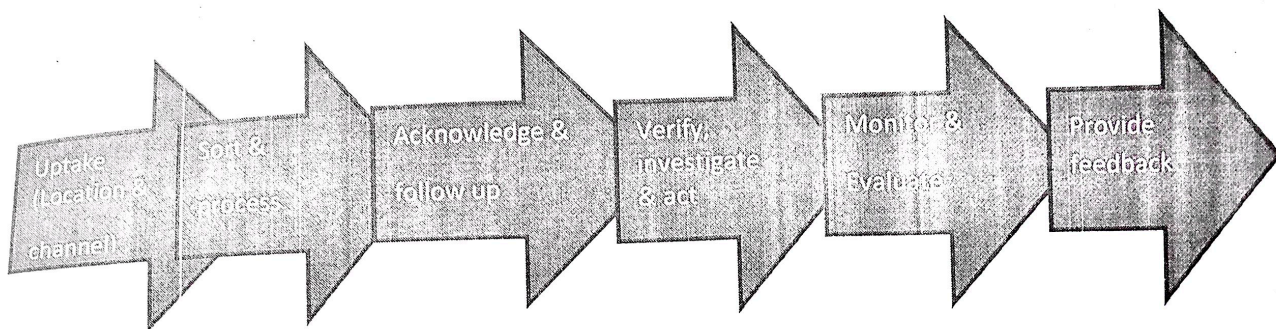
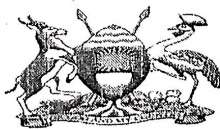


PAKWACH DISTRICT LOCAL GOVERNMENT GRIEVANCE REDRESS VALUE CHAIN



1. UPTAKE: GRIEVANCE COLLECTION POINT THROUGH ORGANIZATIONAL STRUCTURE
2. SORT AND PROCESS: GRIEVANCE CATEGORIZATION, LOGGING AND PRIORITIZATION
3. ACKNOWLEDGE AND FOLLOW UP: PROVISION OF RECEIPTS, PROGRESS UPDATES TO COMPLAINTS
4. VERIFY, INVESTIGATE AND ACT: FACT FINDING AND ESCALATION TO HIGHER LEVELS
5. MONITOR AND EVALUATE: TRACKING, DATA ANALYSIS AND TREND REPORTING AND MODIFICATIONS
6. PROVIDE FEEDBACK: COMMUNICATION, INFORMATION ON ACTIONS TAKEN

I. Method of grievance Redress



A grievance is any dissatisfaction or feeling of injustice in connection with the project and project activities that is brought to the attention of the Management.

- Arbitration
- Medication
- Offering clarification, explanation, negotiations and dialogue
- Refer to Administrative offices or courts of law

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