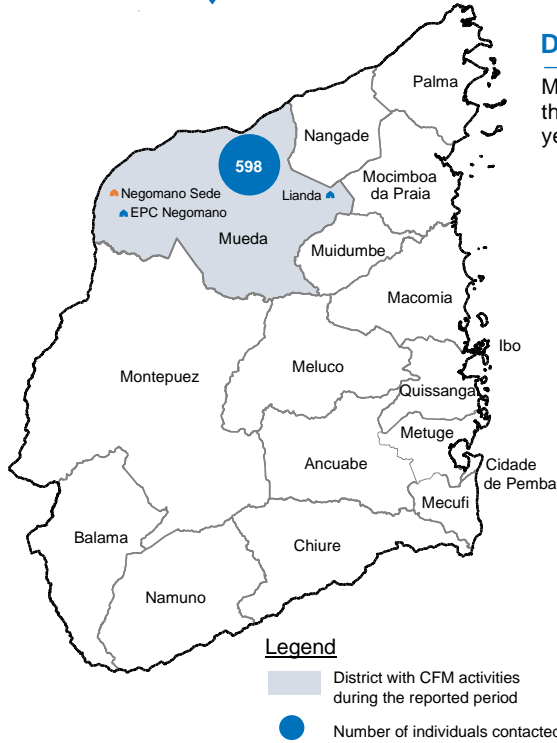


UNHCR and partners, through the Protection and CCCM integrated services, have established Complaint and Feedback Mechanisms (CFM) across the IDP hosting areas in Cabo Delgado. CFMs are a multitude of channels that the affected populations by the conflict can use to address their concerns, requests, and complaints. CFM is part of a broad Accountability to Affected Populations (AAP) spectrum. Following a consultative approach with the community representatives, CCCM, and Protection partners, UNHCR rolled out a harmonized KoBo tool to collect data, keep track of the complaint and feedback trends and provide tailored information to the communities through the established community structures. The tool complements existing mechanisms such as the site and sector committees, Focus Group Discussions (FGDs), *Linha Fala Criança*, *Linha Verde* (LV), complaint boxes, information and complaints desks at the project sites, and the regular site-level coordination meetings. Site management committees, youth groups, and protection focal points (PFPs) are also entry points across the UNHCR and partners supported IDP sites and neighborhoods. Regular community meetings are held with the community representatives to provide information on services and address issues at the site level. The PFPs, youth groups, and site management community mobilizers also conduct home visits to provide information at the household level, identify vulnerable cases and refer for assistance where required.

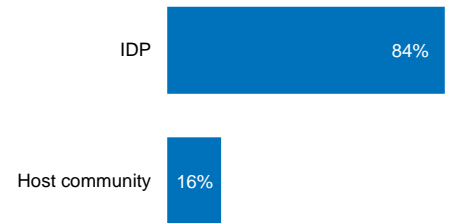
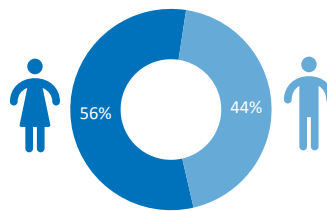
**KEY FIGURES** 📍 01 District 🏠 2 IDP Sites 🏡 1 Neighborhood 👤 598 Individuals



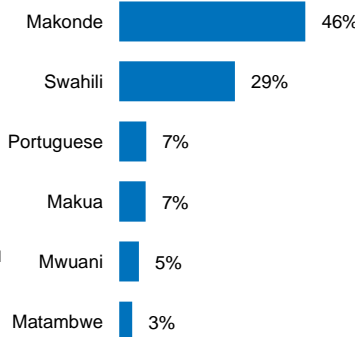
The boundaries and names shown in this map do not imply official endorsement by the UN.

### Demographic of respondents

Majority of the respondents (85%) were between the age of 18 to 59 years and (15%) were 60 years old.

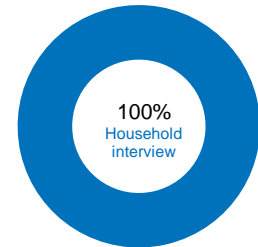


### Language spoken



### Mode used to receive complaints

For January and February, the information here presented came through the Protection Monitoring that was presented in the locations highlighted in the map.



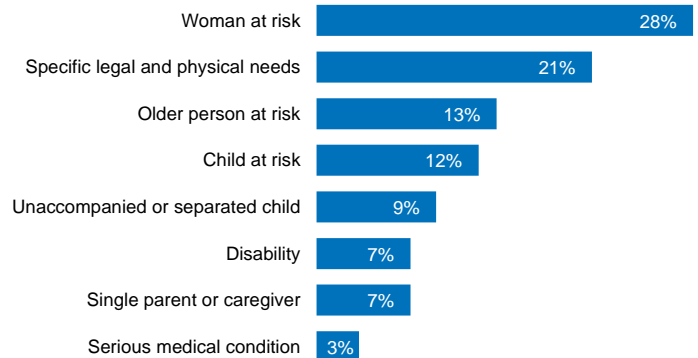
### Cases received

In January and February 2023, **598** cases were received through CFM. (70%) of the received cases were complaints, (29%) were request for assistance and (1%) was request for information.

District	Sites/Neighborhoods	No. of cases	%
Mueda	1 neighborhood (Negomano Sede)	97	16%
	2 sites (Lianda and EPC Negomano)	501	84%

### Persons with Specific needs

Of respondents that reported one or more persons with specific needs in their households, the three highest reported were Woman at risk, followed by specific legal and physical needs, and older person at risk. UNHCR consider woman at risk, women over 18 years old in need of protection due to their gender. Women at risk includes lactating woman or girl who, during the period of lactation, may need to be enrolled in a targeted supplementary feeding and nutrition programme, for medical or other reasons. Legal and physical Protection Needs are person of any age, who is at risk of physical and/or psychological violence, abuse, neglect, exploitation, and people in detention. Older person at risks are person of 60 years old or above who is the sole caregiver of children or are unable to care for him/herself.

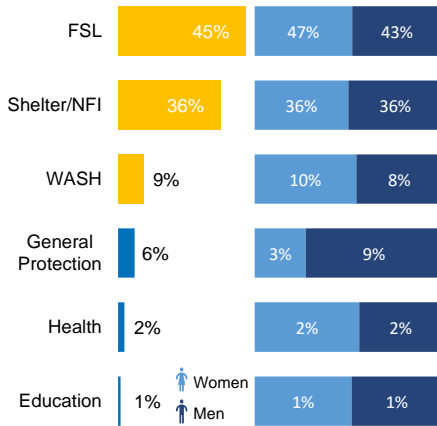


In partnership with:

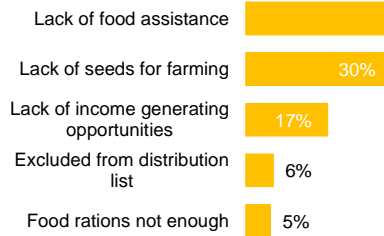


## Complaints

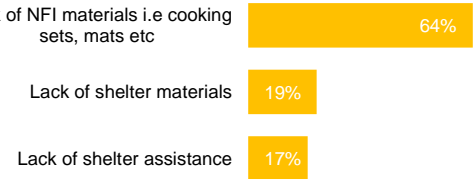
In January and February 2023, a total of **417 complaints** related to different sectors were received, mainly related to food distribution. The specific complaints per sector is described on the right tables.



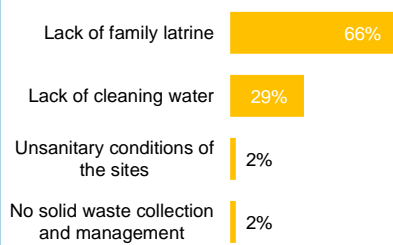
### FSL – Food Security and Livelihoods



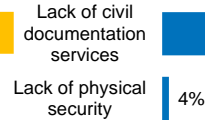
### Shelter/NFI



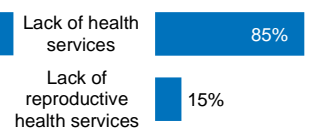
### WASH



### General Protection

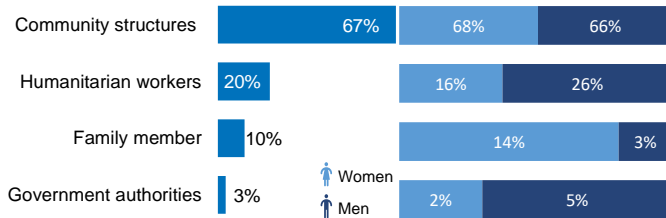


### Health

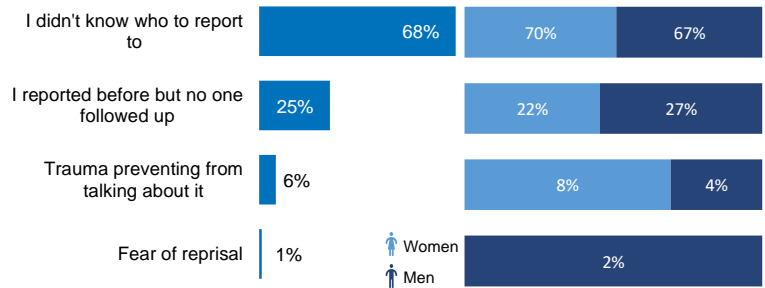


## Similar complaints lodged

**47% of the complainants lodged their complaints to** community structures, demonstrating the need of continuous protection mainstreaming together with the community leaders.

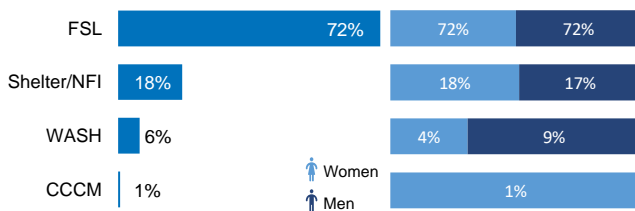


## Reasons of not reporting



## Requests for Assistance

During the month of January and February 2023, a total of 177 respondents raised requests for assistance related to different sectors of humanitarian response. There is a need to reinforce communication campaigns in Negomano and Mueda related to FSL subjects.



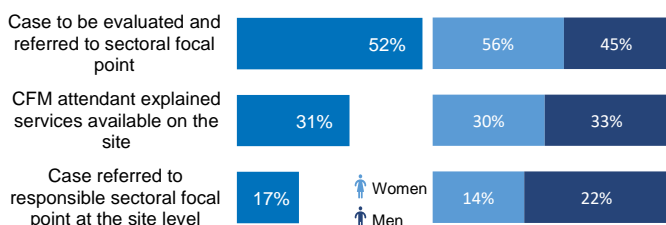
## Requests for Information

During the month of January and February 2023, only 3 respondents raised requests for information related to Food Security and Livelihoods (1), general protection (1), and WASH (1).

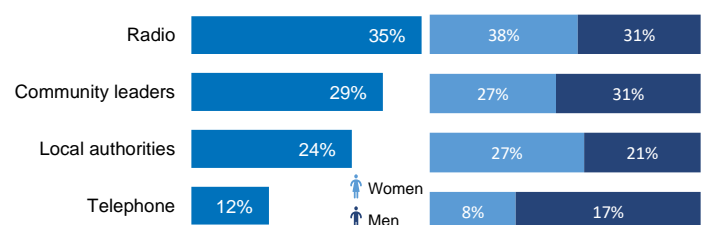
## Status of cases and resolve time frame

(61%) of the cases are open and (39%) are closed. Out of total open cases (91%) will be expected to be resolved in two weeks while (9%) resolved in one week time.

## Feedback and referrals



## Preferred way to receive information



(98%) of persons expressed that they were satisfied while interacting with the CFM attendant, (2%) were dissatisfied.