

## **EFFIA-KWESMINTSIM GRIEVANCE REDRESS** **MECHANISM GUIDELINES**

### **Step 1: Record the grievance and acknowledge receipt**

A Grievance or Complaint is received through one of the established channels and logged in the grievance data management system. The complainant is given a prompt acknowledgement, and information on the potential follow-up actions and timeline. Even where a grievance is minor or can be directly resolved, record the details in the centralized system for monitoring and evaluation purposes.

### **Step 2: Assess eligibility**

To ensure consistency and objectivity, follow clearly established guidelines to assess the eligibility of the grievance. The criteria for eligibility should be publicly available. If the grievance is assessed as falling outside the scope of the mechanism, clearly communicate this to the complainant, together with the criteria used to reach this conclusion. If the grievance is assessed as falling within the scope of the mechanism, a detailed review and analysis will be required.

### **Step 3: Review and analyze the information**

Conduct an autonomous, unbiased and impartial review of the information or complaint submitted. In many instances, it may be relatively direct for the entity that received the grievance to identify and devise a solution. In more complex cases, further investigation and analysis may be required, involving multiple stakeholders. When dealing with serious allegations, it may be necessary to collaborate with law enforcement bodies. Systematically record all actions and findings, and inform the complainants regularly on the progress of their claim.

### **Step 4: Develop a resolution**

Flexibility is key to ensuring effective resolution of grievances, which may have a broad scope. An effective grievance redress mechanism incorporates a variety of grievance resolution approaches, and the complainant should have a say in which approach is adopted. For relatively straightforward or common grievances, it may be possible for the team handling the case to directly develop a response that deals with the issues raised. For more complex cases, further assessment and engagement with the complainant and other stakeholders may be required to jointly determine the best course of action. Finally, there will be cases where referral to another

appropriate body, such as a national supervisory body or human rights commission, is required to effectively handle the grievance.

### **Step 5: Communicate the proposed response**

Whichever course of action is deemed most suitable to the case in question, communicate the proposed response to the complainant in a timely and accessible manner. Make the rationale for the response clear, and explain the complainant's options for how to proceed. Options might include accepting the proposed response, appealing the proposed response, or seeking further action via an alternative avenue for redress.

### **Step 6: Close the case**

Once agreement has been reached with the complainant on the proposed course of action to address the grievance, implement the response and close the case. Collect evidence on the corrective actions taken (e.g. photos or documents, a record of resolution, an agreement with the complainant, a confirmation from the complainant).

### **Step 7: Handle appeals**

Ensure that an appeals process is in place in case complainants are not satisfied with the decision of the grievance redress mechanism. The appeals process should involve an independent panel that can objectively verify the outcome of a case. Inform complainants about their rights to appeal, as well as any alternative national legal or administrative channels that may be available to address their case

