

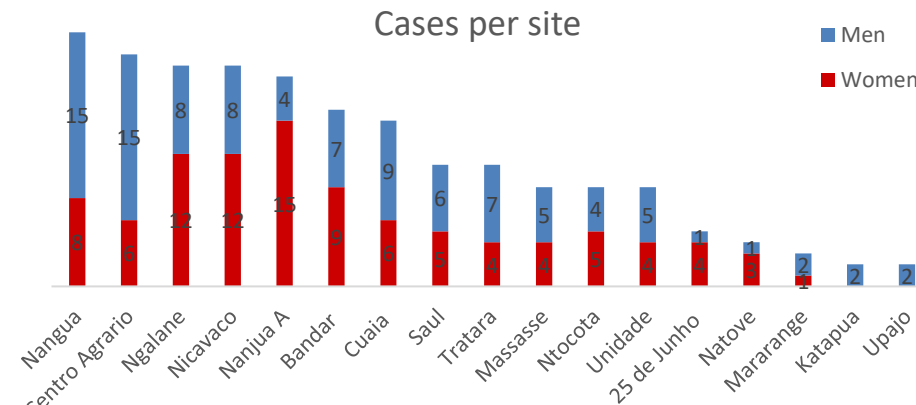


Overview

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 18 sites in Chiure, Metuge, Montepuez 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.

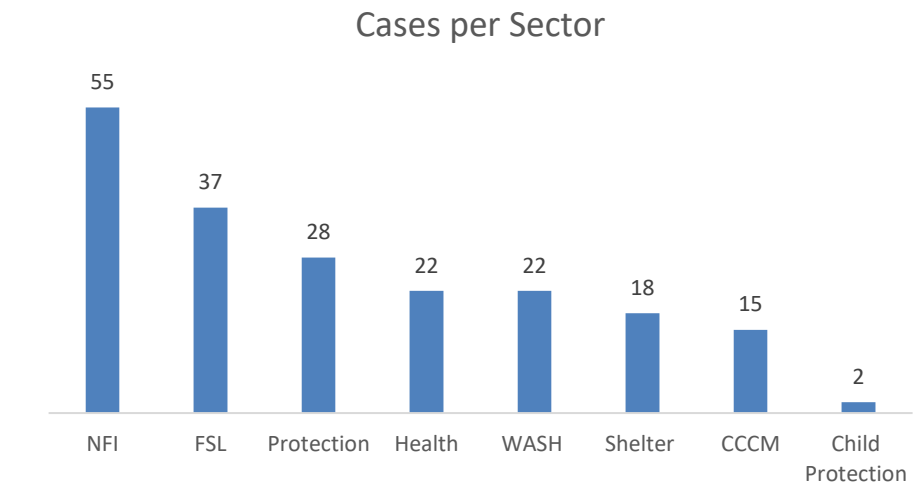
This monthly snapshot highlights important IDP complaint-related trends and tendencies for locations where CCCM partners are active.



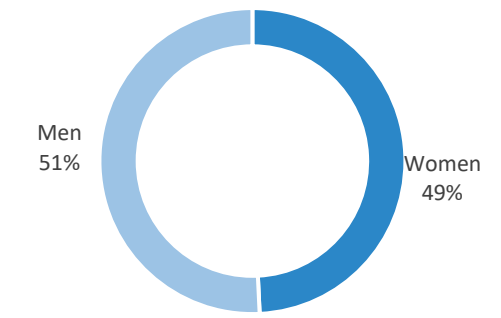
During the month of September, a total of 199 cases were filed, for a total of 772 cases. Out of the 199 cases received, 50 per cent were requests for assistance, 47 per cent complaints, 2 per cent request for information and 1 per cent rumors.

A total of 72 per cent of the cases received in September were closed within the same month. Of this 36 per cent were closed after referral and 64 per cent were closed at site.

Most of the cases were related to the NFI sector (28%) and FSL sector (18%) followed by General Protection (14%).



Demographics



People with disabilities	30%
Between the age of 18 and 59	74%
Over the age of 60	22%

Over the month of September, the number of cases registered by women increased : from 39 per cent in August to 49 per cent in the reporting period.

Majority of the IDPs reporting complaints or assistance requests are ranged between the age of 18 and 59 (74%). The number of complainant with disabilities have significantly increased compared to the prior month: from 18% in August to 30% in September. The mobile outreach team carried out door to door visit to guarantee that the most vulnerable families could access to the CFM.

*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)

772 Total Number of cases

199 Number of cases - August

72% Percentage of cases closed in September*

36% Cases closed after referral in September**



Camp Coordination and Camp Management

CCCM complaints and information requests featured 7.5 per cent of all filed issues, the majority of them issued by men.

- Majority of the cases, filed in Nangua A and Ngalane are related to lack of job opportunities.
- In Cuaia IDP complaint about the site and are requesting to be relocated to a more suitable site
- One cases was registered in Saul by man were all filed by men and are related to lack of lights at the site.
- 25 per cent of the cases were filed by women and 75 per cent by men
- 80% of all the cases were closed

NFI

Non-Food Items

28 per cent of the cases filed were related to NFI sector.

- 58 per cent of the cases were filed by women.
- Cooking set, mosquito net and buckets were the items most requested.
- Majority of the cases were filed in Metuge district, particularly in Saul, Nangua A and Nicavaco.
- 87 per cent of the cases were closed.



Food Security and Livelihoods

FSL complaints and information requests featured 19 per cent of all filed issues.

- Only 2 of the cases filed were requests to vary the type of food kit distributed.
- 50 per cent of complaints were about food ration not be sufficient for the whole families.
- 20 per cent were requests of assistance to be included in the distribution lists.
- 20 per cent of the complaints registered across the districts were related to the interruption of food distribution during the month of August.
- 40 per cent of the cases filed came from women and 60 per cent from men.
- 70 per cent of all the cases filed were closed.



General Protection and Child Protection

14 per cent of all cases issued in September were related to Protection. 2 of the cases filed were related to Child Protection.

- 40 per cent of the cases were reported by women
- Majority of the cases were requests of support in terms of clothing.
- 10 per cent of the cases filed were requests for assistive device for PwD.
- The second most filed assistance request was related to accessing documentation. These cases were mainly filed in Metuge (Centro Agrario and Nangua).
- The disability inclusion committee in Nicavaco, Ngalane, Ntocota and Katapua requested for PwD to be prioritized during distribution, particularly food distribution.
- In Ntocota and Ngalane women filed requests for assistance in terms of dignity kit.
- Youth in Ntocota and Ngalane requested to have recreational activities at site.



Shelter

Shelter complaints and information requests featured 9 per cent of all filed issues.

- Assistance requests to upgrade the shelters was raised in Ntocota and Ngalane
- Majority of the cases were filed in 25 de Junho: IDP at this site are mainly requesting support to upgrade their shelter before the rainy season.
- One case was filed by a person with disability in Ntocota requesting support in building resilient shelters.
- 27% of all Shelter cases were closed



WASH

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

- 60% of the complaints filed are related to access to water source: the complainants are reporting insufficient water points in Saul, Bandar, Cuaia, Nicavaco, Unidade and Ntocota.
- The rest of the cases filed are assistance requests in terms of hygiene kits. These cases were filed in Ngalane, 25 de Junho, Centro Agrario, Nangua.
- 3 of the cases filed were assistance requests to have HH latrines, as the communal latrines are not enough. These requests came from Cuaia and Nangua A and B.



HEALTH

11 per cent of all cases are related to the Health sector.

- All the cases were complaints about the lack of health services at site and the long distance to the closest health center.
- Those cases were filed in Saul, Bandar, Nangua, Nicavaco, Mararange, Upajo and Nanjua A.
- Majority of the cases were reported in Ancuabe, Nanjua A.
- 81% of all the cases were requests for assistance.