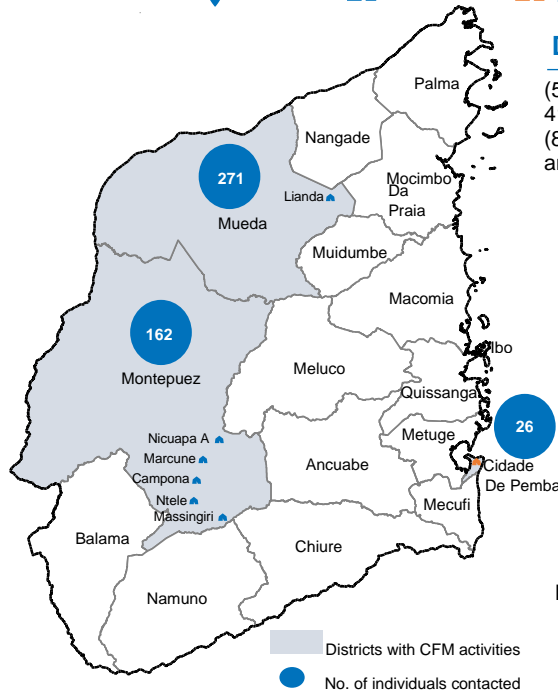


UNHCR through its CCCM and Protection Partners have activated Complaint and Feedback Mechanisms (CFM) across the IDP hosting areas and neighbourhoods in Cabo Delgado. Site management committees, youth groups, and protection focal points (PFPs) are established across the UNHCR supported IDP sites and neighbourhoods. 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

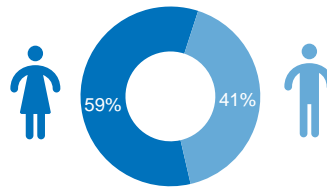
📍 03 Districts 🏠 6 IDP Sites 🏡 4 Neighborhoods 👤 459 Individuals



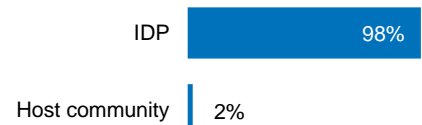
The boundaries and names shown in this map do not imply official endorsement by the UN

Demographic of respondents

(59%) of the respondents were Female and 41% were Male. Majority of the respondents (84%) were between the age of 18 to 59 years and 16% were older persons.

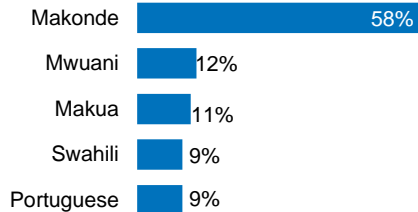


(98%) of respondents were internally displaced persons and (2%) were members of host community.



Language spoken

The most spoken language amongst the respondents is Makonde (58%), followed by Mwuani (12%), Makua (11%), Swahili (9%), Portuguese (9%).



Mode used to receive complaints

(37%) of the complaints were received through Information desk, (35%) through Mobile teams and (27%) of the cases was received through Protection Monitoring Data Collectors.



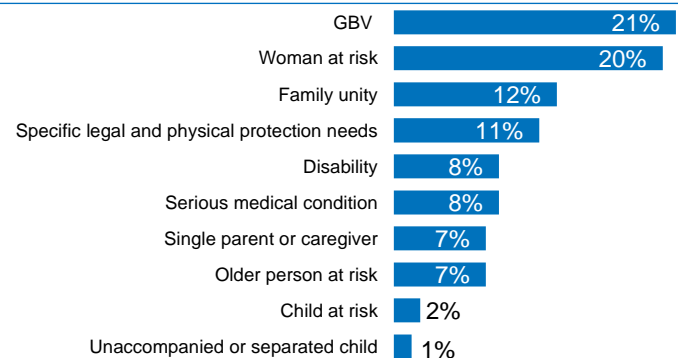
Cases received

In November 2022, 459 cases were received through CFM. 88% of the received cases were complaints, (12%) were request for assistance and (0%) was request for information.

District	Sites/Neighborhoods	No. of cases	%
Cidade de Pemba	4 neighborhoods (Bairro Alto Gingone, Cimento, Josina Machel)	26	6%
Montepuez	5 sites (Campona, Centro de Ntele, Marcune, Massingiri, Nicuapa A)	162	35%
Mueda	1 sites (Lianda)	271	59%

Persons with specific needs

Of respondents that reported one or more specific protection needs in their households, the highest reported were GBV (21%), followed by women at risk with (20%), individuals who require family reunification and tracing services or family unity (12%), persons with specific legal and physical protection needs (11%), single parents or caregivers (7%), older persons at risk (7%), persons with disability (8%), persons with serious medical condition (8%), children at risk (2%), and unaccompanied or separated children (1%).

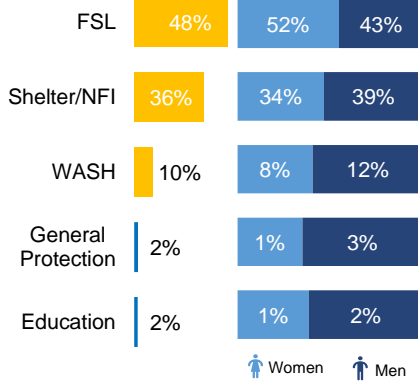


In partnership with:

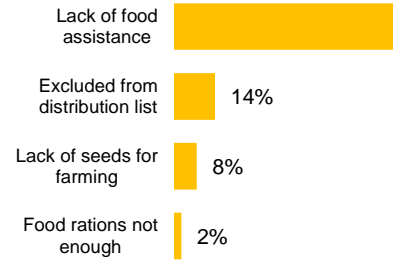


Complaints

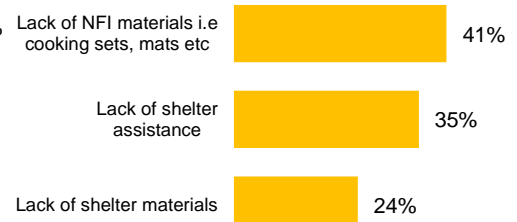
In November 2022, a total of **402 complaints** related to different sectors were received. 57% of them are lodged by Women and 43% by Men. Most of the complaints were related to Food Security and Livelihood (48%), followed by Shelter or NFIs (36%), WASH (10%), general protection (2%), Education (2%), Health (2%) and CCCM (1%).



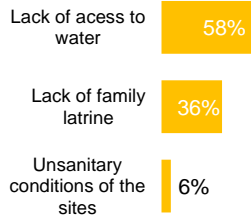
FSL – Food Security and Livelihoods



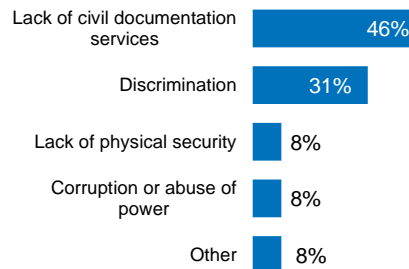
Shelter/NFI



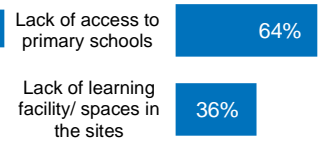
WASH



General Protection

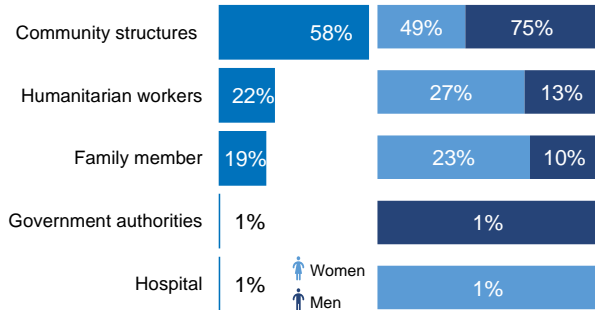


Education



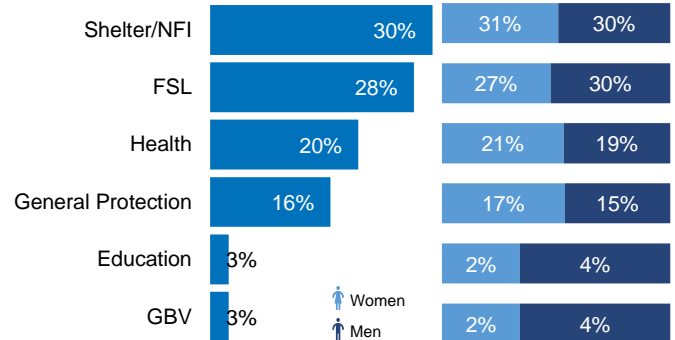
Similar complaints lodged

61% of the complainants lodged their complaints to community structures (58%), humanitarian workers (22%), family members (19%), government authorities (1%) and hospital (1%). The main reason of not reporting is the lack of awareness of whom to report.



Requests for Assistance

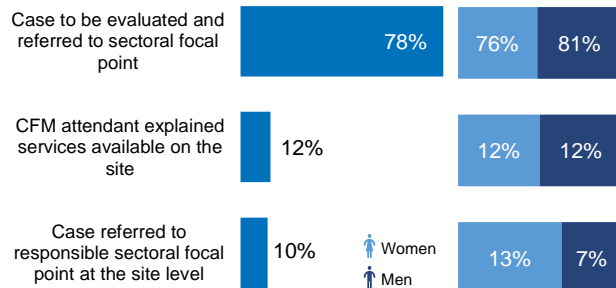
During the month of November 2022, a total of 79 respondents raised requests for assistance related to different sectors of humanitarian response. The requested assistance are related to Shelter/NFI (30%), Food Security and Livelihoods (28%), Health (20%), General Protection (16%), Education (3%) and GBV (3%).



Status of cases and resolve time frame

(76%) of the cases are open and (24%) are closed. Out of total open cases 77% will be expected to be resolved in two weeks while (23%) resolved in one week time.

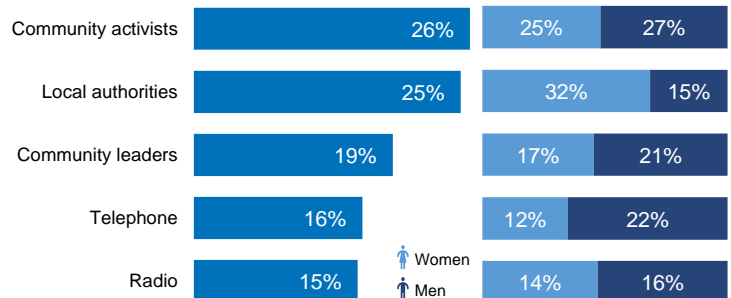
Feedback and referrals



Requests for Information

During the month of November 2022, only 2 respondents raised requests for information related to Shelter/NFI services.

Preferred way to receive information



(92%) of persons expressed that they were satisfied while interacting with the CFM attendant, (5%) were dissatisfied and (3%) were neutral.