

ANNEX A – GRIEVANCE FORM

Grievance Form					
PART 1 – Contact Details					
Complaint number:					
Date:					
Recorded by:					
Complainant details					
Name: (or write 'None' if you wish to remain anonymous and do not wish to be contacted further)					
Gender (please circle one): Female / Male / Other / I prefer not to answer					
Age:					
Category (please circle one, or provide details for 'Other' below):					
Registered for TRHDP Community Benefit Share Pilot program	Community leader	Politician or public servant	Member of NGO or community group (e.g. charity, church, recreational club)	Local resident	OTHER (please detail below)
Details if 'OTHER' category:					
Telephone number:					
Address:					
Preferred method of contact:					
<i>Please note:</i>					
<i>Information regarding ALL complaints received will only be recorded for the purposes of tracking and resolving complaints, and reporting on performance for the Tina River Hydropower Development Project.</i>					
<i>Individual names and contact information will never be made public. All information will be stored in a secure digital location with access restricted to TRHDP management personnel only.</i>					
<i>If you choose to remain anonymous, please understand that TRHDP staff will still follow up your complaint but may not be able to provide you with updates on how your complaint has been addressed.</i>					
PART 2 - Description of grievance					

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Preferred method of communication (written/ verbal/ phone message/ meeting/ mediator):

Date grievance received:

Date of acknowledgement:

Acknowledged by:

Signatures

Recorder:

Claimant:

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