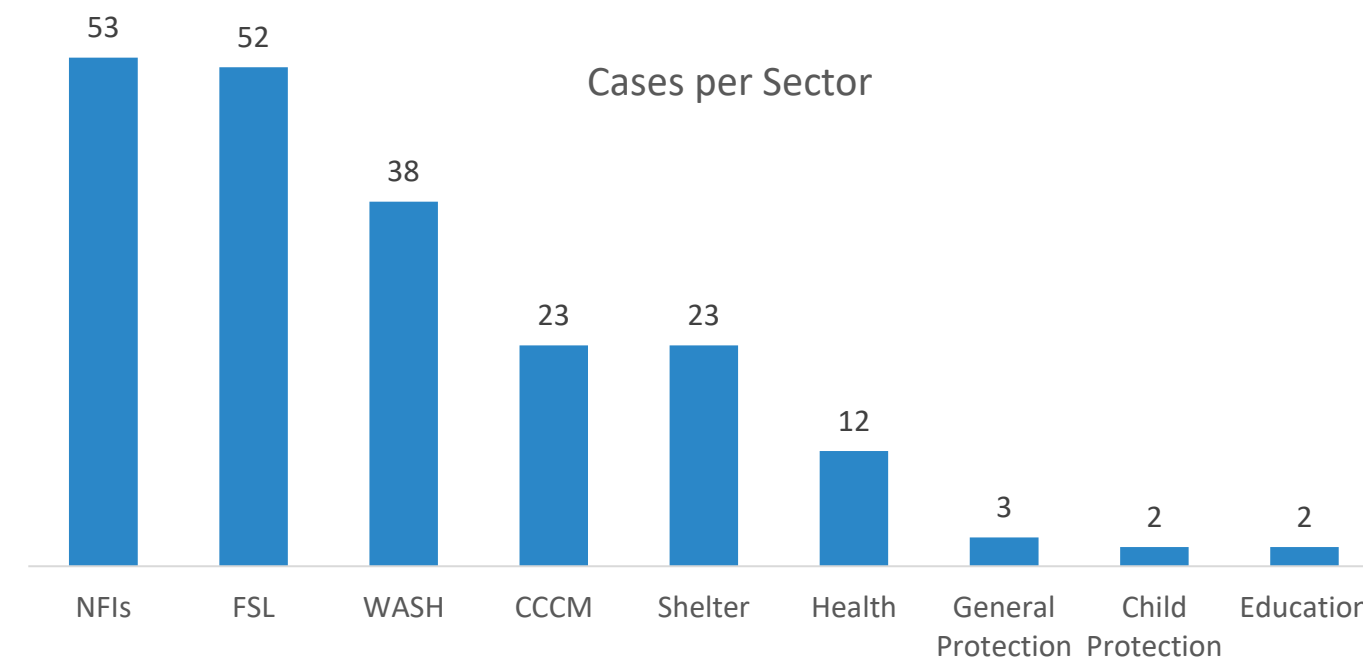
During the month of June a total of 208 cases were filed, for a total of 435 cases. Out of the 208 cases received, **54 per cent were complaints, 42 per cent request for assistance, 2 per cent request for information and 2 per cent feedback.**

A total of 65 per cent of the cases received in June were closed within the same month. Of this 74% were closed after referral and 26% were closed at site.

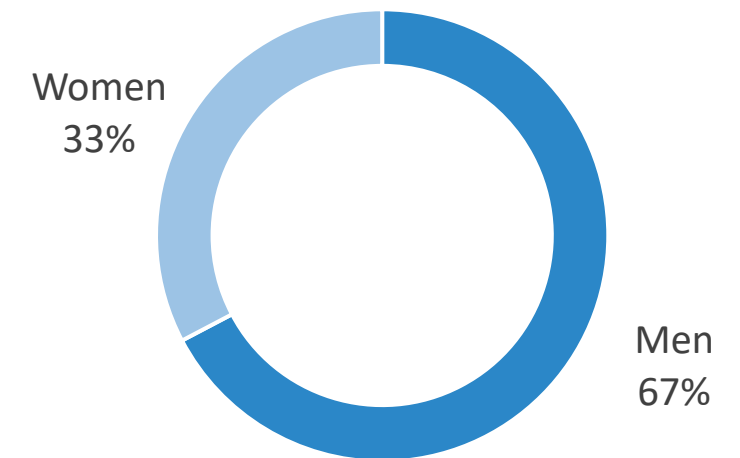
As showed in the graph above majority of the cases, were filed in Unidade and Nangua, Metuge District. Katapua was the site with least complaints received. A new site, Nanjua A in Ancuabe district and the transit center in Pemba (Centro Desportivo) were reached by the CFM over the month of June.

Most of the cases were related to the NFI sector (26%) and FSL sector (25%) followed by NFI (25,6%). The number of cases field related to the WaSH and Health sector has increased over the month of June compared to the month of May.

Cases per Sector



Demographics



People with disabilities **5%**

Between the age of 18 and 59 **73%**

Over the age of 60 **27%**

Over the month of June, majority of the complainant were male (67 per cent of male versus 33 per cent of female). The CCCM CFM team planned to carry out in July an 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 (73%). The number of complainant over the age of 60 have increased compared to the prior month: from 14 per cent to 27 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 25 per cent of all filed issues. Although the percentage reduced since April, the sector is still among the ones with most cases registered. For a more effective response CCCM and FSL are collaborating closely at site level organizing joint field visits to complainants when needed.

- Out of the 52 cases filed, 17 came from female complainants and 35 from male.
- 30 per cent of the cases filed were requests for support to be included in distribution lists.
- 30 per cent of the case filed were request for support to be included in the cash for work programs.
- Complaints about the food ration were raised by 8 IDPs.
- 34 per cent of the cases filed were registered by displaced persons with disabilities about not being included in the lists.
- 73 per cent of the cases were closed.



Camp Coordination and Camp Management

CCCM complaints and information requests featured 11 per cent of all filed issues, out of which 20 per cent came from women, while 80 per cent from men.

- In Unidade, IDPs requested support in the creation of a management structure at the sites that includes IDPs representatives.
- In Saul there were filed 2 requests for assistance in building a church at the site.



Non-Food Items

26 per cent of the cases filed were related to NFI sector, out of which 43 per cent were from female IDPs.

- Majority of the IDPs requested assistance in terms of blanket and mat, as they are feeling cold at night, particularly in Nicavaco, 25 de Junho and Nanjua A.
- Cooking set was the second most requested item mainly in Unidade, Cuaia and Manono.
- 65 per cent of the cases were closed.



Education

Only 2 cases out of the 208 received were related to the Education sector and all were from men.

- Both the cases were requests for support to build a school at the sites.
- One requests come from Unidade and one from Nicavaco.



General Protection and Child Protection

Complaints and information requests on Protection represented only 2.5 per cent of all filed issues.

- At Centro Desportivo 1 man with disability is requesting support in terms of transport for his wife to come to Pemba from Palma. His wife is his only primary caregiver.
- In Nicavaco 2 men requested assistance in obtaining personal documents and IDs.
- 2 requests came from a displaced person with a disability. She was requesting for assistance in terms of clothing and to reduce the barriers she has when collecting water.



Shelter

Shelter complaints and information requests featured 11 per cent of all filed issues.

- 40 per cent came from women.
- Need for tarps was the main requests raised in Unidade, Nangua and Marrupa.
- In 25 de Junho and Nanjua A IDPs are requesting support with a shelter kit.



WASH

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

- Majority of the case (51%) are complaints related to the lack of water and come from Saul, Unidade and Cuaia. In particular in Cuaia this is creating tension with the Host Community.
- 8 IDPS, out which 7 male, requested support with hygiene kit in Unidade, Saul, Nangua and Manono.
- In Centro Agrario IDPs complained about the lack of latrines.



HEALTH

12 of the cases received were related to the Health sector, of which only 1 came from a woman.

- All the cases were requests for support in terms of medical assistance as there are no health center in the area.
- The cases came from Unidade, Saul, Nicavaco, Cuaia and Nanjua A.

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