

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for July 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 July 2021)

18,663 registered total complaints

1 day average time taken to refer a case to the relevant sector lead

7 days average time taken for feedback to be provided to the complainant

15 partners in **31 districts**

taking part in the CCCM Cluster joint CFM initiative.

78% of complaints reported by female

73% of complainants are at the age of 30 to 59 years

19% of complaints reported using call centre/hotline/toll free line

99% of complainants are satisfied with the response provided

Top complaints summaries (July 2021)

In the month of July, there were a total of **3,447** complaints raised which was a slight increase of 7% compared to the number of complaints raised month of June **3,204**.

The majority of the complaints raised in July were from the Food Security and Livelihood (FSL) (36%), Shelter (26%) and WASH (19%) totalling to 81% of the overall complaints raised.

Some of the FSL issues included, lack or insufficient food and lack of scope cards. For shelter the raised issues covered a lack of shelter, poor shelter conditions and requests for shelter assistance. In general, there were minimal issues raised on the need of NFIs. Lack or inadequate water, lack or need of latrines were majority of issues raised across sites. Nutrition had 2% of the complains raised while there was no issued raised related to child protection which is a constant trend.

This month, the highest number of issues filled were from Berdale, Baidoa and Doolow districts with 30%, 27% and 14% respectively of all the complaints received. In both Berdale and Baidoa districts, the three main sectors that had most issues raised were Shelter, FSL and WASH with Shelter issues being the highest in Berdale at 30% of issues filled and FSL being the highest in Baidoa with 29% of issues raised.

1. Food Security and Livelihoods

- Food security complaints and information requests in July had 36% of complaints raised which remained constant with the previous month that had 36% in June.
- Out of the 1,253 filed issues under FSL in July, 1,004 (80%) were related to new requests for assistance which was 3% higher than the previous month. Sites from both Baidoa and Doolow districts had the highest FSL request at 31% followed by Berdale district sites which had 20% of the FSL requests filled.
- 10% of the FSL complaints came from PLWDs.

2. WASH

WASH complaints had 19% of all filed issues for the month of July, a slight drop from 18% of all filed issues during the month of June. In July WASH filed issues of both water and latrines seemed to feature almost in equal levels in both instances most complaints indicating a lack or insufficiency in water or latrines.

- Most WASH issues raised came from sites in Belet Xaawo(38%), Baidoa(28%), Berdale (27%) and Kismayu (15%). Lack of or insufficient water and lack of latrines were constant issues raised across the sites.
- Similar to shelter complaints filed, 4% of the WASH complaints came from PLWDs

3. Shelter

Shelter complaints and information requests featured 26% of all filed issues for the month of July. This figure was a slight decrease from the 27% of filed issues in June.

- 84% of all shelter's complaints came from sites in the 3 districts of Belet Xaawo (39%) Berdale (315) and Doolow (11%).
- All sites in Belet Xaawo except **Lebi Ad** had over 20% issues raised with **Camp Idaan** and **Camp Ajuran** having 21%, **Belet Amin** and **Camp Jiroon** had 20% while **Lebi Ad** had 18% shelter issues filed.
- 4% of the shelter complaints came from PLWDs.

4. Health

Health complaints and information requests featured 4% of all filed issues for the month of July similar to the month of June (4%).

- **Camp Ajuran** site in Belet Xaawo district and **Goloka** and **Towfiq** sites in Berdale district had the highest number of issues raised from the health sector
- The common health issue related to health services were; lack of health facilities or health facilities in the sites.

5. July's Age, Gender and Diversity Trends

- For the month of July, 80% of issues filed came from women which is consistent trend as majority of issues are reported by women. An average of all issues cumulatively over the past half year totals to 78% of issues have been filled by adult women with about 20% by men.
- With regards to age, 9% of the complaints reported in July were raised by persons over the age of 60 compared to 8% in the previous month. Only 1% of the complaints raised in the month of July came from children or persons underage of 18 years which is a constant trend with the half year average of less than 1% percent. came from individuals who are over the age of 60 which is in line with the annual average.
- 7% of all July complaints came from PwDs, compared to 6% registered during June. Out of the 5 channels of receiving complaints, the highest of the issues filled by PLWD were raised through complaint/feedback boxes and information desks at 10% and 8% respectively.

6. District Breakdown

Berdale Town 30%, Baidoa 27% and Doolow 14% filed the most issues for the month of July which represented 71% of all issues filed.

Berdale Town

-**Towfiq, Hanaano, Raydabale, Camp_Eyle, Kulmiye, Gololka, Liban, Bulsho, Nasib, Bula Gaduud** sites all respectively had over 5% of the 1,037 issues raised of the sites in Berdale.

- Similar to the overall sectors that most issues were filed, shelter, FSL and WASH had the highest issues raised at 30%, 23%, 17% respectively.

Baidoa

-All the IDP sites in Berdale filed issues with the highest numbers coming from **Barwaaqo, Bai** and **Barwaaqo 2** sites.

-In the sites in Baidoa, most issues filed were from FSL with a staggering 42% of the issues filled. 20% were from WASH and 19% from Shelter.

- Cadado, Dhuusamarreeb and Guriel IDP sites cited shelter support as the priority need for members of the community.

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