

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.

[CFM Online Dashboard \(https://bit.ly/3jKcytf\)](https://bit.ly/3jKcytf)

Cummulative CFM summary

(January 2022 - February 2022)

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

Top complaints summaries (February 2022)

February featured **4,909 complaints raised** which represented a **5% decrease of recorded issues compared to the number of complaints raised in the month of January which had 5,165 issues filled**. However, issues filed from new arrivals have remained consistently high in both the months of January and February.

The majority of the complaints raised in February were from the Food Security and Livelihood (FSL) where 2,190 (45%) issues were recorded, 952 were registered in Shelter (19%) while under WASH, 813 issues were recorded (17%) totalling to 81% of the overall complaints raised and over half of them being recorded in FSL sector alone. This is consistent with the ongoing drought needs where most of the highlighted needs through the CCCM New Arrival Tracker are recorded under the FSL needs. It is also similar to previous months trends where most issues filed are in the life saving sectors.

The highest number of issues filed this month were from Doolow district with 24% followed by Baidoa which had 18%, Belet Weyne had 15% and Berdale recorded 13% of the issues raised. The #4 districts represented 70% of all the complaints raised in the month of February of the 14 districts that recorded and reported issues through the CCCM CFM system.

1. Food Security and Livelihoods

- 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 Dollow 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 **Jiroon** 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 complain 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"**
- Out of the 2,190 filed issues 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, Doomee 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 PLWD.

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 Gaduud, Raardawo, Raydabale** 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 1,014 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 tarpaulins especially in sites with high numbers of new arrivals.

- 65% of all shelter's complaints came from sites in 4 districts namely, Doolow (31%) Berdale (16%), Baidoa (11%) and Belet Weyne with 7% shelter issues recorded.
- Dhoxa** IDP site in Galkayo district (54 complaints) , **Kabasa DD** site in Dollow district (30 complaints) and **Gaashan** site in Gurriel (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 filed issues 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. **Barwaqoo** IDP site in Belet Weyne, **Jiroon** site in Belet Xaawo, **Alla-Amin, Doomeey, Midnimo** all in 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 sites. Lack of Medicine, increased cases of measles were also featured amongst the complaints raised. A PoC in **Camp Ajuran** site in Belet Xaawoo 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 filled 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 filled 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.

Dollow

- Kabasa and Qansaxley** IDP site had the majority of issues raised in Dollow district. **98% of the issues filed in Dollow 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 Dollow 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. **Barwaqoo** sites had the majority 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, Barwaqoo, Nasib, Alia-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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