Complaints and Feedback Mechanism (CFM)  
Monthly Summary Report for February 2022

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.

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Cumulative CFM summary

(January 2022 - February 2022)

- 10,170 total registered complaints
- 1 day average time taken per incident
- 3 days average time taken for feedback to be provided
- 13 partners in 24 districts taking part in the CCCM Cluster joint CFM initiative.
- 75% of complaints reported by female sites
- 77% of complaints are at the age of 30 to 59 years
- 16% of complaints reported using call centre/hotline/toll free line
- 98% of complaints are satisfied with the response

1. Food Security and Livelihoods

- 98% of complaints reported by female sites
- 77% of complaints are at the age of 30 to 59 years
- 16% of complaints reported using call centre/hotline/toll free line
- 98% of complaints are satisfied with the response

- Food security complaints and information requests in February had 2,190 which represented nearly half of all issues raised at 45%. FSL complaints had an increase by 8% from the month of January which had 1,852 issues raised. Some of the FSL issues included, lack or insufficient food, lack of scope cards and related food items. Some concerns recorded in Dolloow sites included community members recording that “they were sharing meals with new arrivals, hence taking one meal a day or skipping some meals” others requested “cash assistance for immediate relief to new arrivals” In Jirroon site in Belet Xaawo a man raised concerns on the effects of drought he said “the new arrivals are dying of hunger. We are requesting help from the agencies.” In the same site, a mother recorded a complaint on lack of food to eat saying “my children are dying of malnutrition I have nothing to feed them I’m requesting help from the organisations”

- Of the 2,190 files issued under FSL in January, 1,576 (72%) were related to new requests for assistance which was 10% more than the previous month. Sites from both Doolow, Baidoa and Belet Weyne districts had the highest FSL request at 40% and 20% and 13% respectively. Midnimo, Doomeey and Kabasa IDP sites had the highest FSL issues recorded

- 4% of the FSL complaints came from PLWDS which was a significant decrease compared to the February report where 9% of FSL concerns had been raised by PLWDS.

2. WASH

- WASH complaints had 17% (813) of all issues filed for the month of February, which was an insignificant difference compared to 18% (906) of all filed issues during the month January. Lack or inadequate water, lack or need of latrines were majority of issues raised across sites. Similar to preceding months, WASH issues filed in February related to both water and latrines seemed to feature almost in equal levels. In both instances most complaints indicated a lack or insufficiency in water or latrines.

- Most WASH issues raised came from sites in Berdale (26%), Baidoa (24%) Belet Weyne (21%), and Daynille (9%). Lack of or insufficient water and lack of latrines were constant issues raised across the sites.

- Bula Gadduud, Raardawo, Raydabile sites in Berdale town district recorded high numbers of complaints on “no water in the IDP sites”

- 3% of the WASH complaints came from PLWDS compared to last month which featured 5%

3. Shelter and NFI

- Shelter complaints and information requests featured 952 representing 19% of all filed issues for the month of February and was the sector with the second highest issues raised. This figure was a decrease of 4% from the combined total of filed issues in January. For shelter, the raised issues covered a lack of shelter, poor shelter conditions and requests for shelter assistance including, kitchen items, clothing and tarpsaulins especially in sites with high numbers of new arrivals.

- 65% of all shelter complaints came from sites in 4 districts namely, Doolow (31%) Berdale (14%), Baidoa (11%) and Belet Weyne with 7% shelter issues recorded

- Dhoxa IDP site in Galkayo district (54 complaints), Kabasa DD site in Dolloow district (30 complaints) and Gaashahen site in Guriel (28 complaints) had the highest issues raised

- 7% of the shelter complaints this month came from PLWDS compared to 4% in the previous month

4. Health

- Health complaints and information requests featured 3% of all issues filed for the month of February similar to the preceding months of January and December (4%).

- Belet Xaawo (37%), Belet Weyne (22%) Berdale (15%) and Mogadishu (9%) districts had the highest health issues raised. Barwaqo IDP site in Belet Weyne, Jirroon site in Belet Xaawo, Alla-Amin, Doomeey, Midnimo in all Belet Weyne district had the highest number of complaints filed.

- The common health issue related to health services were, lack of health facilities or health facilities in the IDP sites in Jirroon district. Increased cases of measles were also filed in several other site.

- A PoC in Camp Ajuran site in Belet Xaawo district recorded that “they were sick for 12 years and had no means of going to hospital.” A mother of 8 children in Daynille site requested for “free health services” recording that “it was difficult to access the hospital and had no money to pay even if she went.”

5. February’s Age, Gender and Diversity Trends

- This month, 72% of issues filed came from women which is a consistent trend as majority of issues are reported by women. An average of all issues between January and February totals to 75% of issues filed by adult women and about 25% by men.

- With regards to age, 8% of the complaints reported in January were raised by persons over the age of 60 compared to 6% in the previous month. None of the complaints raised in the month of February came from children or persons underage of 18 years which is a constant trend with the year average of less than 1% percent.

- 4% of all February complaints came from PwDs, a slight decrease from 7% registered in the month of January. Out of the 6 channels of receiving complaints, the highest of the issues filed by the community were raised through information desks/centres featuring 68%, while mobile teams/staff and call centres each had 19% of the community utilizing the two channels to record their concerns/complaints.

6. District Breakdown

Most of the issues filed for the month of February were from Doolow featuring 24%, Baidoa 18%, Belet Weyne district with 15%, and Berdale 13% which represented 70% of all issues filed.

Dolloow
- Kabasa and Qansaxley IDP site had the majority of issues raised in Dolloow district. 98% of the issues filed in Dolloow district were from Food Security and Livelihood 73% and 25% from Shelter. This is consistent with the high numbers of drought displacements and new arrivals currently in Dolloow district.

Baidoa
- In Baidoa, FSL, WASH, Shelter and NFI had the majority of the issues filed, accounting for 49%, 21%, 12% and 9% of the issues raised respectively. Majority of issues related to FSL were linked to lack of food or cash to buy some food. Most of the issues file for shelter were related to lack of shelter or requests for plastic sheets while WASH indicated lack of latrines or water or both. Barwaqo had the highest issues raised accounting for 14%

Belet Weyne
- FSL (39%), WASH (23%), Shelter (10%) and Nutrition (19%) accounted for the most issues filed in Berdale districts. Midnimo, Doomeey, Barwaqo, Nasib, Alla-Amin sites had the highest number of issues recorded totalling to 69% of complaints raised.

As noted across all districts, the major needs recorded were in FSL and more specifically food requests. Shelter and WASH needs were also relatively high and varying depending on the districts.

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