PROCESS FLOW

1 Receive Grievance
Grievances received through multiple channels

2 Register Grievance
Record the grievance in the GRM register and assign a unique reference number

3 Acknowledge
Acknowledge receipt to the complainant within 24 hours, providing reference number

4 Screen & Classify
Assess the grievance to determine eligibility, category, urgency and appropriate resolution path, within 3 days

5 Assign investigator
Assign a qualified and impartial investigator to handle the case. Within 5 days

6 Investigate
Gather information. Consult relevant parties and analyze facts impartially, within 10 days

7 Determine Resolution
Determine findings and agree on appropriate resolution or remedy

8 Communicate Outcome
Inform the complainant of the proposed solution within 2 days

9 Implement Corrective actions
Implement the agreed proposed solution and any corrective or preventive action within agreed timelines

10 Appeal (If required)
If the complaint is not satisfied, they may appeal within the 10 days after proposed outcome has been communicated

11 Close
Close the grievance once resolution is accepted and implemented

12 Follow-up
Follow up with the complainant to confirm satisfaction and effectiveness of the resolution

13 Report & Continuous Improvement
Record data and report on grievances to inform trends, monitor performance and drive continuous improvement of the GRM on a monthly basis