

Community Feedback Mechanism (CFM)

Monthly Summary Report for June 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 June 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 - June 2023)

40,154 registered total complaints

75% of referred tickets were replied to within date range

29 days days is the average # taken to close a referred ticket

17 partners in **36 districts** taking part in the CCCM Cluster joint CFM initiative.

Top complaints summaries (June 2023)

June featured 4,443 complaints raised which represented a 18% decrease of recorded issues compared to the number of complaints raised in the month of May which had 5,418 issues filed. The number of issues reported decreased this month after increasing in the month of May 2023.

Most of the complaints raised in June were from the Food Security and Livelihood (FSL) where 1,921 (43%) issues were recorded, 1,060 were registered in Shelter/NFI (24%) while under WASH, 795 issues were recorded (18%) totalling to 85% of the overall complaints raised and over a third of them being recorded in FSL sector alone. This is consistent with the ongoing drought needs where most of the highlighted needs through the CCCM New Arrival Tracker are recorded under the FSL needs. It is also similar to previous months trends where most issues filed are in the life saving sectors.

The highest number of issues filed this month were from Mogadishu - Deynille which had 32%, followed by Baardhere district with 10%, Luuq with 8%, Mogadishu - Khada had 7%, Kismaayo and Baidoa districts which recorded 7% and 6% respectively of the issues raised each. The #6 districts represented 70% of all the complaints raised in the month of June of the 36 districts that recorded and reported issues through the CCCM CFM system.

1. Food Security and Livelihoods

Food security complaints and information requests in June had 1,921 which represented over a third of all issues raised at 43%. FSL complaints had a decrease of 19% from the month of May which had 2,359 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 male who lives in Gunto Don camp recording that **"I lack of food in Gunto camp as I was displaced Buulo Mareer 15 days ago about drought and request to get food and help"**. In Saman IDP site in Deynille, a woman living with disability complained **"I am requesting food service, I have been registered by WFP in the for one year but the food voucher is not working and now I am requesting to be assisted with food service"**. From the same district, a woman displaced from Qoryooley **"I have stayed the Canoole camp for 4 months and lack food, I request help."**

- Out of the 1,921 filed issues under FSL in the month June, 1,228 (64%) were related to new requests for assistance which was 13% less than the previous month. Sites from Deynille (39%), Baardhere (13%), Luuq (8%), Baidoa (7%), Khada (7%), and Gaalkayo (4%) recorded the highest FSL issues. **Ibir Ibir** in Dhusmareeb, **Safina** and **Sama Deeq** IDP sites Mogadishu Khada district had the highest FSL issues recorded.
- 4% of the FSL complaints came from PLWDs compared to the May report where 3% of FSL concerns had been raised by PLWD.

2. WASH

WASH complaints had 18% (795) of all issues filed for the month of June, which compared to 1,002 of all filed issues during the month May. Lack or inadequate water, lack or need of latrines were majority of issues raised across sites.

Similar to preceding months, WASH issues filed in June 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 Dayniile (49%), Luuq (9%), Kismaayo (7%), Baidoa (5%) and Baadheere (4%) districts. Lack of or insufficient water and lack of latrines were constant issues raised across the sites.
- **Gumeysi Diid, Taakulo, Al Rahma, Gamadiid, Bulsho** and **Saxansaxo** sites in Dayniile recorded high numbers of complaints on **"scarce water in the IDP sites"**
- 3% of the WASH complaints came from PLWDs compared to last month which featured 3%

3. Shelter and NFI

Shelter/NFI complaints and information requests featured 1,060 representing 24% of all filed issues for the month of June and was the sector with the second highest issues raised. This figure was an decrease of 23% from the 1,374 of filed issues in May. For shelter, the raised issues covered a lack of shelter, poor shelter conditions that cannot prevent rain and requests for shelter assistance including, kitchen items, clothing, and tarpaulins especially in sites with high numbers of new arrivals.

- 66% of all shelter's complaints came from sites in 4 districts namely, Dayniile (23%), Kismaayo (18%), Khada with (16%) and Cadaado (9%), and shelter issues recorded.
- **Bilaad** (112 complaints) in Dayniile, **Xeebad** (46 complaints) and **Badbaado** (41 complaints) sites in Cadaado district had the highest issues raised
- 3% of the shelter complaints this month came from PLWDs consistent with 3% in the previous month.

4. Health

Health complaints and information requests featured 3% of all filed issues for the month of June lower than the preceding months of May and April which were at 4% each.

- Belet Weyne district (22%) Cadaado district(16%), Mogadishu Dayniile district (12%) and Khada (6%) districts had the highest health issues recorded. **Isax** IDP site in Galkayo, **Kulmiye, Daryeel** and **Hilac** IDP camps in Caadado, **Qoptiro** in Guriel and Safiina in Khada 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. A complaint received from Cabuudwaaq **Ladheer** site was that **"In the camp have not health centre and there is not agency helping with health even Nutrition"**

5. June's Age, Gender and Diversity Trends

-This month, 81% 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 May and June totals to 75% of issues filled by adult women and about 25% by men.

-With regards to age, 7% of the complaints reported in June were raised by persons over the age of 60 similar to 7% in the previous month. 1% of the complaints raised in the month of June came from children or persons underage of 18 years lower than the 2% trend established over the last four months.

-3% of all June complaints came from PwDs, similar to 3% registered in the month of May. Out of the 7 channels of receiving complaints, the highest of the issues filled by the community were raised through information desks 71%, while call centres featuring toll numbers and mobile teams, and had 24% and 3% respectively.

6. District Breakdown

Most of the issues filed for the month of June were from Mogadishu Dayniile featuring 32%, Baardhere district with 10%, Luuq at 8%, Kismaayo and Mogadishu Khada both recording 7% and Baidoa with 6% which represented 70% of all issues filed.

Mogadishu – Dayniile

-In Dayniile, most of the complaints raised in June were from the Food Security and Livelihood (FSL) which recorded 52%, 27% were registered in WASH, while shelter/NFI recorded 17% 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. **Xasiinta, Mareeg, Hirdoogle, Gumeysi Diid, Al Rahma, Taakulo, Nadiif** and **Xeyle Bariise** IDP sites had the majority issues raised accounting for 18% in total.

Bardheere

- **Gadude, Iftin, AlBaraka, Camm Waabari, Towfiq** and **Juba Baraawe** IDP sites had the majority of issues raised in Baardheere district. 58% of the issues filed in Baardheere district were from Food Security and livelihood, 22 % were Shelter related while 8% 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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