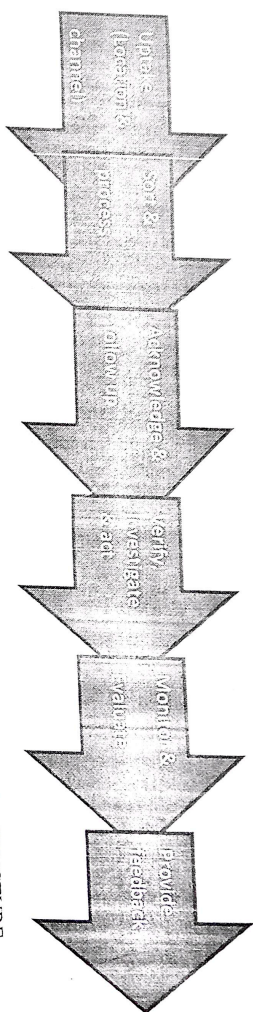


**PAKWACH DISTRICT LOCAL GOVERNMENT  
GRIEVANCE REDRESS VALUE CHAIN**



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

**1. 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 (least desirable)

CHIEF ADMINISTRATIVE OFFICER  
(least desirable)

04 JUL 2023

P.O. BOX 64, PAKWACH  
PAKWACH DISTRICT