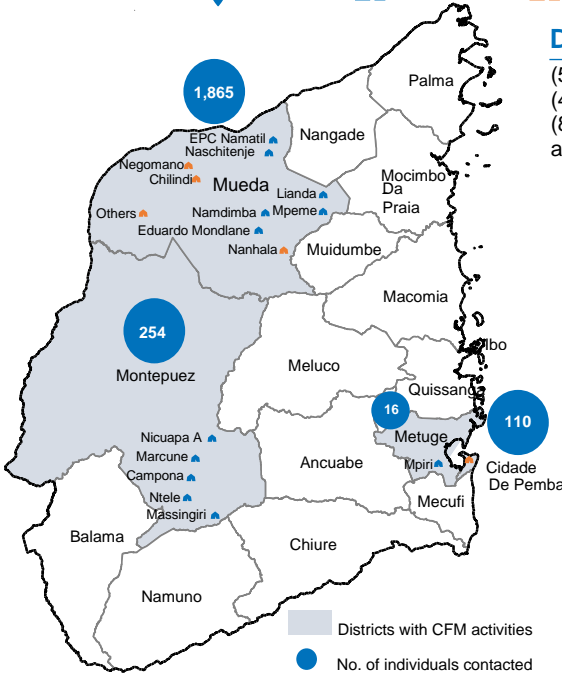


UNHCR through its CCCM and Protection Partners have activated Complaint and Feedback Mechanisms (CFM) across the IDP hosting areas and neighborhoods in Cabo Delgado. Site management committees, youth groups, and protection focal points (PFPs) are established across the UNHCR supported IDP sites and neighborhoods. 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. UNHCR is supporting the established community structures with trainings including on site management, human rights and peacebuilding trainings, and protection induction sessions. In July, 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 KoBo tool complements existing mechanisms such as the site and sector committees, Focus Group Discussions (FGDs), Linha Fala Criança, the Linha Verde (LV), complaint boxes, information and complaints desks at the project sites and the regular site-level coordination meetings.

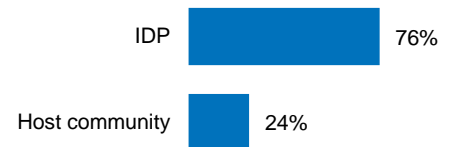
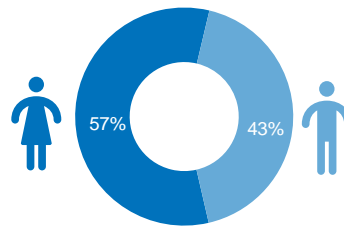
**KEY FIGURES**

📍 04 Districts 🏠 12 IDP Sites 🏡 17 Neighborhoods 👤 2,245 Individuals



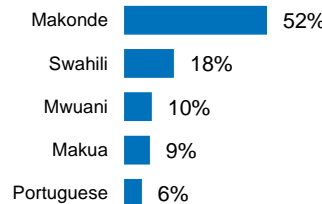
**Demographic of respondents**

(57%) of the respondents were Woman and (43%) were Men. Majority of the respondents (87%) were between the age of 18 to 59 years and (13%) were older persons. (76%) of respondents were internally displaced persons and (24%) from the host community.



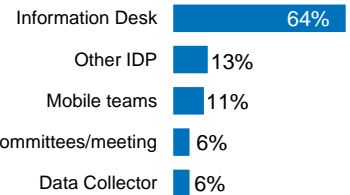
**Language spoken**

The most spoken language amongst the respondents is Makonde (52%), followed by Swahili (18%), Mwuani (10%), Makua (9%), Portuguese (6%).



**Mode used to receive complaints**

The main channel used to receive complaints were Information desk (64%), Other IDPs (13%), Mobile teams (11%), Community leaders/ Committees/Meetings (6%) and Protection Monitoring Data Collectors (6%).



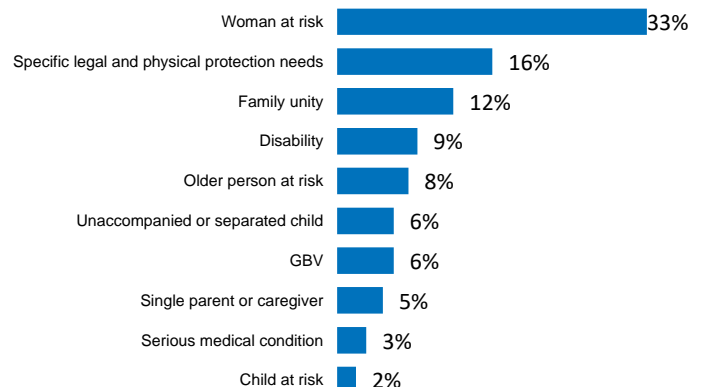
**Cases received**

In September and October 2022, 2,245 cases were received through CFM. 93% of the received cases were complaints, 4% were request for assistance, 2% were cases without any issues and 1% were request for information.

District	Sites/Neighborhoods	No. of cases	%
Cidade de Pemba	11 Neighborhoods (Bairro de Cariaco, Chuiba, Gingone, Mahate, Natite, Eduardo Mondlane, Maringanha, Metula, Ingonane, Josina Machel, Paquitequete)	110	5%
Metuge	1 site (Centro de Mpiri)	16	1%
Montepuez	5 sites (Campona, Centro de Ntele, Marcune, Massingiri, Nicuapa A)	254	11%
Mueda	6 sites (Lianda, Mpeme, Eduardo Mondlane, Nandimba, EPC Namatil, Naschitenje) 4 Neighborhoods (Negomano, Chilindi, Nanhala)	1,863	83%

**Persons with specific needs**

Of respondents that reported one or more specific protection needs in their households, the highest reported were women at risk (33%), persons with specific legal and physical protection needs (16%), individuals who require family reunification and tracing services or family unity (12%), persons with disability (9%), older person at risk (8%), unaccompanied or separated children (6%), GBV (6%), single parents or caregivers (5%), persons with serious medical condition (4%) and children at risk (2%).

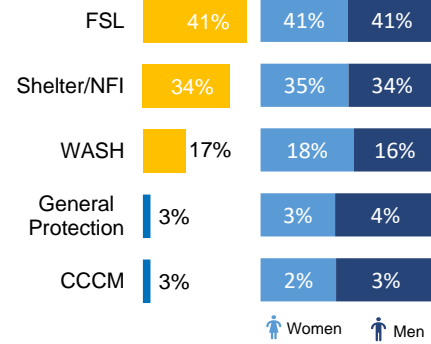


**In partnership with:**

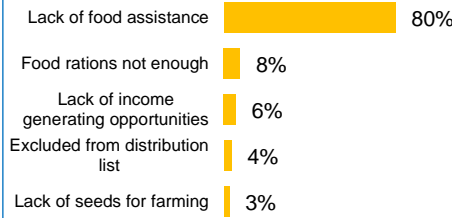


## Complaints

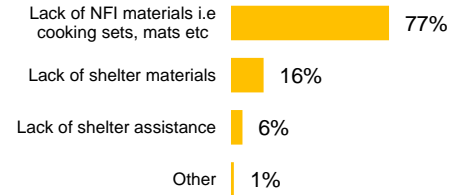
In September and October 2022, a total of **2,085 complaints** related to different sectors were received. (58%) of them are lodged by women and (42%) by men. Most of the complaints were related to Food Security and Livelihood (FSL) (41%), followed by Shelter or NFIs (34%), WASH (17%), General Protection mainly comprising of lack of civil documentation and discrimination (3%), and CCCM (3%).



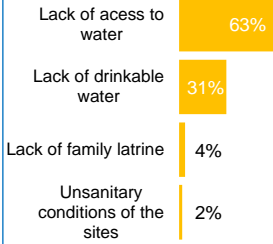
### FSL – Food Security and Livelihoods



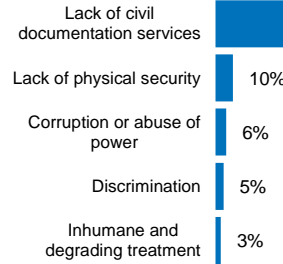
### Shelter/NFI



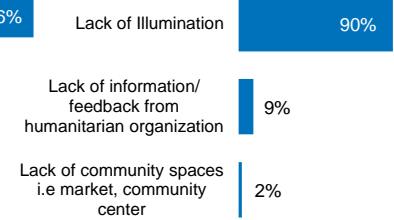
### WASH



### General Protection

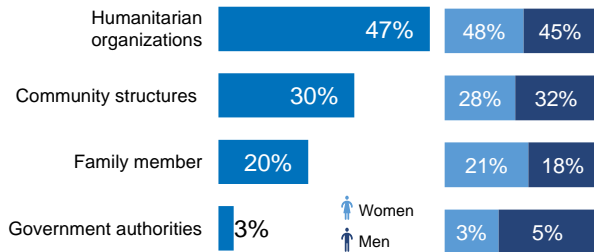


### CCCM



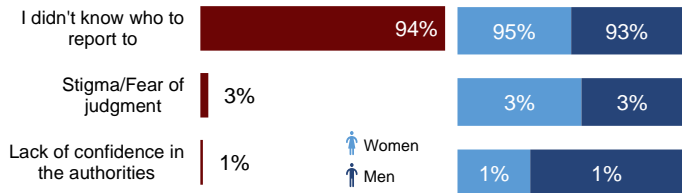
## Similar complaints lodged

**45% of the complainants lodged their complaints to** humanitarian organizations (47%), community structures (30%), family members (30%) and government authorities (3%).



## Reasons of not reporting

The main reasons of not reporting includes the lack of awareness and information of whom to report to (94%), followed by stigma/fear of judgement (3%) and lack of confidence in the authorities (1%).

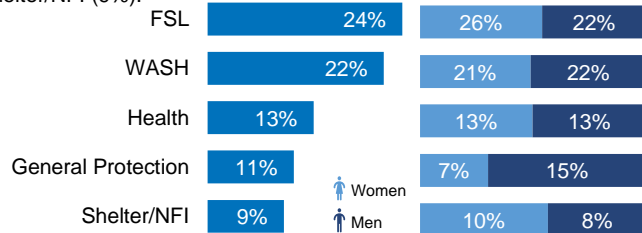


## Status of cases and resolve time frame

(82%) of the cases are open and (18%) are closed. Out of total open cases (93%) of cases are expected to be resolved in two weeks while (7%) are expected to be resolved in one week time.

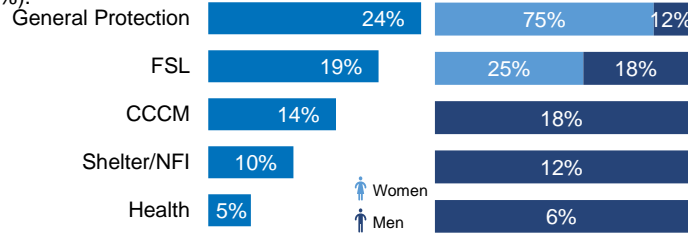
## Requests for Assistance

During the months of September and October 2022, a total of 85 respondents raised requests for assistance related to different sectors of humanitarian response. Food Security and Livelihoods (24%), WASH (22%), Health (13%), General Protection (11%), and Shelter/NFI (9%).

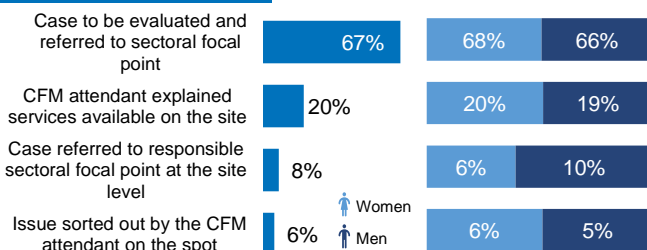


## Requests for Information

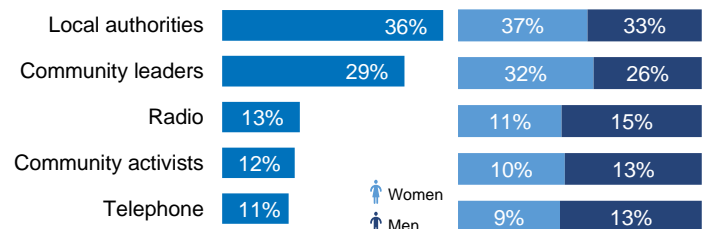
During the months of September and October 2022, a total of 21 respondents raised requests for information related to different sectors of humanitarian response. The assistance is related to General Protection (24%), Food Security and Livelihoods (19%), CCCM (14%), Shelter/NFI (10%) and Health (5%).



## Feedback and referrals



## Preferred way to receive information



(94%) of persons expressed that they were satisfied while interacting with the CFM attendant, (4%) were dissatisfied and (2%) were neutral.