REPUBLIC OF ZAMBIA

CHASEFU TOWN COUNCIL

GRIEVANCE REDRESS MECHANISM (GRM) FOR CHASEFU TOWN COUNCIL

INTRODUCTION

The Grievance Redress Mechanism (GRM) provides the framework for receiving and managing all grievances from stakeholders and parties affected by the activities of the projects. It is set out to cover all operational locations and outlines the principles and provides arrangements for receiving, resolving, and managing complaints from the community through the Local Authority up to the PMU. It offers multiple avenues for receiving complaints as well as the protocol for receiving and managing complaints from communities in a safe, ethical, confidential, responsive, and non-stigmatizing manner. The GRM will utilize these existing channels for reporting the complaints which are outlined in LAs respective service charters and strengthen them as needed.

OBJECTIVES

- ✓ To provide a transparent and accessible platform for receiving and resolving complaints
- ✓ To enhance accountability and improve service delivery
- ✓ To promote stakeholder engagement and build public trust
- ✓ To address and resolve concerns of Project-Affected Persons (PAPs) in a fair and Timely manner.

MODES OF RECEIVING GRIEVANCES

There are many modes of receiving the grievances available which include but not limited to walk-in complaints/suggestion box, telephone hotline, mobile GRM units/Outreach Teams, online platforms, social media and through community focal points or WDCs.

(a) Walk-In Complaints/ Suggestion Box.

Community members can visit Chasefu Town council offices and lodge grievances in person or drop written complaints anonymously in a Suggestion Box. This mode of receiving grievances would help those without access to phones or internet and can promote inclusivity in rural settings

(b) Telephone hotline/ call centre

A dedicated phone line for citizens to call and report issues directly to GRM officers on the following contacts: 0771182644 (Ms Niza, PRO), 0977525497 (Mr Vernon,

Asst.PRO). This would help real-time or urgent complaints, especially in areas with limited literacy.

(c) Written submissions (letters/complaints)

Formal letters and predesigned complaint forms submitted to the council office or ward development committees. This would help address the detailed, formal grievances, including those that may require supporting documents.

(d) Community meetings/ public hearings

Complaints are voiced during scheduled ward meetings. This mode would be more ideal for collective concerns or project-related disputes that affect groups of people.

(e) Mobile GRM Units/Outreach Teams

GRM officers visit remote of project-affected areas to receive complaints directly from community members. This would help the Hard-to-Reach communities or areas affected by infrastructure projects.

(f) Online Platforms/ email submissions

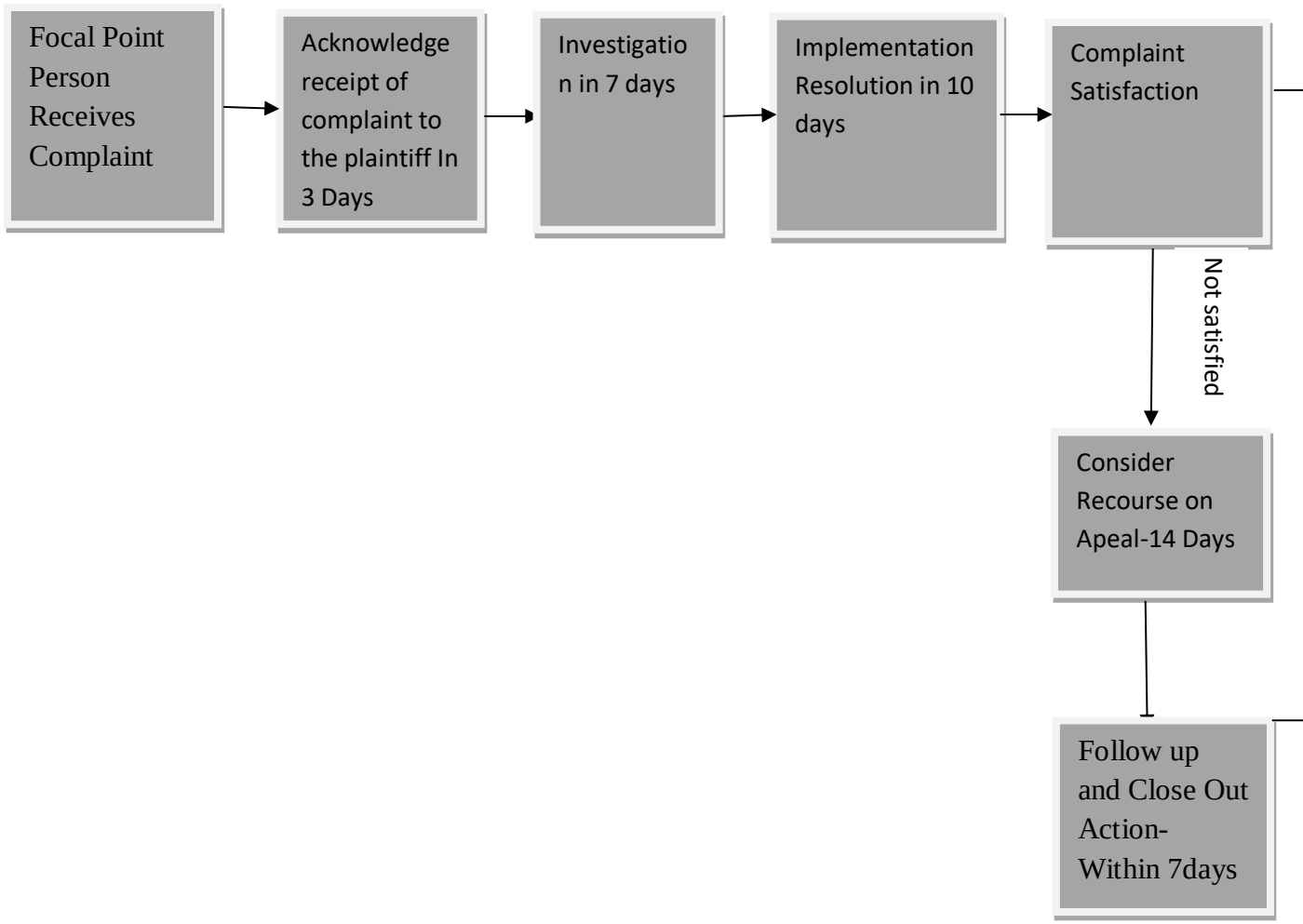
This will deal with grievances submitted through designated Council email address or through an online form on the official websites;www.chasefucouncil.gov.zm or towncouncil@gmail.com

(g) Social Media Channel

Monitoring of official council facebook page: Chasefu Town Council

PROCESS OF HANDLING GRIEVANCE REDRESS MECHANISM

This Grievance Redress Mechanism is for the Chasefu Town Council and operational of projects in Chasefu District. This mecha nism will help to address all issues, problems or claims which might arise as a result of implementing this project. In order to ensure stakeholder participation, the grievance redress mechanism will be easily accessible, confidential, transparent and culturally acceptable. A focal point person will be appointed with a responsibility of receiving complaints from clients, individuals and communities. This complaint will be escalated to the right person or department to investigate and handle within the stipulated days as highlighted on the diagram below.


Focal Point Person Receives Complaint
Acknowledge receipt of complaint to the plaintiff In 3 Days
Investigatio n in 7 days
Implementation Resolution in 10 days
Complaint Satisfaction
Not satisfied
Consider Recourse on Apeal-14 Days
Follow up and Close Out Action- Within 7days

Approved by: