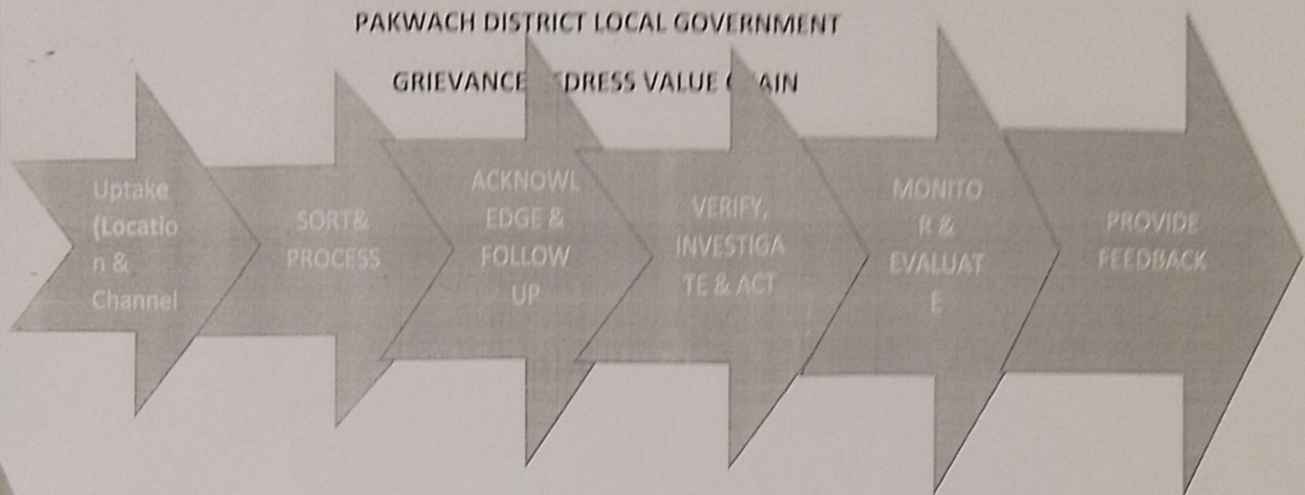


PAKWACH DISTRICT LOCAL GOVERNMENT

GRIEVANCE REDRESS VALUE CHAIN



1. **UPTAKE:** Grievance collection point through organizational structure- Project, Lower Local Government.
2. **SORT AND PROCESS:** Grievance categorization, Logging and Prioritization
3. **ACKNOWLEDGEMENT 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:** Communications, Information on actions taken

1. Methods of Grievance Redress



- Arbitration
- Mediation
- Offering clarification, explanation, negotiation and dialogue
- Refer to Administrative offices or Courts of Law (least desirable)

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

