

# Complaints and Feedback Mechanism (CFM)

## Monthly Summary Report for May 2021

### 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 2021 to May 2021)

- 14,504** registered total complaints
- 1 day** average time taken to refer a case to the relevant sector lead
- 4 days** average time taken for feedback to be provided to the complainant
- 13 partners** in **28 districts** taking part in the CCCM Cluster joint CFM initiative.
- 77%** of complaints reported by female
- 74%** of complainants are at the age of 30 to 59 years
- 22%** of complaints reported using call centre/hotline/toll free line
- 99%** of complainants are satisfied with the response provided

### Top complaints summaries (May 2021)

The month of May saw a record high of total monthly filed issues through CFM systems managed by CCCM partners. **There were 3,923 total issues filed during the month of May which is up from the 3,567 issues filed in April.** The last two months have seen 7,490 total issues filed which is a higher volume than the first three months of the year combined. 20% of May's total issues filed have come from South Galkaayo IDP sites where new arrivals from the Ba'adweyne are currently taking refuge. Moreover, 17% of all May issues filed came from Berdele IDP sites where information requests and resource needs were registered largely by individuals who had arrived in Berdele sites from the Tosweyne area. Baidoa continues to register a large volume of issues filed with 29% of all complaints in May coming from Baidoa IDP sites. Largely, access to food security and livelihood support in addition to the need for additional latrines and sites not having access to water again were popular issues filed by IDPs.

#### 1. Food Security and Livelihoods

Food security complaints and information requests featured 39% of all filed issues in May which is down from April's all-time high of 47%. New requests for food continue to feature a large proportion of the total monthly filed issues with 31% of all issues filed during May being new food requests.

- Of the 1541 filed issues under FSL in May, 1222 (79%) were related to new requests for assistance. 30% of all new requests for food support came from Baidoa IDP sites with 28% coming from South Galkaayo, 9% from Berdele and 5% from Daynile.
- Food requests (361) in Dollow IDP sites remain high during the month of April with 41% of Kabasa and Qansaxley sites not receiving food support. Moreover, both sites have received 838 new arrival households from Belet Xaawo who are not receiving food assistance
- The vast majority (over 90%) of Berdele food related complaints were generated from new arrivals from the Tosweyne area with food assistance needs remaining pertinent.

#### 2. WASH

WASH complaints and information requests featured 15% of all filed issues for the month of May, aligned with the 15% reported in April. Water requests continue to be seen in Cadado, Guri-el, Buuhoodle, South Galkaayo, Kismayo and Baidoa. **To strengthen targeting of sites with limited access to water, the CCCM cluster has established a list of IDP sites without water access that will be updated and circulated to the WASH cluster monthly.**

- South Galkaayo made up 41% of all WASH complaints during the month! All WASH related complaints in South Galkaayo IDP sites were related to either a lack of water access or families not being able to afford the cost of water. These issues have directly affected **Hiraan 1 (comprised on minority clan affiliated residents), Bantu-1, Ajuran, Gaas (comprised on minority clan affiliated residents), Dhoxa Mudug, Daryeel and Isxaq** IDP sites in South Galkaayo.
- Beneficiaries from **Bakaro and Baygaduud** IDP site in Berdale mentioned that **"they need WASH facilities such as latrines and water points as there are none within the site"**. A female beneficiary in **Al-Aamin** IDP site mentioned that **"the current water pipes in the site are broken and need construction for residents to receive water"**. Lastly, a woman with a seeing disability in **Baladul Amin** IDP sites mentioned that she **"must travel over 2KM to receive water"**.

#### 3. Shelter

Shelter complaints and information requests featured 27% of all filed issues for the month of May which is up from 23% in April. NFI issues for May increased to 8% largely attributed to increased displacement with beneficiaries requiring NFI support in CCCM managed IDP sites

- 295 SNFI filed issues came from South Galkaayo IDP sites which features a 47% increase versus the 159 SNFI filed issues during April. Of the 295 SNFI issues filed, 100 came from **Bantu-1** IDP site. This is notable as **Bantu-1** has 230 total households within the site (Galkaayo Site Verification March).
- 72 SNFI requests for assistance came from Daynile and Kahda IDP sites with flooding and storm damage being cited as the main reasons for requesting SNFI assistance: 16 issues came from **Banaaney**, eight from **Wanaagsan** and 6 from **Iskaashi** IDP sites.

#### 4. Health

There were a record 115 health issues filed in May, up 140% from the 48 filed issues during the month of April.

- 19% of all health-related complaints came from PwDs. Of respondents with one or more disabilities, individuals who have trouble walking and/or climbing stairs filed the greatest number of issues.
- A pregnant woman in **Iltire** IDP site Berdele mentioned that **"health services are not adequate enough for delivering children"**
- Over 70% of all health-related issues were related to being unaware of how to access health services or not knowing who the health partner is either in the site, or near the site. Therefore, there appears to be a need to enhance health awareness activities in Berdele, Baidoa, Ceerigabo, Kismayo, Bossaso and Mogadishu (Hodan) IDP sites.

#### 5. May's Age, Gender and Diversity Trends

- In May, 79% of issues filed came from women. This percentage breakdown highlighting gender of complainants features the highest percentage of complaints by women in 2021. This follows April which featured the lowest percentage of women to file issues. The average breakdown continues to show that 77% of all issues filed have come from women.
- 8% of May's complaints came from individuals who are over the age of 60 which is down from April's 9%.
- Filed issues for persons under the age of 18 remains critically low. Only 50 out of 3,923 came from persons under the age of 18. 40% of complaints from this demographic were related to WASH and generally elaborated on latrine and water access needs.
- 6% of all May's complaints came from PwDs, which is down slightly from the 7% recorded in April. 63% issues filed by (or on behalf of) individuals with communicating and/or understanding challenges came via community mobilizers.
- A woman in **Camp Ajuuran** site located in Garowe stated **"There are a few children living without parents with these children really needing educational care and support"**

#### 6. District Breakdown

##### South Galkaayo

- Of the 8 IDP sites in South Galkaayo where issues were filed, these 8 IDP sites have a population of 2,816 households. During the month of May, 792 issues were filed from South Galkaayo beneficiaries meaning that on average, 28% of IDP households from these 8 IDP sites filed issues using CCCM CFM systems. This is the highest usage rate on record which demonstrates very high levels of community use of the South Galkaayo CFM systems.

##### Berdale Town

- 48 issues were filed from the **Al-Aamin** IDP site with 85% of issues filed by female residents from the site. Issues filed in **Al-Aamin** IDP site touched upon most sectors such as nutrition and education access and child protection issues.
- **Nasib** IDP site had 25 total issues filed with most related to the need for enhanced food security and SNFI support. Individuals from the site have received SNFI and FSL support in the last 6 months however this support did not cover all households

##### Mogadishu - Daynile/Khada

- According to a complainant in **Shidane** IDP site (Daynile), children living in the site are not able to attend school due to education costs and distance travelled. She has requested that a school be built either in or near the IDP site
- IDPs in **Cosoble** (Daynile) and **Waranle** (Kahda) IDP sites have requested plastic sheets or even plastic bags to assist in fortifying shelters against rain damage
- **Wanaagsan** IDP site does not have enough drainage systems causing areas of the site to flood. IDPs have requested plastic sheets to support against flooding damage.

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