

Grievance Redress Procedure

The project proponent has developed a grievance redress procedure to address disputes with stakeholders that may arise during project planning and implementation. The grievance redress procedure is readily accessible to stakeholders, using methods that are socially and culturally appropriate to ensure their full participation. The procedure includes processes for receiving, record, acknowledge, investigate, responding and attempting to resolve grievances within a reasonable time. The procedure is available to stakeholders for ongoing consultation, and the following process is followed:

- **Receive and record Grievance.** Grievances can be submitted through various channels, including in person, by phone, via email to the project proponent's representative. The end users can directly refer to the chief of village who keep the register for grievances, and the other local stakeholder can directly contact the local referent of Madaprojects according to the information provided during the local stakeholder consultation meeting. All formal grievances will be recorded in the Project Grievance Register and will be retained as part of the official documentation. A grievance owner has been appointed, serving as the main point of contact for all those responsible for collecting grievances and holding overall responsibility for their management (Grievance Owner).
- **Acknowledge.** Each grievance will be acknowledged within two working days of submission, with communication provided either verbally or in writing to the complainant. The acknowledgement will include a summary of the grievance, the proposed method for its resolution, and an estimated timeframe for addressing the issue. If necessary, the response will also serve as an opportunity to request additional information or clarify any points raised.
- **Investigate and act.** The Grievance Owner is responsible for conducting the investigation. This process may involve site visits, consultations with employees, engagement with external stakeholders, and other relevant activities. All meetings, discussions, and actions taken during the investigation must be properly documented. The information collected will be analyzed to determine how the grievance should be addressed and what steps are necessary to achieve a resolution. Upon completion of the investigation, the Grievance Owner will develop an action plan based on the findings, detailing the steps required to resolve the issue. He will be responsible for assigning tasks, monitoring their implementation, and ensuring that deadlines are met. Once all actions have been carried out and the grievance is considered resolved, the grievance owner will formally notify the external stakeholder using their preferred method of communication.
- **Follow up and close out.** Three weeks after the grievance has been resolved, the grievance owner will follow up with the external stakeholder(s) to confirm their satisfaction with the outcome and to collect feedback on the grievance process. A record of the conversation will be documented and stored. If necessary, the grievance owner may conduct additional follow-ups to ensure that all parties are fully satisfied with the resolution.