

# Complaints and Feedback Mechanism (CFM)

## Monthly Summary Report for September 2020

### 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

(July 2020 to September 2020)

**5,975** 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

**10 partners** in **10 districts**

taking part in the CCCM Cluster joint CFM initiative.

**77%** of complaints reported by female

**71%** of complainants are at the age of 30 to 59 years

**47%** of complaints reported using call centre/hotline/toll free line

**98%** of complainants are satisfied with the response provided

### Top complaints summaries (September 2020)

#### 1. Food Security and Livelihoods

Food security complaints and information requests featured 36% of all filed issues in September; down from 41% of all filed issues reported in August, and 44% from July.

- Of the 634 filed issues under FSL in September, 352 (56%) of these issues were related to new requests for assistance. 65% of all new requests for assistance came from Baidoa where 8% of such requests featured CFM attendants being able to provide an explanation to the complainant resulting in a closed case.
- 144 complaints were made in Kismayo with complaints being tied to insufficient ration sizes for recipient households
- Specific complaints were recorded regarding IDP populations not being targeted for an agency's programme with this information being referred to the respective partner.

#### 2. Shelter

Shelter complaints and information requests featured 28% of all filed issues for the month of September. This percentage is lower than the 29% reported for August and slightly higher than the 26% from July.

- 232 (47%) of complaints made in September were related to new requests with shelter damages and lack of adequate shelters being the most common complaint.
- 30% of all shelter related issues came from Baidoa
- The majority of complaints related to shelter damage have occurred in Berdele district (Buunsley IDP site).

#### 3. WASH

WASH complaints and information requests featured 16% of all filed issues for the month of September, slightly up from 13% of all filed issues during the month of August and 12% in July, showcasing a steady increase of complaints data.

- For the 285 filed issues for WASH in September, 83 (29%) were related to personal complaints (poor sanitation conditions and lack of accessible water). Other prominent complaints for WASH featured 78 (27%) new requests (largely for functioning latrines) and 44 (15%) related to targeting criteria.
- 32% of WASH complaints for the month of September came from Daynile IDP sites with requests for latrines being the highest volume complaint/request.

#### 4. CCCM

CCCM complaints and information requests featured 10% of all filed issues for the month of September, up from 9% of all filed issues during the month of August and 7% in July displaying a small trend is rising complaints data.

- Half of all CCCM related complaints are directly related to overcrowding in IDP sites
- There has been a rise in requests for youth community spaces within IDP sites
- The age of individuals who make CCCM complaints happens to be younger (37.5) than the total average (39.7)

### 5. Trends for September

- For September, 85% of participants came from women, up from August's average of 77%.
- Mudan IDP site in Kahda district features the highest number of GBV referrals
- Education complaints continue to rise in Kismayo with most issues concerning school fees and school uniform costs
- There were only 2 requests for additional COVID-19 information during the month of September.

### 6. District Breakdown

#### Baidoa

- Aboore IDP site saw 11 complaints during the month requesting additional FSL support. For those who made complaints, 36% of individuals have a disability.
- Afuug Milrow featured eight open cases related to lack of registration for FSL activities with all complainants being female.
- Of the 38 complaints from Barwaaqo 2 site, 34% of complaints were related to NFI services with the vast majority requesting mosquito nets.

#### Kismayo

- Gale IDP site featured 44% of complaints concerning the CCCM sector articulating problems with overcrowding within the IDP sites
- Warshada Camp A, 11 complaints were made concerning a lack of youth space in the site, school fees being a problem for families and food ration amounts not being tenable for the family size.

#### Mogadishu Daynile

- 30 complaints occurred during the month in Yaaqle IDP site with 50% complaints concerning WASH (availability of functional toilets) and 37% complaints concerning education programming (lack of access to primary education).
- WASH complaints (lack of functional toilets) comprised of 71% of all complaints in Wanaagsan IDP site with the majority of complaints being raised by individuals under the age of 30.

#### Mogadishu Kahda

- 16% of complaints in Awbaale IDP site were related to general protection concerns that have been referred to the appropriate protection partner.
- 23% of complaints in Awbaale IDP site for the month of August were also related to protection concerns with site support recommended by general protection and GBV actors.

For more information  
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