

LIRA DISTRICT GRIEVANCE REGRESS MECHANISM - JUNE 2020

Forward

Lira District Local Government is offering decentralized services to its citizens with funding from Central Government and donors across all the sectors. It is anticipated that issues of grievance nature are likely to emanate during implementation. By recognizing the latter, the District using the already existing structures has formed the District grievance redress committee and plans to cascade down these committees to the Sub County and Parish level.

The purpose of these committees is to provide support in disseminating information about the services being offered and resolve complaints arising from all processes related to services being offered.

This document therefore guides all sector heads and all the operations of the Local grievance redress Committees. It unlocks the Social ills that may impede service delivery provision. It provides reasonable justification, composition and timeliness for redressing complaints.

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RATIONALE FOR GRIEVANCE REDRESS MECHANISM

A grievance refers to a complaint, a feeling of dissatisfaction, an injustice, a wrong doing, an accusation or criticism. It may include queries, suggestions and comment. Occasionally, a grievance may be mistaken to be “a case” however the two concepts are different. A case is a question contested before court of justice or equivalent legal process.

Grievance Redress Mechanism are institutions, instruments, methods and processes through which resolutions to grievances are sought and provided. Mechanisms for redressing complaints arising from out of the different district interventions are being proposed in this document.

MAIN OBJECTIVES OF THE GRIEVANCE REDRESS MACHANISM

The objective of a grievance Redress Mechanism is to support all process that are aimed at preventing timely identification and resolving of service delivery grievances.

Objectives

1. To provide stakeholders with an accessible, transparent and efficient process for voicing, registering and redressing grievances.
2. To ensure that corrective actions are effectively implemented
3. To provide and define clear roles and responsibilities of various parties handling grievance redress mechanism.

BENEFITS OF HAVING GRIEVANCE REDRESS MECHANISMS.

Grievance Redress Mechanism provides several benefits for service delivery and affected persons.

Benefits to the District	Benefits to the affected person
❖ It will enhance information sharing about the service delivery	❖ Provides cost effective method for channeling complaints
❖ Provides an avenue for resolving grievances and disputes at the lowest sector.	❖ Community is able to report their grievances with dignity and also receive a fair hearing
❖ Facilitates speedy resolution of conflicts before they escalate	❖ Facilitates access to information
❖ It will help sectors win the trust and confidence of the community	
❖ Prevents adverse impacts to the community	
❖ Helps to avoid service delivery delays and cost overlaps thus improving quality of work	

PRINCIPLES OF GRIEVANCE REDRESS MECHANISM

1. Accessibility – offers accessibility to everybody that would like to submit a complaint and help those who face barriers e.g. language, literacy, awareness, cost, or fear of reprisal. The available platforms that have been put in place include; suggestion boxes, Grievance Committees, Toll free line using local language among others.
2. Predictability – offers a clear procedure with timeframes for each stage and clarity on the types it can and cannot deliver. Appropriate timelines have been indicated in this guidelines.
3. Fairness – all decisions shall be perceived as fair and objective especially in terms of access to information and opportunities for meaningful participation in the final decision.
4. Rights compatibility – it is with applicable national and international standards; should not restrict access to other redress mechanisms.
5. Transparency – procedures and outcomes or decisions shall be made public in transparent manner
6. Capability – shall have required technical, human and financial resources to deal with issues at stake.
7. Feedback – should serve to channel citizen feedback to improve project outcomes for the people.

The likely Grievances for the District

Different types of grievances emanate in different sectors or departments

1. Administration Department

- NUSAF 3 related grievances issues from water shades about governance issues – the group
- Human resource related grievances regarding late access to the pay roll, underpayment, over deductions late release of gratuity to those that have retired etc.

2. Procurement

- Allegations of unfairness – they are aware of contracts especially the revenue facilities
- Delayed implementation of contracts
- Lack of capacity by some of the service providers
- Shoddy work by some of the service providers

3. District Service Commission

- Delayed actions on submissions
- Unfairness in the recruitment, retention and exit of officers

4. District Land board

- Delayed action on some of the applications
- Irregular allocations of land etc.

5. Education

- Absenteeism of teachers
- Over extortion of funds from parents
- Misconduct by some teachers
- Drunkardness by some of the teachers
- Foundation bodies over governance structure in the schools etc.

6. Health

- Drug stock outs
- Absenteeism of health workers
- Drug theft
- Underpayment (Lunch allowances) etc.

7. Works and Technical services

- Broken bridges and swamps
- Broken culvert crossings
- Poorly maintained roads
- Compensations on lands going through roads
- Broken bore holes
- Broken boreholes etc.
- Misuse of funds

8. Production and Marketing Department

- Supply of poor quality inputs, delays – delivery of inputs, high costs of inputs, wrong varieties
- Extension officers not visiting farmers

9. Trade and Industry

- Bias in selection of Emyioga SACCOS
- Grievances issues in some of the co-operatives

District Social and Environmental Focal Persons

The District Social and Environmental Focal Persons are designated by the District Chief Administrative Officers to support the operations of the Grievance Redress mechanism. The focal persons should be the District Community Development Officer and or District Environment Officer.

Tasks of Focal Persons;

1. Coordinate the operations of all the Grievance Redress Mechanism in the District, Sub County and Parish levels
2. To be a secretary to the District Grievance Redress Committee
3. Develop local stakeholder management plan to enrich grievance handling process
4. Provide technical guidance to the activities of District Redress Committee
5. Provide routine reports on the progress and performance of the Grievance Redress Committee
6. Provide leadership to Environment and Social related issues in the District
7. Include Environment and Social issues in the planning, implementation and reporting of issues related to project.
8. Liaise with the District coordination unit to ensure this guideline.

Grievance Redress Committee

Grievance Redress Committee will be institute at different departments and the Chief Administrative will appoint an overall Grievance Redress Committee at the District level comprising of representatives in each of the departments. It is in the District Redress Committee where department will refer grievances that they fail to handle.

A well designed and functional grievance Redress System will offer the following advantages

- i. Provide feedback to different stakeholders within the structures of the service delivery implementation.
- ii. Act as an early warning mechanism to address grievances for timely intervention thereby preserving integrity and its reputation
- iii. Generate public awareness about the service delivery and objectives and increase stakeholder involvement
- iv. Reduce risk for fraud and corruption practices
- v. Provide district staff with practical suggestions/feedback
- vi. Promote accountability, transparency and responsiveness to beneficiaries
- vii. Assess the effectiveness of internal organizational processes
- viii. Provide vulnerable and marginalized groups with a channel for making their concerns known.

Composition of Grievance Redress Committee at District Level

- i. Chief Administrative Officer - Chairperson to the Committee
- ii. Deputy Chief Administrative Officer - Secretary to the Committee
- iii. All Heads of departments- Members

Grievance Redress Mechanism Legal System

If after the intervention and assistance from the Grievance Redress Committee at both District and National levels, no solution has been reached, and if the grievance redress system fails to satisfy the complaining parties, the case will be referred to the court for resolutions in accordance with the laws of Uganda.

In the meantime, it should also be emphasized, it should also be emphasized that these Grievance Redress Mechanism guideline do not limit the right of the complaining party to submit the case to the court of law in the first stage of grievance process.

Core duties Grievance Redress Committees

Below is an outline of the core duties of the Grievance Redress Committees

- a) Identify risks information gaps
- b) Conduct public awareness campaigns about the service delivery purpose and future plans
- c) Provide District staff and beneficiaries with practical feedback about the services
- d) Identify grievances and advice the aggrieved persons to report to the Grievance Office
- e) Arbitrate over any complaint, grievance, conflicts that arise during Service delivery implementation
- f) Negotiate for appropriate terms and conditions of employment of local skilled and unskilled labor by Contractor
- g) Mobilize the local community for service delivery implementation and appropriate action
- h) Support regular monitoring during the implementation of the service and route feedback to project management Unit
- i) Promote practices that lead to transparent and corruption free service delivery.

TOOLS AND TERMS OF OFFICE FOR GRIEVANCE REDRESS COMMITTEE

Tools of Office

Each Grievance Redress office will be equipped with the documents listed below. All these documents are in the annexes of this guideline for reference and use.

1. Grievance Redress Guidelines
2. Complaints log book
3. Suggestion box (optional)
4. Complaints Registrations Forms
5. Complaints Referral Forms
6. Complaints Minute Forms

Terms of office

Each Grievance Redress Committee will commence work immediately after appointment until the end of the project.

Conditions for termination

In the event of misconduct or impropriety of a member of the Grievance Redress Committee, membership will be upon the advice of the Sub County Chief or Chief Administrative Officer (CAO) or as per articles of constitution of the organization.

Committee Meetings

Committees shall meet every time a complaint is lodged, provided instant response has not been provided for such complaint.

The chairperson should call and convene the meeting at least once a month depending on the need at hand. It should be noted that meeting schedules will vary depending on the needed and urgency of complaints/grievances at hand. On every meeting the secretary will document every deliberation in detail and signed copies of minutes shall be filled for future reference. In particular, the Committees Secretary will;

- a) Provide information to committee member and other resource persons deal with reported grievances
- b) Register grievances using a prescribed form.
- c) Document Grievance Redress proceedings, decisions, and recommendations
- d) Maintain grievance related information, documents, reports, attendance and payment registers of Grievance Redress Committee Members
- e) Always liaise with Grievances Redress Committee Chairperson
- f) Facilitate arrangements for field inspections
- g) Provide feedback to affected persons and agencies involved in grievances
- h) Report progress to the GRC

Facilitation for Committee Members

The work of the Grievance Redress Committee is voluntary and therefore there is no designated fund to pay the committee, however, appropriate facilitation will be provided through the District budgets to cater for meals, refreshments, stationery, transport during, meetings or investigations.

GRIEVANCE PREVENTION, AND REDRESS PROCESS

Introduction

During project implementation, grievances may arise that affect different categories of stakeholders negatively or positively. Measures should be put in place to prevent negative issues and enhance positive ones or when the negative consequences occur, mechanisms have been developed to address them.

Where to submit a complaint

- Letter to the Chief Administrative Officer, District and Sub County team
- Suggestion box at the District/ Sub county
- Walk into to the office of the Chief Administrative officer/Sub County Offices
- Call CAO on 0772- 410 633 or DCAO on 0772- 960 806
- Call any radio station
- Through meetings, conferences and workshops
- Grievance Management Committee, set up at District/Sub County.

Grievance Prevention

The following measures should therefore be done to prevent grievances;

- a. Identify risks areas that are likely to cause grievances and possible mitigation measures
- b. Provide sufficient and timely information to the community providing accurate and adequate information about the service delivery and its activities and implementation schedule shall be done regularly in radio talk shows.
- c. Conduct meaningful community engagements. Throughout the service delivery implementation, the staff shall continue sharing information, progress report, providing opportunity to community members to raise their concerns, responding to their issues in a timely manner, as well as receiving feedback on interventions.
- d. Build capacity for staff, District/Sub County and other field staff. The staff should be equipped with information about the project such as service delivery design, activities implementation schedules, and institutional arrangements. They should also have basic skills like effective communication, community dynamics negotiation and conflict resolution. Building trust and maintain good rapport by providing information on the service and responding to community needs will help solve issues before they become grievances.

Grievance Redress Process

The grievance redress process includes the following four major steps

- a) Grievance registration
- b) Grievance sorting
- c) Grievance processing; and
- d) Provision of feedback/reporting

Grievance Registration

Complainants or concerned individuals may visit, call or send a letter, write an e-mail or call grievance focal point at the District/Sub County. Receipt of grievances received through a letter or e- mail shall also be acknowledged through e- mail/letter within 3 working days. Receipt of grievances lodged in person or via phone will be acknowledged immediately.

Each GRC level shall maintain a record book to register the complaints, and regularly share the grievance details GRC focal person in order to keep the track of grievances and the status of their resolution. The GRC Focal person at the District level shall coordinate with each GRC at the sub county on a weekly basis, collect relevant documents, maintain a consolidated registry of complaints received, follow-up on the status of resolution of each complaint received, maintain an up- to - date grievance database and provide relevant reporting

Sorting of Grievances

Upon receipt of grievances, the GRC Focal Points at all levels shall sort the grievance according to the following categories. All grievances, regardless of type should be registered in the registry and district database.

Queries, comments, and suggestions.

This type is non - contentious and merely requires clarification or a response. This may be answered at the point of intake by staff for occurrence.

Allegation of Fraud or corruption

This type of complaints cannot be handled under the service delivery Redress Mechanism. For such cases, the complaint should be referred to the appropriate state entity for investigation and support in lodging the grievance.

In case the grievance is not relevant to the service and/ or impacts caused by the service implementation, it will not be considered under this GRM guideline, I will be forwarded to any relevant community grievance handling process. Feedback will be provided to the complaining party with explanation on why the issue cannot be considered under this GRM guideline and to which that has been forwarded.

Grievance Processing

Depending on the nature of grievance, this step may include verification, investigation, negotiation, mediation or arbitration, coordination with appropriate agencies and decision – making. Verification includes gathering of documents, proofs and facts, as well as clarifying background information in order to have a clear picture of the

Circumstances surrounding the grievance. Verification will be undertaken by members of GRC at all levels, and overall coordination of activities will be ensured by the GRC coordinators at respective levels. Results of verification or fact – finding activities will be presented at the meeting of the GRC and decisions are properly documented.

Consideration of grievance case by GRCs, may require further verification of the issue, including gathering of additional documents, obtaining input from various state stakeholders and project parties in order to have a clear picture of the circumstances surrounding the grievance case.

Feedback provision

This refers to the process of informing the complaining party on the status of complaint or provision of information required by a stakeholder with respect to service provision in the District. For grievances lodged in the office or via telephone to the GRC focal person's acknowledgement of grievance receipt will be confirmed immediately. For mailed, e-mail or SMS grievance, acknowledgement of receipts will be provided by GRC focal persons not later than 3 working days. In case the grievance is not related to service provision in the District and cannot be considered under the GRM guideline feedback will be provided to the complaining party to which entity it has been forwarded.

Acknowledgement of grievance receipt, as well as response/recommendation will be provided to complaining party through preferred mode of communication mentioned in grievance registration form.

If grievance was resolved, the complaining party will be informed of the outcome; if grievance was not resolved at the district level, it will be referred to the next level for consideration and resolution, appropriate information will be provided to the complaining party, including the date when the case was passed to the GRC and the date by which the outcome is expected.

If the grievance was anonymous or the complainant refused to provide contact details, the information on status of grievance redress and outcomes resolution process, it will be posted on the information boards, outcomes of the grievance resolution process will also be documented in the grievance database and reflected in the service delivery periodic progress reports.

Lodging complaints

Locally available appropriate communication channels should be established for passing information. Grievances may be received through several ways ranging from formal verbal or written format. These could be the affected persons, institutions and any other parties. This complaint should be registered at the District registry or to the relevant personalities.

Grievance handling

The following are the steps for handling complaints

1. Screen, handle and refer complaints

Screen complaint: The Grievance Redress Committee (GRC) will screen the eligibility of the complaint by method of complaint reporting.

Screening complaint can be done through the following

- i. Identification of the complainant who unless requests for anonymity should provide name and contact details.
- ii. The complainant has been affected negatively as a result of service delivery in the District.
- iii. The issues raised by the complainant fall within the scope or jurisdiction of the District.

Handle complaint: if the complaint is not eligible, then the complainant should be notified, and reasons given accordingly

Refer complaints: Alternative referrals options such as police, Local Council Courts if the complaint is criminal nature, it should be given to the complainant.

Assess the complaint

A further assessment should be done on the seriousness of the complaint i.e. the severity of the issue at hand, the potential impact on the individuals in the District. This may require, field visits, interviews and discussions with affected parties and or witness.

Formulate the response

An appropriate response can be formulated on how to proceed with complaint and this response should be communicated to the complainant.

Response about the complaint

The response could involve

- i. Acceptance or rejection of the complaint,
- ii. Next steps and timeline, or further information
- iii. Further information about the complaint.

Settle the complaint

The options available for consideration may depend on the nature of the complaint handled.

Options for settling complaints

Some options available for settling complaints

- Determining reasonable compensation
- Document agreed actions
- Caution
- Apology
- Restitution/restorations
- Giving information

Track, document, evaluate and report results

The GRC have a responsibility of tracking and monitoring the process of grievance redress and implementation of the decisions made. They also have a duty to give regular feedback to the complaints about the Grievance Redress process evaluation procedures will also be put in place annually or biannually to assess the overall effectiveness of GRMs.

Time frame for Grievance handling

Prompt handling of complaints is encouraged as they are received, and to address and records should be kept. Where possible, complaints should be handled instantly especially in case where complaints are lodged have been lodged in through walk - ins and the toll free options. However, in cases where complaints have been lodged through written format i.e. Suggestion boxes or complaint points, periodic analyses will be undertaken and the corresponding timelines are elaborated below.

Referral system

The Ugandan laws allow any aggrieved person the right to access justice through systematic administrative and judicial system. If the complaint remains dissatisfied with any of the structured levels of the grievance mechanism, he or she has a right of appeal to any legal authority such as Local Councils, Police District Tribunal. The complainant has the option to peruse appropriate recourse via established judicial process in Uganda. The committee therefore will work to uphold the rights of the complainants as stated in the legal instruments of Uganda.

Monitoring and reporting in GRM

Grievance shall be captured for monitoring and reporting using the grievance registration form of parties of GRM. The Grievance registration form shall be filled for each grievance case by the GRM parties at District and Sub County level where the grievance was lodged.

In case of any referrals, the committee will receive a complaint record it and provide written referrals with 14 days to the next level of structure. Copies of written referrals should be kept in record file. Effort should be made to follow-up on these referrals should be kept in record file. Effort should be made to follow up on how the resolution of the service related complaints referred are being handled.

Monitoring and reporting in GRM

Grievances shall be captured for monitoring and reporting using the grievance registration form and logbooks of the parties of GRM. The grievance registration form shall be for each grievance case by GRM parties at District and Sub County where grievances are lodged.

The District community development officer or person designated by the Chief Administrative officer shall coordinate GRM activities with activities with members of GRM at district and sub county on a weekly basis to update GRC's consolidated database of complaints for each district and sub county.

Therefore, the DCDO or designate working with the District will specifically provide monthly reports on the status of handling and will reflect a consolidated picture of the status of grievance handling at the District.

Innovations have been explored to automate that manual recording, reporting and monitoring by having a management information systems(MIS). When operational, all District/Sub County workers shall be trained on the use and operations of the MIS system.

Monitoring and reporting system

To ensure timely and effective resolution of grievances, a tracking system and defined key performance indicators have been developed. This approach will enable the assessment of the overall effectiveness of the GRM and allow for corrective actions as needed. The following key performance indicators are recommended for assessing functionality of GRM

- Participation
Percentage of grievances related government activities and impacts channeled through the GRCs at both levels – the target is to have 100% of grievances addressed through the formal GRM structures;
- Effectiveness

Percentage of complaints lodged that received effective and timely response through the GRM;

- Resolution
Percentage of complaints resolved at the District and Sub County levels – the target is to have 70% grievances resolved through the GRM structure.
- Recurrence reduction
Number of recurrent complaints received – the target is to gradually reduce the number of complaints of each type by 50% through better management and timely implementation of corrective actions designed based on the similar previous cases raised and resolved previously. The overall intention is to learn on previous experience and respond to grievances in a manner that, over time, reduces their rate of occurrences.

Disclosure of Grievances Redress Mechanism

The grievance redress for the service delivery will be disseminated through the stakeholder engagement process. This shall be through information leaflets and brochures and presented during the service delivery related meetings and public consultations. During these gatherings, it should be emphasized that GRM is aimed at quick and amicable resolution of complaints and does not substitute the legal process established under national legislation.

Every consultation shall be carried out under the coordination and supervision of the officials at the District and the Sub County with the availability of the GRM, steps of grievance resolution as well as contacts and locations of focal persons to be approached in case of any grievance.

Various stakeholder including Local Government, Civil Society, NGOs are considered as key actors of the GRM and play a crucial role in the disseminating the information on GRM and facilitating quick and amicable resolution of complaints. The GRC district focal persons shall coordinate information dissemination activities in collaboration with the District social safe guard specialists and other officers of the District GRM and ensure that the posters providing details on GRM and contacts of grievance focal points are posted in publicly accessible and visible places and in every affected community.

In areas populated by majority groups meetings shall be held and information leaflets shall be provided in the linguistically appropriate manner, if the language used by the majority group is different from official language.

Capacity building on Grievance Redress mechanism

Capacity building activities will be undertaken to ensure awareness on GRM and knowledge of appropriate procedures and steps. The handouts on GRM will be developed from time to time and distributed among the various categories of project stakeholders and in the communities in the service delivery areas.

Frequently Asked Questions (FAQs)

- ✓ **What is a grievance and how is it different from cases undertaken by LCs?**
 - It refers to a complaint, a feeling of dissatisfaction, an injustice, a wrong doing, an accusation, or criticism
 - May also include queries, suggestions and comments
 - A case is a question contested before courts of justice or an equivalent legal process.
- ✓ **What is Grievance Redress Mechanism (GRM)?**
 - A set of specified procedures for revealing, assessing, addressing grievances and resolving disputes and monitoring.
 - It is a mechanism whereby queries or clarification about a service delivery are responded to systematically, problems that arise out of implementation are resolved and grievances are addressed.
 - A mechanism from receiving, evaluating and addressing complaints arising out of the service delivery interventions, communities, stakeholders.
- ✓ **Who manages the Grievance Redress Mechanism?**

Grievance Redress mechanism is managed by ministry of Local Government through three levels, the District and the Sub County and Parish levels

- It is a body or institution established to strengthen grievance handling
- Grievance Redress Committees have been established at the District, Sub county and the Parish levels
- Heads of department at the district level have been appointed as focal persons for Grievance Redress Committee.
- ✓ **What is the intended use of the Grievance Redress Mechanism?**
 - Reduce conflict, risk of undue delay and complication in service delivery implementation
 - Improve quality of project activities and outputs
 - Ensure that the rights of affected parties are respected
 - Identify and respond to unintended impacts of service delivery on individuals; and
 - Maximize participation, support and benefit to local communities.

✓ Why do we need Grievance Redress Mechanism?

1. To service delivery group

- It will enhance information sharing about the activity
- Provides an avenue for resolving grievances and disputes at the lowest level
- Facilitate speedy resolution of conflicts before they escalate
- It will help us win the trust and confidence of the community
- Prevents adverse impacts to the community
- Helps to avoid service delivery delays and cost overlaps thus improving quality of work
- Acts as an early warning mechanism
- Allows service delivery to be more available
- Increases stakeholder participation in service delivery

2. To the affected persons or complainants

- Provides cost effective method for channeling complaints
- Community is able to report their grievances with dignity and also receive a fair hearing
- Facilitates access to information.

Who moves a grievance/complaint?

- A grievance originates from the affected person. The person is motivated by the need to seek for address.

How should complaints or grievances received/submitted?

1. Complaints submission

Complaints can be submitted/received through locally available channels some of which could be the following mechanism;

- Phone - using the CAO's and DCAO's lines for both verbal and SMS and complains physically channels through the central registry, the sub county offices.
- Staff members who receive complaints verbally must put them in writing for them to be considered.
- Anonymous complaints can also be accepted by phone or suggestion boxes

Note: information on these various channels to submit complaints will be publicly displayed on construction site/boards at contractor's /client premises/local media/flyers.

1. Tracking system - complaints received should be assigned a number that will help the complainant track progress (where possible complainants will be handed a receipt and a flyer that describes the Grievance redress, mechanism procedures, which will be read to them at their request).

Receipt of complaints shall include the following information

- Date when complaint was received
- Tracking number

- Method of receiving complaint: phone/fax/email/verbally
- Full name of person receiving complaint
- Summary of complaint
- Complainant's full name, identification (ID) number, and physical address
- Complainant's phone number (office/home/cell)
- Complainant's email (where applicable)

2. Procedure for assessment, acknowledgement and response

- On - spot resolution is encouraged; emphasis on recording incidents and responses and maintain centrally held grievance register is key
- Complaints that cannot be responded to on the spot should be relayed to a specified person/local government who should take to the complainant, acknowledging receipt and detailing the next steps to be taken.

3. Procedure for resolution or closure

Where an agreement has been reached between the complainant and the GRC on how the complainant will be resolved, a minute should be drafted and signed by both parties.

After due implementation of the agreement, a new minute will be signed stating that the complainant has been resolved.

ANNEX 1. GRIEVANCE REGISTRATION FORM

GRIEVANCE REGISTRATION FORM	
CONTACT INFORMATION	Gender: Male/Female
Name:	
Address:	
Community:	Telephone:
	Email:
Anonymous grievance: Yes/No	Preferred mode of communication for Feedback: Mail/Phone/E-mail
DISCRIPTIONOF GRIEVANCE/SUGESSTION/QUESTION	
Please provide details (who, what, where, when) of your grievance below:	
In case any other actions were taken by the complainant with respect to the grievance case, please provide details on past actions (if any)	
Please provide details on your suggested resolution for grievance:	
GRIEVANCE REGISTRATION DETAILS	
Name of Registrant:	
Organization:	Position:
How the grievance was lodged: in person/mail/e-mail/phone/fax	Type of grievance: type A/type B/ type C
Documents attached:	Grievance is relevant to project: Yes/No if "NO it was forwarded to: _____
Remarks:	
Signature of registrant:	Date grievance:

ANNEX 11. GRIEVANCE REGISTRATION FORM

LIRA DISTRICT GRIEVANCE LOG BOOK

Location.....

Sub County.....

Village.....

Ref No.	Date Received	Mode of Receipt	Name of Complaint	Contacts of complainant	Description of complaint	Action taken

Notes

- 1. Reference Number:** a unique number assigned to the complaint for easy tracking and follow up
- 2. Mode of receipt:** how the complaint was received. This could be by telephone, "SMS", E- mail, written in person, verbal
- 3. Contact of complainant:** to include phone number, P.O. Box number, e- mail include; fraud, land disputes, compensation, environment and social management issues service delivery, facilities, management etc.
- 4. Description of Complaint:** a brief description of the complaint received, could include; fraud, land disputes, compensation, environmental and social management issues service delivery, facilities, management etc
- 5. Action taken:** includes remedies, resolution, agreed upon actions to be the satisfaction of the complaint.

ANNEX 1V. GRIEVANCE REFERRAL FORM

TO:(Appropriate Responding Authority)

Date:

Title.....Unit Or

Department.....

RE:

.....

..... (Title of Grievance /Grievance Number)

The attached grievance has been received in my office or Grievance Redress Committee and is being forwards to you for a response for the following reason (s)

- a) Grievance concerns or issues not within my authority or committee
- b) To respond as my designee
- c) Conflict of interest
- d) Complainant not satisfied with redress of lower GRC

FROM:

Details of referee e.g. Name, Title.....

Signature.....

Name/Level of GRC.....

Attachment (if any)

ANNEX V. GRIEVANCE MINUTES FORM

A. GRIEVANCE DETAILS

- 1. No. of grievance in logbook.....
- 2. Name of complainant.....
- 3. Date of grievance.....
- 4. Date of registration
- By: mail/phone/e-mail/on spot
- 5. Grievance registrant name.....
- 6. Brief description of grievance.....
.....
.....

B. MEETING DETAILS

- 7. Date of meeting:
- 8. Resolution provided: Yes/No
- 9. Participating GRC parties and names:
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - 6.
 - 7.
- 10. Brief description of resolution/ recommendation provided:
.....
- 11. Participating invited parties and names:
 - 1. Complainant.....
 - 2. NGO/Mediator.....
 - 3. Other.....
- 12. Feedback provided Yes/No. by: mail/phone/e-mail/posted on information board
- 13. Attached documents:
- 14. Date of feedback.....
- 15. Remarks: name and signature of minutes' taker.....

Date of minutes' preparation.....