

CFM overview

In any emergency, an effective complaints and feedback mechanism (CFM), timely information-sharing and communication initiatives designed through a consultative process with affected communities, can improve the quality and efficiency of humanitarian action. In North East Nigeria, the concept and practice of Accountability to Affected Populations (AAP) has been and remains one of IOM's priorities in its humanitarian response.

Complaint and feedback mechanism are set up in all IOM managed sites across 12 LGAs in Borno and Adamawa states. Where affected communities are given opportunities to voice out their concern through various channels. The channel includes complaint and information desks, feedback box and radio listening groups which are newly established in 8 LGAs.

Number of registered complaints for the reporting month : **74**
Referral duration: **Immediately**
Average response time from Partners: **72 Hours**
Number of sites with registered complaints: **18**

Complaints breakdown by Gender



Sector complaints received: **CCCM, Food Security, General Protection, Health/Nutrition, Livelihood, NFI, Registration,**

Summary for the reporting Month

A total number of 74 cases was recorded during the reporting month (March) which constitutes a decrease by 68% as recorded in February (288).

Most sectorial complaints in february were from Registration (26) 35% which represents the highest number of complaints for the reporting month, Shelter (18) 24%, Food Security (12) 16%, Camp Management (2) 3%, General Protection (3) 4%, Health/Nutrition (3) 4%, Livelihood (4) 5%, Non Food Items (4) 5% and WASH (2) 3%.

The highest complaints was received from GSSSS Camp Bama where Registration was the highest number of complaints. Others are 20 Housing unit Gwoza, Abori Gate Damboa, Aisha Buhari Camp Kaga, Anguwan Mumuyawa Yola, Camp A and D Pulka, Central primary school Damboa, Daware Camp Yola, Federal training centre (Dalori 1 Camp) Konduga, General hospital camp Damboa, Governement girls secondary school camp Monguno, GSS Camp Gwoza, Njaccingo Camp Yola, Magistrate Camp Kaga, Malkohi Village Yola and Unity Camp Damboa.

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Registration

26 complaints were received on Biometric registration. The complaints were about Lost biometric card, New registration and update. The complaints were from Abori gate Damboa, GSS Camp Gwoza and GSSSS Camp Bama. Out of the 26 complaints received, 2 complainants are elderly people while 4 were single female headed household. Referrals were made while some of the cases have been resolved and closed.

Shelter

18 complaints were received on Shelter solution. The complaints are Tarpaulin request, Shelter reinforcement, Shelter support (New arrivals) and shelter kit request. The complaints were from 20 Housing unit Gwoza, Aisha buhari camp Kaga, Daware camp Fufore, GSS camp Gwoza, GSSSS camp Bama, Njaccingo camp Yola South, Magistrate camp Kaga and Unity camp Damboa. Out of the 18 complaints received, 2 complainants are elderly people, 3 were female headed households and 1 single male headed household. Some of the cases were resolved and closed while others are still pending.

Food Security

For the reporting month, 12 Complaints were received which represents about 16% of all complaints received .The complaints were *Missing ratio cards, Not having ratio cards, No food voucher and Food ration not enough.*

The Food security complaints were received in Camp D Damara Arrival centre (3), Central primary school Damboa (1), Federal Training centre Konduga (4), Government girls secondary school Monguno (3) and GSS Camp Gwoza (1).

Out of the 12 Complaints received, 4 of the complaints were referrals received from other agencies while others were from IDPs. 6 of the complainant are Elderly people, 1 is physcally challanged and 2 are female headed households. We also reffered all cases received in this regards to Food partner agencies on site for response.

CCCM

2 complaints were also received on Camp management in regards to Permission to travel out of the camp. The request came in from 2 people (An elderly person and a Single headed female household in GSS Camp Gwoza. All cases were resolved and closed.

General Protection

3 complaints were lodged in the complaint desk. These complaints were on conflict between families. The complaints were received from 3 camps; 20 Housing camp Gwoza, GSS Camp Gwoza and General hospital Damboa. All cases were resolved and closed.

Health / Nutrition

3 complaints were received on Health / Nutrition related issue. These complains were received from by 3 people (An elderly person and 2 People with physical disability. They were referred from 2 agencies. 2 of the complaints were lodged in 20 Housing unit Camp Gwoza and 1 from Camp A Pulka. 2 of the issue were resolved and 1 is still in progress. These complains were about Hospital referrals for secondary cases.

Livelihood

4 complaints were received on livelihood support. The complaints was on general livelihood support in Anguwan mumuyawa and Daware camp in Fufore, Njaccingo camp in Yola south and General hospital camp in Damboa. Out of the 4 complaints received, 2 of the complainants were persons with special needs.

Non Food Item

4 complaints were received during the reporting period. Complaints received were about NFI Kits replacement. The registered complaints were from Central Primary school camp Damboa and Federal training center (Dalori 1 camp) Konduga and all complainants were elderly people.

WASH

2 complaints were received on WASH. The complaints were reported in Daware camp and Malkohi village and the complaints were about damaged latrines and hygiene kits. All complaints have been resolved and closed.

COMPLAINTS BREAKDOWN BY STATE	#
BORNO	66
ADAMAWA	8

COMPLAINTS BREAKDOWN BY LGA	#
BAMA	21
DAMBOA	15
FUFORE	4
GWOZA	19
KAGA	3
KONDUGA	5
MONGUNO	3
YOLA SOUTH	4

COMPLAINTS BREAKDOWN BY SITE	#
20 HOUSING UNIT	7
ABORI GATE	8
AISHA BUHARI CAMP	1
ANGUWAN MUMUYAWA	1
CAMP A	1
CAMP D	3
CENTRAL PRIMARY SCHOOL	4
DAWARE CAMP	3
FEDERAL TRAINING CENTER	5
GENERAL HOSPITAL	2
GOVERNEMENT GIRSL SECONDAY SCHOOL	3
GSS CAMP	8
GSSSS CAMP	21
NJACCINGO	3
MAGISTRATE	2
MALKOHI VILLAGE	1
UNITY CAMP	1
TOTAL	74

CASE INTAKE/REFFERAL CHART



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