Types of CwC Mechanisms

- Complaint/ information desks
- Feedback Boxes
- Committee and Site Management Meetings
- FGDs/ KII
- Voice recorders
- Site Tracker
## Area of Coverage Feedback Boxes

<table>
<thead>
<tr>
<th></th>
<th>Area</th>
<th>Location</th>
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<tbody>
<tr>
<td>1</td>
<td>FARM CENTRE</td>
<td>JERE</td>
</tr>
<tr>
<td>2</td>
<td>MUNA MOFORO</td>
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<tr>
<td>3</td>
<td>DCC SHUWARI CAMP</td>
<td>MMC</td>
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<tr>
<td>4</td>
<td>NYSC</td>
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<td>GARBA BUZU QRT</td>
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<td>ST. HILLARY</td>
<td>MMC</td>
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<td>9</td>
<td>AL-YAKUB</td>
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<td>EYN CAMP</td>
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<td>11</td>
<td>WAKSHAMA</td>
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<td>12</td>
<td>FEDERAL TRAINING CENTER CAMP</td>
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<tr>
<td>13</td>
<td>MUNA DA`ALTI 3</td>
<td>JERE</td>
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<tr>
<td>14</td>
<td>SHUWARI CAMP</td>
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</tr>
<tr>
<td>15</td>
<td>MUNA DA`ALTI 1B</td>
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<tr>
<td>16</td>
<td>MUNA DA`ALTI 1A</td>
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<td>17</td>
<td>FARIA GIDAN BLOCK CAMP</td>
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<td>18</td>
<td>MUNA GARAGE EL BADAWE</td>
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<td>19</td>
<td>TEACHERS VILLAGE</td>
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<td>20</td>
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<td>KORSO BASHIR CAMP</td>
<td>JERE</td>
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<td>KAWARMELA</td>
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<td>25</td>
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<td>EL-MISKIN CENTER</td>
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<td>27</td>
<td>BAKASI CAMP</td>
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<td>400 HOUSING ESTATE GUBIO</td>
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<tr>
<td>29</td>
<td>BALE GALTIMARI PRI SCHOOL</td>
<td>JERE</td>
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Plans for Expansion Beginning August 2018

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<td>1</td>
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<td>DIKWA</td>
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<td>NGALA</td>
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<td>BENESHIEKH*</td>
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<td>9</td>
<td>RANN</td>
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<td>MAIDUGURI*</td>
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<tr>
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<td>MONGUNO</td>
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<td>14</td>
<td>BAGA</td>
</tr>
<tr>
<td>15</td>
<td>KONDUGA*</td>
</tr>
</tbody>
</table>

Pillars of appropriate CwC Strategy:

1) Complementing mechanisms
2) Sensitization
3) Verification and Follow up
Flow chart of complaint desks

1. Agreeing on complaint desk schedule with community
2. Registering complaints after validation
3. Non-Sensitive Complaint (NSC)
4. Sensitive Complaint (SC)
5. Refer to Protection Specialist
6. Investigating and Processing
7. Response and/or Action

People of Concern
Flow chart of feedback boxes

01. Inputting feedback through boxes

02. Collection of Feedback Forms

03. Recording and Tracking

04. Analysis and Referral

05. Response and/or Action

Feedback Mechanism

People of Concern
Committee/ Site Management Meetings

- Site Coordination Meetings
- Service Providers
- Site Management Committee

Core Representative Committees
- Bulamas Committee
- Women’s Committee
- Youth Committee

Sector Committees
- Food Committee
- WASH Committee
- Other Sector Committee

Encouraged Voting

Camp Population

Participation Protection and Awareness Raising

Representatives from each committee with encouraged rotations
VOICE RECORDER USER GUIDE

1. FUNCTIONS OF THE BUTTONS
   - RECORD BUTTON
   - STOP BUTTON

2. STOP THE RECORD
   - Press the stop button once you finish the recording

2. INITIATE RECORD
   - Click record button twice to start recording

2. RECORD YOUR COMPLAINTS
   - Speak with your mouth facing the microphone

CONTACT RESOURCE PERSON ON SITE FOR ASSISTANCE
Site Tracker

- Bi-weekly
- Covering 117 sites in Borno
- Reporting on perception

- Indicative assessment
- Part of community engagement principles in CCCM

MAJOR GAPS IN FOOD & NUTRITION

Access to food

- 3%
- 45%
- 52%

Meals per day

- 2%
- 4%
- 39%
- 51%

Camps with urgent food security

<table>
<thead>
<tr>
<th>Name of Site</th>
<th>Meals Per Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAWAN KERTA CAMP, Kukawa.</td>
<td>Once a day</td>
</tr>
<tr>
<td>GONGLONG CAMP, Jere.</td>
<td>None</td>
</tr>
<tr>
<td>GANA AL, Monguno.</td>
<td>Once a day</td>
</tr>
<tr>
<td>JAFRA SHAGARI CAMP, Komfuga.</td>
<td>Once a day</td>
</tr>
</tbody>
</table>

Legend:
- No
- Yes, offsite
- Yes, onsite
- Irregular
- Once a day
- Twice a day
- Never
- Thrice a day
Main Findings

Total Number of Feedback and Compliants from Boxes

- January and February: 5000
- March and April: 2000
- May and June: 5000
Main Findings

Positive Feedback From Boxes

- Protection: 13%
- Food: 24%
- WASH: 19%
- Shelter: 16%
- Education: 10%
- NFI: 9%
- Health: 9%
Main Findings

Feedback and Complaints Per Sector

- January and February 2018
- March and April 2018
- May and June 2018

Sectors:
- FOOD
- EDUCATION
- WASH
- HEALTH
- SHELTER
- LIVELIHOOD
- CCCM/DTM
- NFI
- OTHERS
- PROTECTION
Questions?