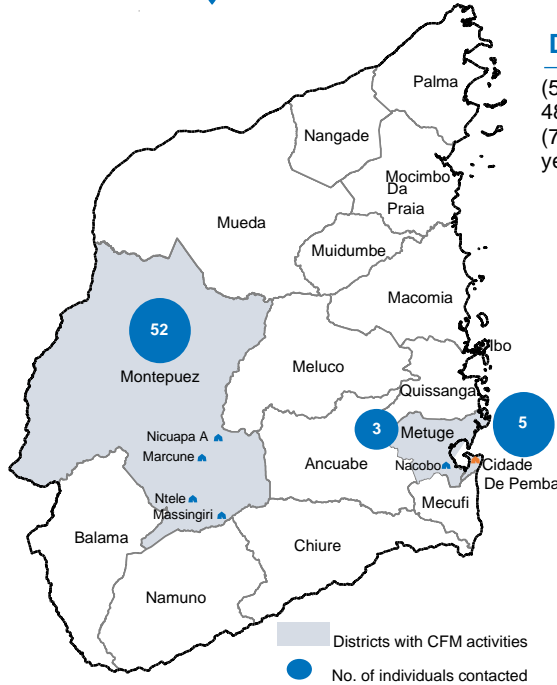


UNHCR through its CCCM and Protection Partners have activated Complaint and Feedback Mechanisms (CFM) across the IDP hosting areas and neighbourhoods in Cabo Delgado. Site management committees, youth groups, and protection focal points (PFPs) are established across the UNHCR supported IDP sites and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

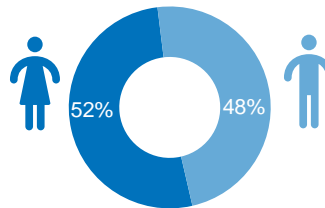
📍 03 Districts 🏠 5 IDP Sites 🏡 1 Neighborhoods 👤 60 Individuals



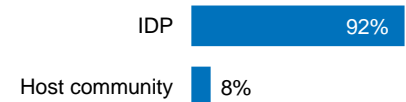
The boundaries and names shown in this map do not imply official endorsement by the UN

Demographic of respondents

(52%) of the respondents were Woman and 48% were Men. Majority of the respondents (75%) were between the age of 18 to 59 years and 15% were older persons.

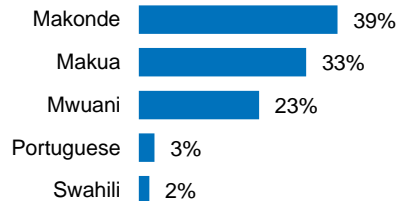


(92%) of respondents were internally displaced persons and (8%) were members of host community.



Language spoken

The most spoken language amongst the respondents is Makonde (39%), followed by Makua (33%), Mwuani (23%), Portuguese (3%), and Swahili (2%).



Mode used to receive complaints

During the month of December, the complaints were received only through Mobile teams (100%)

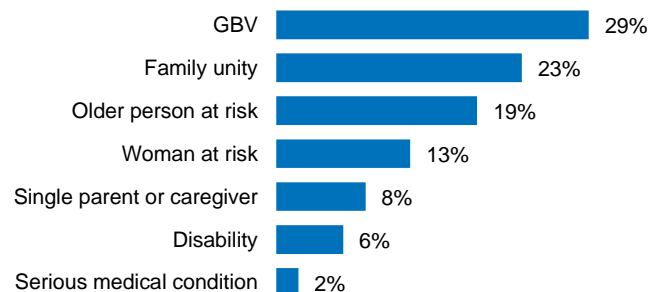
Cases received

In December 2022, 60 cases were received through CFM. 73% of the received cases were complaints, (23%) were request for assistance and (3%) was request for information.

District	Sites/Neighborhoods	No. of cases	%
Cidade de Pemba	1 neighborhoods (Bairro de Natite)	5	8%
Metuge	5 sites (Nacobo)	3	5%
Montepuez	1 sites (Ntele, Marcune, Massingiri, Nicuapa A)	52	87%

Persons with specific needs

Of respondents that reported one or more specific protection needs in their households, the highest reported were GBV (29%), followed by individuals who require family reunification and tracing services or family unity (23%), older person at risk (19%), woman at risk (13%), single parent or caregiver (8%), disability (6%), and serious medical condition (2%).

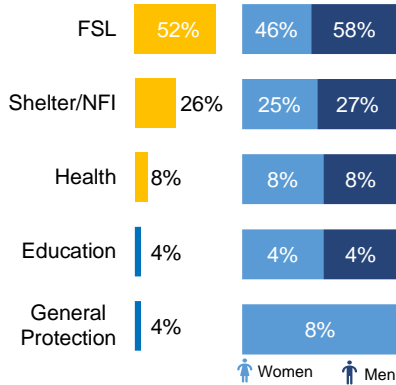


In partnership with:

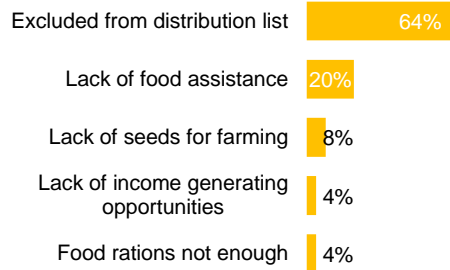


Complaints

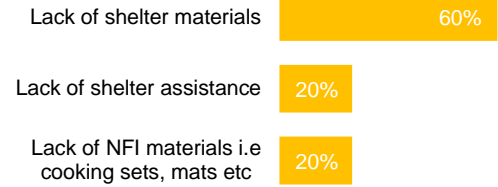
In December 2022, a total of **60 complaints** related to different sectors were received. 52% of them are lodged by women and 48% by men. Most of the complaints were related to Food Security and Livelihood (52%), followed by Shelter or NFIs (26%), Health (8%), and general protection (2%).



FSL – Food Security and Livelihoods



Shelter/NFI



Health

In December 2022 in relation to the health sector only had one sub-sector as a complaint **Lack of health services**

Education

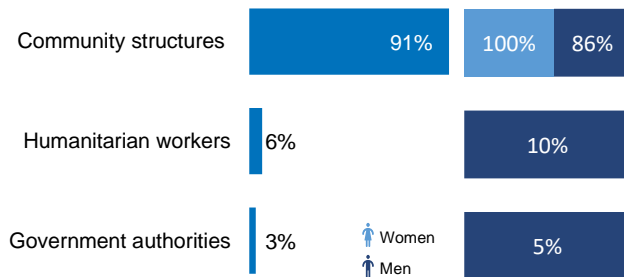
In December 2022 in relation to the Education sector only had one sub-sector as a complaint **Lack of learning facility/ spaces in the sites**

General Protection

In December 2022 in relation to the General protection sector only had one sub-sector as a complaint **Discrimination**

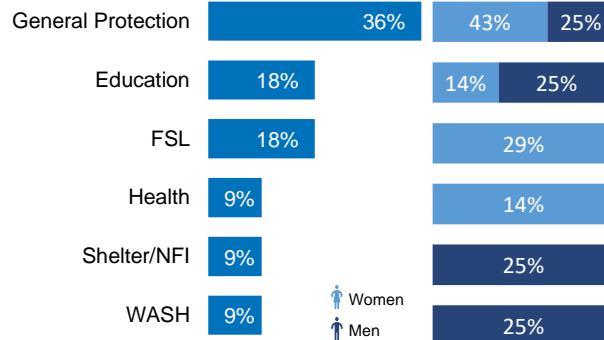
Similar complaints lodged

70% of the complainants lodged their complaints to community structures (91%), humanitarian workers (6%), and government authorities (3%). The main reason of not reporting is the lack of awareness of whom to report.



Requests for Assistance

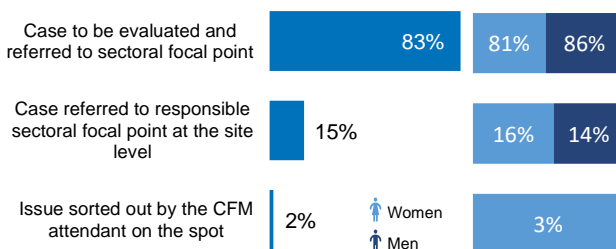
During the month of December 2022, a total of 11 respondents raised requests for assistance related to different sectors of humanitarian response. The requested assistance are related to General Protection (36%), Education (18%), Food Security and Livelihoods (18%), Health (9%), Shelter/NFI (9%), and WASH (9%).



Status of cases and resolve time frame

(65%) of the cases are open and (35%) are closed. Out of total open cases 44% will be expected to be resolved in two weeks while (56%) resolved in one week time.

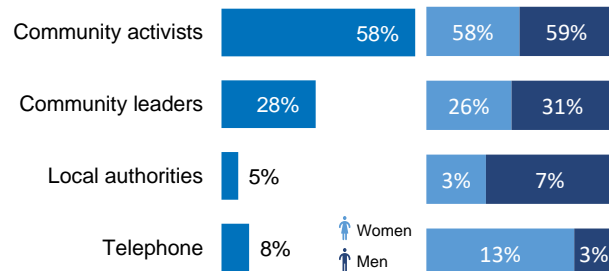
Feedback and referrals



Requests for Information

During the month of December 2022, only 2 respondents raised requests for information related to Shelter/NFI services (1) and Health (1).

Preferred way to receive information



(98%) of persons expressed that they were satisfied while interacting with the CFM attendant, (2%) were dissatisfied.