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**Common Market for Eastern and Southern Africa**

**Accelerating Sustainable & Clean Energy Access Transformation in AFE Region Multi-Phase Programmatic Approach**

**(P180547)**

**Final**

**Stakeholder Engagement Plan for the Project**

**03 April 2024**

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# Project Description

The Accelerating Sustainable and Clean Energy Access Transformation (ASCENT) Regional Energy Access Acceleration Platform (REAAP) Project by the Common Market for Eastern and Southern Africa (COMESA) aims to accelerate access to sustainable and clean energy in Eastern and Southern Africa.

The ASCENT-REAAP Project comprises the following components:

1. ***Component 1: Digital Monitoring, Reporting and Verification Platforms for Energy Access and Climate Finance* –** The Project will support countries with adoption of digital monitoring and verification (D-MRV) platforms and other digital tools to facilitate better and faster planning, implementation, monitoring, reporting and verification of their energy access efforts and enable access to climate financing, including through their participation in carbon markets.
2. ***Component 2: Project Preparation Facility* –** The Project Preparation Facility (PPF) is one of the critical components of ASCENT, which will support governments and the private sector to develop bankable, investment-ready projects through a demand-driven approach. This component has three sub-components viz:Sub-component 2A: National agencies project; Sub-component 2B: Cross-border solutions; and Sub-component 2C: Private sector distributed renewable energy (DRE) companies.
3. ***Component 3: Advisory support to governments on planning, policy regulation and finance mobilization* –** This component will support participating countries on strengthening the policy and regulatory environment for energy access.
4. ***Component 4: Knowledge exchange, convening, data, skills development and consumer engagement* –** This component will enable participating countries to share both technical knowledge and experiences of energy access interventions, allowing countries with large energy access deficits to learn from faster-electrifying countries in the region, through regional and bilateral knowledge exchanges and workshops for governments, private sector, development partners, etc.
5. ***Component 5: Project management and capacity building support to the Project Implementation Unit* –** This component will provide specific support to building the capacity of the COMESA Project Implementing Unit (PIU) for the implementation and monitoring of the activities under the regional platform. COMESA will use the same PIU which is already involved in the implementation of the Regional Infrastructure Financing Facility (RIFF) Project (P171967) but with a strengthened capacity to account for increased scope under ASCENT.

The ASCENT Project has been prepared in accordance with the World Bank’s Environment and Social Framework (ESF). In line with the Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure, the implementing agencies are required to provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

# Objective of Stakeholder Engagement Plan

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the COMESA Secretariat, through the PIU, will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

# Stakeholder Identification and Analysis

## Principles for Stakeholder Engagement

To meet best practice approaches, the project will apply the following principles for stakeholder engagement:

1. ***Openness and life-cycle approach:*** Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
2. ***Informed participation and feedback:*** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
3. ***Inclusiveness and sensitivity:*** Stakeholder identification will be undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders are encouraged to be involved in the consultation process. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
4. ***Flexibility:*** If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology will adapt to other forms of engagement, including various forms of internet- or phone-based communication

## Stakeholder Identification

Stakeholders include individuals or groups that may influence or be impacted by the Project directly or indirectly and those who may have interests in the Project and/or the ability to influence its outcome, either positively or negatively.

The stakeholder identification process establishes which organisations and individuals may be directly or indirectly affected (positively or negatively) by the proposed Project or have an interest in it. To develop an effective SEP, it was necessary to determine exactly who the stakeholders are and understand their priorities and objectives in relation to the ASCENT Project. By classifying and analysing the stance, influence, capacity and interests of stakeholders, it was then possible to develop the SEP that was tailored to the needs of different stakeholder groups.

Project stakeholders can be grouped into the following categories:

1. Affected Persons;
2. Other interested parties; and
3. Vulnerable and marginalized groups (VMGs).

### Affected Parties

Affected Parties (APs)are persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. For the ASCENT Project, APs are: COMESA Authority; COMESA Council of Ministers; participating countries’ Ministers in Charge of Transport and Communications, Information Technology and Energy; General public in Eastern and Southern Africa (AFE), Electric utilities of the participating countries; Private sector, Distributed Renewable Energy (DRE) and clean cooking providers; Government Ministries, Departments, Agencies (MDAs) and COMESA specialized agencies such as the Eastern Africa Power Pool (EAPP) and Regional Association of Energy Regulators for Eastern (RAERESA).

### Other interested parties

Other Interested Parties (OIPs) are individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. These are: Trade Development Bank (TDB); NGOs with operational focus in clean cooking sector; other Regional Economic Communities (RECs); Academia; Organizations involved in carbon credits trade; and the Media.

### Vulnerable and Marginalized Groups

Vulnerable and Marginalized Groups (VMGs)are persons who may be disproportionately impacted or further disadvantaged by the Project(s) compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. VMGs for the Project are: Women; Youth; Children; the elderly; Cross-border communities; and People with disabilities (PWDs).

## Stakeholder Mapping

It is important to tailor the engagement methodology to the targeted stakeholders and their relationship to the Project (their influence and interest). Stakeholder mapping seeks to understand stakeholders’ level of interest in the Project and influence in decision making as well as on other Project stakeholders and will continue throughout the Project lifecycle. It is also important to note that stakeholder interests and level of influence is dynamic and changes over time; hence the need to periodically update the stakeholder map as well as the wider SEP. Mapping will also help identify stakeholders who may find it difficult to participate in consultation activities and are affected by or interested in the proposed Project because of their marginalised or vulnerable status (such as disabled or elderly people).

Stakeholder mapping considers:

1. Who is affected by the Project and how;
2. Who the formal and informal community leaders are and to what degree they are seen as representatives;
3. Whether the stakeholder supports, is neutral towards or is opposed to the Project;
4. Each stakeholder’s interests and concerns in relation to the Project; and
5. How different stakeholders can influence the Project and what risks or opportunities this presents.

According to each stakeholder’s level of interest or impact on the proposed Project, different levels of engagement intensity will be employed. Stakeholders have been mapped using the matrix presented below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Level of Interest** | **High** | TDB, Carbon trading organizations, Vulnerable groups | Private sector companies, Electric Utilities, MDAs | COMESA Council of Ministers |
| **Medium** | Academia, NGOs, Media |  | COMESA Authority  World Bank |
| **Low** | General public |  |  |
|  | **Low** | **Medium** | **High** |
|  | **Level of Influence** | | | |

# Stakeholder Engagement Process/Communication Plan

## Objectives of the Communication Plan

The objective of this communication plan is to define the communication requirements for the Project and how information will be shared. This plan describes the following:

1. Information that will be communicated including the level of detail and format;
2. How the information will be communicated – by email, telephone, web portal and social media;
3. When information will be distributed, the frequency of Project communication, both formal and informal;
4. Who is responsible for communicating Project information;
5. Communication requirements for all Project stakeholders;
6. How sensitive or confidential information is communicated and who must authorize dissemination;
7. How changes in communication or the communication process will be managed;
8. Any constraints, internal or external, which may affect Project communication; and
9. The escalation process for resolving any communication-based conflicts or issues.

## Key Issues that should be communicated

The following are some of the important messages that will be communicated to the Stakeholders:

1. Background of the Project;
2. Project Description;
3. Project Activities;
4. The potential Project benefits and impacts;
5. The process that will be followed to engage with stakeholders;
6. The Project’s grievance redress mechanism; and
7. How and when stakeholders can participate in the Project.

## When to communicate

Project communication will be structured and offered regularly but with the flexibility of responding to issues as they emerge. Broadly, stakeholder engagement for the proposed Project has been categorised into preparation and operation engagement activities.

## Communication Methods

A variety of communication methods are used to engage with stakeholders reflecting their level of authority, socio-economic context, and cultural and intellectual factors such as level of education and literacy.

English, French, Portuguese and Arabic are the official languages of the ASCENT participating countries. Therefore, all stakeholder engagements will be tailored to respective countries local languages. For official meetings and communication, English will be the main mode of communication given that it is the most widely accepted language for business.

## Summary of project stakeholder needs and methods, tools, and techniques

Table 4‑1 Summary of Project Stakeholder Needs

| Stakeholder group | Stakeholder | Key characteristics | Language needs | Preferred communication method(s) | Specific needs |
| --- | --- | --- | --- | --- | --- |
| COMESA | Authority | Consists of Heads of State or Government of the Member States and  is responsible for the general policy, direction and control of the performance of the executive functions of the Common Market and the achievement of its aims and objectives. | English, French, and Arabic | Formal meetings  Structured agendas | Meets once a year or upon a request by a member and supported by 1/3 members. |
| Council of Ministers | Composed of Ministers designated by the Member States. The Council is responsible for ensuring the proper functioning of COMESA in accordance with the provisions of the Treaty. The Council takes policy decisions on the programmes and activities of the COMESA, including the monitoring and reviewing of its financial and administrative management. | English, French, and Arabic | Formal meetings  Structured agendas | Project roles and responsibilities planned stakeholder engagements, information generation and dissemination.  Regular formal and informal meetings |
| Meeting of Ministers in Charge of Transport and Communications, Information Technology and Energy | Composed of Ministers in charge of Transport, Communications, Information Technology and Energy. The meeting makes policy decisions on issues to do with infrastructure. | English, French, and Arabic | Formal meetings  Structured agendas | Meets once a year |
| Consultative Committee of the Business Community and other Interest Groups | Are responsible for providing a link and facilitating dialogue between the business community and other interest groups and other organs of COMESA. | English | Formal meetings  Structured agendas | Regular formal and informal meetings |
| General public | Residents of member states | Ultimate beneficiaries of ASCENT project. | Local languages | Focus group meetings /discussions,  Community consultations  Site visits | Sensitization on ASCENT project and its outcomes.  Adjusting meeting arrangements to fit local culture. |
| Electric utilities | Private sector DRE and clean cooking providers | Will receive information market intelligence on DRE and clean cooking markets.  Will receive business development support covering technical, financial, economic, social, legal, regulatory, environmental, and social safeguards, institutional, governance, transaction structuring and management matters. | English | Formal meetings  Structured agendas | Sensitization on ASCENT project and its outcomes. |
| Government Ministries, Departments, and Agencies (MDAs) | Rural electrification agencies, public electricity utilities | Will receive grants/funds to design and implement energy access projects supporting ASCENT program objectives, per government requests. | English, French, Portuguese and Arabic | Regular formal and informal meetings | Sensitization on ASCENT project and its outcomes. |
| International partners | World Bank | Financiers of the project.  Possess knowledge of E&S management | English | Email, telephone calls, meetings (in person or virtual) | Project progress, preparation implementation, stakeholder engagements, joint control and management efforts, experience sharing  Regular formal and informal meetings |
| Other interested organizations | Trade Development Bank (TDB) | Will benefit from strong private sector DRE and clean cooking providers pipeline for their Regional Energy Access Financing project | English | Formal meetings  Structured agendas | Sensitization on ASCENT project and its outcomes. |
| NGOs with operational focus in clean cooking sector | Will benefit from e-cooking support by the project. | English, French, Portuguese and Arabic | Focus group meetings /discussions | Sensitization on ASCENT project and its outcomes. |
| Other RECs | Might be affected by the ASCENT Project activities. | English | Sharing of Project Documents  Meetings where necessary | Sensitization on ASCENT project and its outcomes.  Facilitate them to attend the discussions. |
| Academia | * Will build skills for the planned massive energy access expansion and for renewable energy scale up, opening opportunities for women in the energy sector, including in leadership positions. | English | Formal meetings  Structured agendas | Sensitization on ASCENT project and its outcomes.  Sign MoUs to guide collaboration |
| Organizations involved in carbon credits trade |  | English | Formal meetings  Structured agendas | Sensitization on ASCENT project and its outcomes. |
| VMGs | women-owned and women-led enterprises,  youth,  people with disability, indigenous peoples (IPs), i.e. people who meet the World Bank’s ESS7 criteria | Will benefit from targeted skills development program for energy access and renewables to create more job opportunities in the sector. | English, French, Portuguese and Arabic  Local language | Focus group meetings / discussions (for IPs, this will be undertaken in a culturally appropriate manner)  Site visits | Sensitization on ASCENT project and its benefits, impacts and outcomes.  Facilitate them to attend the discussions. |

## 

# Stakeholder Engagement Plan

## Purpose and timing of the stakeholder engagement program

The overall goal of the SEP is to ensure a systematic, consistent, comprehensive and coordinated approach to stakeholder participation and communication throughout the project cycle. It is also aimed at promote amicable relations between the project implementers, executers and beneficiaries The SEP outlines ways in which the project team will involve and communicate with the various stakeholders to ensure their participation in all aspects of the project and the feedback mechanism to be utilized.

The plan will guide timely engagement with key stakeholders as well as dissemination and increased access to relevant project information. The project will innovate ways for consultations to be effective and meaningful to project and stakeholder needs.

In addition to the SEP, COMESA has developed an Environmental and Social Commitment Plan (ESCP) and Labor Management Procedures (LMP) which will be disseminated on the COMESA and World Bank websites to ensure access to information about the environmental and social risks and respective mitigation measures. Environmental and social safeguard specialists will be trained on the comprehensive ESF and requirements of ESS2 and ESS10 three months after project effectiveness, to ensure understanding and effective implementation of the SEP. COMESA will further prepare and submit to the Bank regular monitoring reports on the environmental, social, health, and safety (ESHS) performance of the Project. The first report will be submitted three months after project implementation, followed by quarterly reports throughout the project implementation period.

## Proposed strategy for information disclosure

Electronic copies of the disclosure materials will be placed on the COMESA[[1]](#footnote-1) and World Bank websites to allow easy access for all stakeholders. The disclosure materials will also be shared with the targeted stakeholders through email, and during project related meetings.

In addition to disclosure of the various project materials (ESCP, SEP, and LMP), formal channels will be put in place to register and document comments and suggestions from the public. These grievance arrangements shall be made publicly available to receive and facilitate resolution of concerns in relation to the Project. Table 4‑2 shows stakeholder engagement and disclosure methods.

## Proposed strategy for stakeholder consultations

COMESA will conduct consultations with all identified stakeholders with the aim of creating awareness, improving access to information and receiving/giving feedback on project implementation. The communication channels highlighted above will play a key role in ensuring information flow between COMESA and its stakeholders. Table 4‑3 presents the stakeholder consultation plan.

Table 4‑2 Stakeholder Engagement and Disclosure Methods

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Project Stage | Information to be disclosed | Target stakeholders | Communication channels | Timetable | Responsibilities |
| Project preparation | Project documents – ESCP, SEP, LMP. | COMESA | Email, intranet, trainings, meetings, website | In person or virtual  Within three months after project effectiveness | COMESA |
| Affected and interested parties | Email, website, meetings (in person or virtual) |
| Annual workplan | Implementing, affected and implementing parties | Email, website, press | A week after approval by the World Bank | COMESA |
| Project implementation and monitoring | Monitoring reports on the ESHS performance | World Bank and all other stakeholders | Email, website, meetings | 1st report – three months after project implementation and subsequent reports quarterly | COMESA |
| Project progress reports | All stakeholders | Email, website, meetings | In person or virtual meeting; bi-annually | COMESA |
| Knowledge management and communication products | All stakeholders | Email, website, meetings, social media, posters, banners, leaflets, studies | In person or virtual  As and when completed | COMESA |

Table 4‑3 Stakeholder Consultant Plan

| Project Stage | Target stakeholders | Topic of consultation | Method used | Location/frequency | Responsibilities |
| --- | --- | --- | --- | --- | --- |
| Project preparation | World Bank | Development, approval and disclosure of ESF, ESCP, SEP, project information document (PID), and LMP, Annual Workplan | Email, meetings | In person or virtual and continuous | COMESA |
| ASCENT countries | Project documents - ESF, PID, ESCP, SEP, and LMP disclosures  Project scope and rationale  Grievance mechanism process  Annual workplan | Email, meetings, trainings (for the PIU) | Virtual and physical  Periodic  Daily, quarterly (for the PIU) | COMESA |
| COMESA Secretariat, PIU |
| Media | PID  Project scope and rationale | Press release | Once | COMESA |
| Project implementation and monitoring | ASCENT countries and Secretariat  World Bank, Private sector DRE and clean cooking providers, Academia, VMGs, NGOs, etc. | Project status  Digital monitoring, reporting, and verification (D-MRV) platforms  Preparation of bankable, investment-ready projects through a demand-driven approach  Advisory support on energy planning, policy regulation and finance mobilization  Knowledge exchange, convening, data, skills development and consumer engagement | Email, meetings, surveys, polls, and questionnaires (in case of assessments) | Virtual and physical  as needed | COMESA |
| Media | Visibility for the project | Email, meetings | Virtual and physical, as needed | COMESA |

## Timelines

Stakeholder consultations will be conducted throughout the project 7-year lifecycle as indicated in the tables above. Consultations will be conducted during project preparation, implementation and monitoring processes.

Selected staff will be trained on key documents such as the ESF, ESCP, SEP, PID and LMP at least three months after project effectiveness to increase their awareness and understanding while quarterly project monitoring reports on the ESHS performance and biannual project progress reports will be made available through the COMESA and World Bank websites.

The COMESA Secretariat will actively utilise its international platform to conduct engagements with all stakeholders.

## Review of Comments

The PIU will maintain open lines of communication with all stakeholders to encourage information flow-including feedback, understanding of the project documents and to strengthen working relationships.

Comments from stakeholders will be gathered through email, social media, during meetings-both formal and informal- and included in periodic project reports as necessary. Responses to the comments will be done directly to the individual(s) or through email, meetings or reports.

# Resources and Responsibilities for Implementing Stakeholder Engagement Activities

## Resources

The PIU at the COMESA Secretariat will oversee all stakeholder engagement activities. The budget for the SEP is included in component 5 of the project.

## Responsibilities

All project staff will play a key role in the consultation processes through their interaction with the different stakeholders. However, with supervision from the Project Manager, the Social Safeguards Specialist, the Communication and Stakeholder Engagement Specialist, and the M&E Specialist will play a key role in implementing this SEP.

# Grievance Mechanism

This section provides a summary of the grievance redress procedures that internal and external stakeholders have to use to present their complaints and grievances.

## Objectives

The objectives of the GRM are to:

1. Provide procedures for harmonious resolution of complaints and grievances for internal and external project stakeholders arising out of the implementation of the ASCENT project;
2. Create a working environment characterised by fairness, consistency, accountability and transparency in dealing with employees and other stakeholders grievances throughout the project implementation;
3. Resolve any emerging environmental and social grievances in project implementation areas; and
4. Promote amicable relations for grievance redress between the project implementers, executers and beneficiaries.

## Scope

The GRM is intended to receive feedback from internal and external stakeholders on the quality of services, complaints about shortcomings, failures, or dissatisfaction with service delivery, as well as issues regarding any aspect of project implementation, and to ensure their processing, follow-up and and resolution. In this regard, the mechanism will handle complaints relating to:

**(a) Internal Stakeholders**

(i) Sexual Exploitation and Abuse/Sexual Harassment;

(ii) Delayed Payment of wages/salaries;

(iii) Discrimination in award of salaries/wages for equal work due to gender or racial considerations;

(iv) Misconduct of any kind which would discredit COMESA and the Project, or which would cause harm to a worker; and

(v) Dismissal including summary.

**(b) External Stakeholders**

(i) lack of or inadequate stakeholder consultations;

(ii) exclusion of some segments of society and or some stakeholders in for participation in project activities;

(iii) failure to incorporate stakeholder views in subproject decision or final study documents; and

(iv) inadequate or lack of information disclosure to stakeholders etc

More details regarding the grievance management procedures can be obtained in the Grievance Redress Mechanism (GRM) for the ASCENT Project which can be accessed at <https://www.comesa.int/accelerating-sustainable-clean-energy-access-transformation-ascent-in-afe-region-multi-phase-programmatic-approach-mpa/>

## Evaluation System

The PIU will assess the overall effectiveness and the impact of the GRM annually and the results will contribute to improving the performance of the GRM and provide valuable feedback to project management. The following questions can be addressed in such evaluations:

1. How many complaints have been raised?
2. What types of complaints have been raised?
3. What is the status of the complaints (rejected or not eligible, under assessment, action agreed upon, action being implemented, or resolved)?
4. How long did it take to solve the problems?
5. How many aggrieved parties have used the grievance redress procedure?
6. What were the outcomes?
7. How many gender related grievances were addressed?

# Monitoring and Reporting

## Monitoring

Monitoring the stakeholder engagement activities is important to ensure that consultation, information disclosure and grievance redress efforts are effective and that stakeholders have been meaningfully consulted throughout the process. Monitoring also allows the Project to improve its strategies by using information acquired from the monitoring activities. The Project will monitor the stakeholder engagement activities and in particular:

1. The implementation of the SEP;
2. The effectiveness of the engagement process in managing impacts and expectations by tracking responses received from engagement activities;
3. Consultations and disclosure activities conducted with stakeholders; and
4. All grievances received and resolved whether anonymous or non-anonymous.

Performance will be evaluated bi-annually by tracking:

1. Place and time of formal engagement events and level of participation by specific stakeholder categories and groups with due consideration for gender disaggregated data (e.g., participation in engagement events);
2. Numbers and type of grievance and the nature and timing of their resolution;
3. Materials disseminated i.e., type, frequency, and location;
4. Number of comments by issue/ topic and type of stakeholders, and details of feedback provided; and
5. Community attitudes and perceptions towards the Project based on media reports and stakeholder feedback.

## Reporting

The PIU will develop regular reports (typically quarterly) which will be required by the World Bank. The reports will present all activities, including stakeholder engagement activities, for the period and summarize the issues. The report and its annexes will also detail the measures taken to address the issues, timeline of responses, as well as corrective and mitigation measures to address grievances and analysis of trends. The report will include the following:

1. Information distribution of disclosure materials;
2. Public announcements and engagement of media;
3. Disclosure and consultation meetings; and
4. Collection and incorporation of comments and feedback.

The SEP will be periodically reviewed and updated as necessary to ensure that the information and the methods of engagement remain appropriate and effective in relation to the project context. Any major changes to the project related activities and to its schedule will be duly reflected in the updated SEP. Monthly/quarterly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventive actions will be collated by responsible staff and referred to the senior management of the project.

The monthly/quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the project’s ability to address those in a timely and effective manner. The project team will conduct surveys on World Bank supported components at the entry, mid-point and end of the project. The results from these surveys will be used to inform the World Bank on the necessary steps to take towards meeting the SEP objectives and project goals.

# Annexes

## Annex 1: Template to Capture Consultation Minutes

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Stakeholder (Group or Individual) | Dates of Consultations | Summary of Feedback | Response of Project Implementation Team | Follow-up Action(s)/Next Steps | Timetable/ Date to Complete Follow-up Action(s) |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Annex 2: Complaints form

1. Complainant’s Details: (Optional)

Name (Dr / Mr / Mrs / Ms) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ID Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Postal address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

County \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Age (in years): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Are you requesting for confidentiality for the information?

Yes No

1. Is there any fear/ risk of retaliation or attack or victimization?

Yes No

1. Which institution or officer/person are you complaining about?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you reported this matter to any other public institution/ public official?

Yes No

1. If yes, which one?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Has this matter been the subject of court proceedings?

Yes No

1. Please give a summary of your complaint and attach all supporting documents [Note to indicate all the particulars of *what* happened, *where* it happened, *when* it happened and by *whom*]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7.. What action would you want to be taken?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Annex 3: SEA/SH Intake and Referral Form

Name of complainant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Nationality: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address/Contact Details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position (ifapplicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sex: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of victim/survivor (if different from complainant): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address/Contact Details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sex: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Nationality: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (s) & address of parents/legal guardian, if under 18: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has survivor given consent for completion of this form? YES: NO:

Is the victim/survivor a beneficiary/receiving any type of humanitarian assistance? (Name the organisation/agency providing assistance):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of alleged incident (s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Physical and emotional state of the victim/survivor (Describe any cuts, bruises, lacerations, behaviour and mood, e.t.c):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness’ Name & Contact Information:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of incident (Please use separate sheet of paper if necessary):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Briefly describe service provided to survivor:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Briefly describe if there will be need for medium and long-term victim assistance:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Any other pertinent information provided during interview? (Including contact made with other organisations if any):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signature/thumbprint signalling that the complainant been informed about organisations procedures for dealing with complaints:

Name of Accused Person (s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Job title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organisation Accused Person (s) Works for: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address of Accused Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sex: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Physical Description of Accused Person:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Is the perpetrator a continuing threat to the safety of the survivor, complainant, staff or any beneficiary? Please explain any safety concerns:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Has any disciplinary action been taken by the responsible agency? (Describe):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Report Completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date/Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position/Organisation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Report forwarded to relevant management structure: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date received relevant management structure (Name/Position/Signature): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Annex 4: Grievance Monitoring and Tracking Log (for non-SEA/SH Complaints)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Case no. | Date Claim Received | Name of Person Receiving Complaint | Where/how the complaint was received | Name & contact details of complainant (if known) | Type of Claim  Add content of the claim (include all grievances, suggestions, inquiries)  \*please note if the complaint was related to the project. If not, note it here and refer complainant to PIU for further processing | Was Receipt of Complaint Acknowledged to the Complainant?  (Y/N – if yes, include date, method of communication & by whom) | Expected Decision Date | Decision Outcome  (include names of participants and date of decision) | Was Decision communicated to complainant? Y/N  If yes, state when, by whom and via what method of communication | Was the complainant satisfied with the decision? Y/N  State the decision.  If no, explain why and if known, will pursue appeals procedure. | Any follow up action (and by whom, by what date)? |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

1. <https://www.comesa.int/#contact-2> [↑](#footnote-ref-1)