

EFFIA-KWESIMINTSIM MUNICIPAL ASSEMBLY GRIEVANCE REDRESS MECHANISM

RECEIPT OF GRIEVANCE

Taking or Capturing Of Complains/Grievance



RECORD / DELEGATE

Complaint/grievance is recorded in complaint register and forwarded to the department in-charge.



FACT FINDING

Departments in charge investigates the complaints by taking inputs from parties involved.



RESOLUTION

Complaint/grievances are resolved and actions implemented.



FEEDBACK

Complainant is contacted to confirm satisfactory resolution.