

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for April 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 April 2021)

10,141 registered total complaints

1 day average time taken to refer a case to the relevant sector lead

4 days average time taken for feedback to be provided to the complainant

12 partners in **25 districts**

taking part in the CCCM Cluster joint CFM initiative.

76% of complaints reported by female

75% of complainants are at the age of 30 to 59 years

25% of complaints reported using call centre/hotline/toll free line

99% of complainants are satisfied with the response provided

Top complaints summaries (April 2021)

The month of April saw a record high of total monthly filed issues through CFM systems managed by CCCM partners. **There were 3,567 total issues filed during the month of April which is up from the 1,825 issues filed in March.** Berdale town alone saw 692 total complaints which is almost 1200% the average monthly volume for the district. This spike is attributed to new displacement from the Tosweyne area into Berdale IDP sites (please see the CCCM Berdale IDP Site Gap Analysis Report for more information - <https://bit.ly/3gZi7VW>). Furthermore, a total of 616 filed issues were registered in Galmudug state with new arrivals from Baadweyne providing aid requests in South Galkaayo IDP sites. Lastly, April featured the first month in which complaints data has been recorded from Hargeisa IDP sites.

1. CCCM

CCCM complaints and information requests featured 4% of all filed issues for the month of April which continues to stabilize (March (5%) and February (7%)).

- The majority of CCCM complaints were related to multi-sectoral needs at the site-level concerning shelter, NFI, FSL and the need for youth spaces.
- 21 information requests were made regarding health and nutrition support within Berdale and Baidoa. These requests came from new arrivals from the Tosweyne area. There is a request for scaled up health and nutrition services awareness within Berdale and Baidoa IDP sites.

2. Food Security and Livelihoods

Food security complaints and information requests featured **47% of all filed issues in April which is an all-time high**; up from what was an all-time high of 46% during March. Food related complaints have risen largely due to the elevated number of newly displaced households that have taken refuge in IDP sites within Daynile, Berdale, Baidoa and South Galkaayo.

- Of the 1685 filed issues under FSL in April, 1342 (82%) were related to new requests for assistance. This percentage is the highest since the CFM system commenced in July of 2020 and coincides with increases seen in February and March. **53% of food security filed issues came from Daynile, Berdale, Baidoa and South Galkaayo IDP sites.**
- Food requests (598) in Dollow IDP sites have increased 54% versus March's figures. This continues to showcase a need for food strengthened FSL responses in Kabasa and Qansaxley IDP sites. FSL filed issues increased in Galgaduud IDP sites (193) likely attributed to new displacement from Baadweyne and food insecurity in districts such as Cadado and Abuwak.
- It is important to note that prior to the current displacement crisis in Gedo, 59% of the 10,230 households residing in **Kabasa** and **Qansaxley** IDP sites have not been receiving food

3. WASH

WASH complaints and information requests featured 15% of all filed issues for the month of April, slightly down from 18% of all filed issues during the month of March, and 20% recorded in February. Water requests saw a large spike in districts such as Cadado, South Galkaayo and Baidoa. **To strengthen targeting of sites with limited access to water, the CCCM cluster has established a list of IDP sites without water access that will be updated and circulated to the WASH cluster monthly.**

- Increases in limited water access were reported in Cadado, Abuwak and Dhusamareeb IDP sites. A woman from **Gashaan** IDP site in Cadado stated **'Gashaan site has no water available in or near the site forcing people to go far away to get water, and also there are no toilets'**
- Water access issues were raised in large volumes within the following Cadado IDP sites: Xeebeed, Badbaado, Gashaan, Ajuuran and Tawakal. The following South Galkaayo sites also reported water access constraints; **Dhoxa Mudug, Gaas, Isxaq and Bantu 1.**
- Poor sanitation conditions continue to be raised in Kismayo IDP sites with solid waste build up deteriorating living conditions in certain sites. Moreover, full latrines have been reported in **Bekeele, Barawe 3, Khalid 2 and Olole** IDP sites within Kismayo

4. Shelter

Shelter complaints and information requests featured 23% of all filed issues for the month of April. This percentage is up slightly from March's 22%. NFI issues for April remained at 6% for the month, level with data from March.

- 306 SNFI filed issues came from Berdale IDP sites with complaints coming directly from new arrivals from the Tosweyne area.
- 85 SNFI requests for assistance came from PwDs (up 243% from March's figure of 35) with requests coming from Cadaado, Berdale, Dollow and Baidoa IDP sites
- 159 SNFI complaints came from South Galkaayo IDP sites **Ajuuran, Hiraan 1, Isxaq Camp, Dhoxa Mudug, Daryeel** and **Bantu 1.** Shelter conditions have been deteriorating steadily in these sites while most of these sites have seen new arrivals from the Baadweyne area.

5. Health

There were 48 health issues filed in April, up from 55% from March's 31 filed issues.

- Complaints featured requests for additional health services, poor quality of health services either at the site-level, or within community health facilities and emergency health conditions which were referred directly to responding agencies. Most health issues came from South Galkaayo, Berdale, Baidoa, Cadado and Kismayo district.

5. April's Age, Gender and Diversity Trends

- In April, 75% of issues filed came from women. This percentage breakdown highlighting gender of complainants features the lowest percentage of complaints by women in 2021. The average breakdown continues to show that 77% of all issues filed have come from women.
- 9% of April complaints came from individuals who are over the age of 60 which is up from March's 6%. This figure is higher than the all-time 8.00% average of issues filed by individuals over the age of 60 with the need for more targeted engagement.
- Filed issues for persons under the age of 18 remains critically low. Only 27 out of 3,567 came from persons under the age of 18. 47% of complaints from this demographic were related to Child Protection and mostly featured requests for youth friendly spaces.
- 7% of all April complaints came from PwDs, which is down slightly from the 8% recorded in March. Surprisingly, 74% of issues filed from PwDs came from information desks. There is a continued requirement to ensure that all CFM methods for intake are accessible to all populations.
- A man in his 60s residing in Berdale's host community said **'I'm humanly requesting humanitarian agencies to support the new IDPs arriving into the district or advocate for their lives'**.
- A woman in Berdale mentioned that **'I need my children to get access to protection support since they have been terrified during our displacement ordeal'**.

6. District Breakdown

Cadaado

- There were 21 issues filed from **Badbaado** IDP site in Cadado district with complainants mentioning that the food security issues has deteriorated due to drought with the community having pressing food needs
- 15 issues were filed in **Xeebad** IDP site with food and shelter needs being the most pressing concern for the community

South Galkaayo

- There were 58 filed issues in **Dhoxa Mudug** IDP site with most complaints concerning ripped shelter materials and the need for supplemented shelter support.
- 41 complaints were filed in **Bantu 1** IDP sites with site leaders and community members mentioning that the community is becoming increasingly malnourished due to a lack of access to food assistance.
- There was a total of 96 complaints from **Hiraan 1** IDP site with access to water, latrines and shelter assistance being the main issues.

Daynile

- IDP site **Camp Musbaax** received a 20 day eviction notice from the government which has triggered HLP eviction prevention activities within the site.
- 120 households arrived in **Qooyoooley** IDP site while **Dhagaxweyn** IDP site was established to accommodate IDPs who were evicted from their homes in Lower/Middle Shabelle, **Wanaagsan, Caloofi** and **Kalama Soorto** are also housing a large number of IDP households that have arrived during the middle of April.

For more information please contact the
CCCM Cluster Coordination Team

Benjamin Conner
<bconner@iom.int>

Hassan Abdi Yarow
<yarowh@unhcr.org>