

Complaints and Feedback Mechanism (CFM)

Monthly Summary Report for March 2023

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)

The CCCM Cluster is currently in the process of updating its complaints feedback mechanism through introducing Zite Manager. Zite Manager will support CCCM partner in providing more organized referral tracking and action monitoring assisting partners and clusters in diagnosis bottlenecks that may exist in the feedback loop. The first half of 2023 will see more CCCM partners adopting the software with the CCCM Cluster CFM dashboard eventually transitioning into a page.

[Zite Manager Online Dashboard \(https://bit.ly/3ljaw1B\)](https://bit.ly/3ljaw1B)

Cummulative CFM summary

(January 2023 - March 2023)

24,694 registered total complaints

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

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

17 partners in **34 districts**

taking part in the CCCM Cluster joint CFM initiative.

Top complaints summaries (March 2023)

March featured **4,614 complaints raised which represented a 40% decrease of recorded issues compared to the number of complaints raised in the month of February which had 7,660 issues filled. However, the low numbers of issues recorded are attributed to the CCCM CFM system shifting to Zite Manager with at least a third of the CCCM partners commencing to utilize the Zite Manager for CFM recording. However, issues filed from new arrivals have remained consistently high in both the months of February and March.**

Most of the complaints raised in March were from the Food Security and Livelihood (FSL) where 2,131 (46%) issues were recorded, 926 were registered in Shelter (20%) while under WASH, 490 issues were recorded (11%) totalling to 77% of the overall complaints raised and close to half of them being recorded in FSL sector alone. This is consistent with the ongoing shocks, drought, floods and conflict driving needs where most of the highlighted needs through the CCCM New Arrival Tracker are recorded under the FSL needs.

The highest number of issues filed this month were from Mogadishu -Deynille district with 19% followed by Mogadishu -Kahda which had 18%, Dollow had 10%, Kismaayo 10% and Baardhere district which recorded 9% of the issues raised. The #5 districts represented 66% of all the complaints raised in the month of March of the 29 districts that recorded and reported issues through the CCCM CFM system.

1. Food Security and Livelihoods

- Food security complaints and information requests in March had 2,131 which represented nearly half of all issues raised at 46%. FSL complaints had a decrease of 54% from the month of February which had 4,646 issues raised. Some of the FSL issues included, lack or insufficient food, lack of scope cards and related food items.
- Some concerns recorded in Deynille sites included a female PLWD who lives in Hasilinta site recording that **"I lack food since being displaced from qoryoley due to drought and war 3 months ago, I am appealing to the NGOs for food."**
- Out of the 2,131 filed issues under FSL in the month March, 1,659 (78%) were related to new requests for assistance which was 55% less than the previous month. Sites from Deynille (28%), Kismayo (20%), Dollow (16%), Kahda (13%), and Gaalkacyo (6%) recorded the highest FSL issues. **Digaal, Dayah and Jibirti_2** IDP sites all in Kismayo district had the highest FSL issues recorded.
- 6% of the FSL complaints came from PLWDs compared to the February report where 5% of FSL concerns had been raised by PLWD.

2. WASH

WASH complaints had 11% (490) of all issues filed for the month of March, which compared to (660) of all filed issues during the month February. Lack or inadequate water, lack or need of latrines were majority of issues raised across sites.

Similar to preceding months, WASH issues filed in March related to both water and latrines seemed to feature almost in equal levels. In both instances most complaints indicated a lack or insufficiency in water or latrines.

- Most WASH issues raised came from sites in Mogadishu Deynille (28%), Kahda (23%), Baidoa (9%) South Gaalkacyo (8%), and Bossaso (7%) districts. Lack of or insufficient water and lack of latrines were constant issues raised across the sites.
- Canaad, Baali, Hoos weyne and Barlin** IDP sites Khada, **Dhoxa_Mudug, Daryeel and Ajuran** sites in South Galkayo district, **Ahmed Gurey and Kalkal** site in Deynille recorded high numbers of complaints on **"scarce water in the IDP sites"**
- 4% of the WASH complaints came from PLWDs compared to last month which featured 5%

3. Shelter and NFI

Shelter complaints and information requests featured 926 representing 20% of all filed issues for the month of March and was the sector with the second highest issues raised. This figure was an increase of 3% from the 898 of filed issues in February. For shelter, the raised issues covered a lack of shelter, poor shelter conditions and requests for shelter assistance including, kitchen items, clothing and tarpaulins especially in sites with high numbers of new arrivals.

- 72% of all shelter's complaints came from sites in 5 districts namely, Kahda (36%) Dayniile (12%), Baardheere (8%), Caadado (8%) and Doolow with (8%) shelter issues recorded.
- Xeebad_IDP site** in Caadado district (49 complaints), **Baanaaney** IDP site in Khada district (43 complaints) and **Shilabo** IDP site in Khada (35 complaints) had the highest issues raised
- 7% of the shelter complaints this month came from PLWDs compared to 10% in the previous month.

4. Health

Health complaints and information requests featured 5% of all filed issues for the month of March similar to the preceding months of February and January which were at 4 %.

- Baardheere district (28%), Mogadishu Khada district (21%) Belet Weyne district (10%) and Mogadishu (7%) districts had the highest health issues recorded. **Baali and Da iyo Daynar** IDP site in Khada, **Ajuran and Idan** sites in Belet Xaawo and **Badbaado** site in Caadado district had the highest number of health complaints filed.
- The common health issue related to health services were, lack of health facilities or health facilities in the sites. Lack of enough service, and facilities not functioning were also featured amongst the complaints raised. A mother of a 7 moth old child with a critical brain inflammation in Belet Weyne site requested for **"free health services"** recording that **"My child needs surgery and I cannot afford the expenses."**

5. March's Age, Gender and Diversity Trends

- This month, 76% of issues filed came from women which is a consistent trend as majority of issues are reported by women. An average of all issues between February and March totals to 78% of issues filled by adult women and about 22% by men.
- With regards to age, 9% of the complaints reported in March were raised by persons over the age of 60 compared to 10% in the previous month. 2% of the complaints raised in the month of March came from children or persons underage of 18 years which is a first.
- 7% of all March complaints came from PwDs, similar to the figure registered in the month of February. Out of the 7 channels of receiving complaints, the highest of the issues filled by the community were raised through information desks 37%, while centres mobile teams featuring and call centres had 29% and 23% respectively.

6. District Breakdown

Most of the issues filed for the month of March were from Mogadishu Deynille featuring 21%, Mogadishu Khada 19%, Dollow district with 11%, Kismayo at 11% Galkayo 10% and Belet Weyne (6%) which represented 78% of all issues filed.

Mogadishu Dayniile

-In Deynille, the majority of the complaints raised in March were from the Food Security and Livelihood (FSL) which recorded 66%, 15% were registered in WASH, while shelter recorded 12% of all the issues raised in Deynille. Majority of issues related to FSL were linked to lack of food or cash to buy some food. Most of the issues file for shelter were related to lack of shelter or requests for plastic sheets while WASH indicated lack of latrines or water or both. **Hiiraan, Dajiye, Ahmed Gurey, Gama'diid and Kifax** IDP sites had the majority issues raised accounting for 11% in total.

Mogadishu Khada

- **Baali, Canaad, Banaaney, Bulsho Bile, Shilbao and Tayiin** IDP site had the majority of issues raised in Khada district. 40% of the issues filed in Khada district were from Shelter, 34 % were Food Security and livelihood related while 14% were WASH related.

As noted across all districts, the major needs recorded were in FSL and more specifically food requests. Shelter and WASH needs were also relatively high and varying depending on the districts.

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