



THE REPUBLIC OF UGANDA

In any correspondence on  
This subject please quote



MASINDI DISTRICT LOCAL GOVERNMENT  
Fax No. ....0465 - 2010  
Website address: [www.masindi.go.ug](http://www.masindi.go.ug)

**To All Stake Holders**

**Masindi District**

### **MASINDI DISTRICT LOCAL GOVERNMENT GRIEVANCE REDRESS MECHANISM**

For any grievance to be handled by the Grievance Redress Committee (GRC), the following are the steps to be taken by an aggrieved party.

#### **Step 1: Receipt of complaints**

Is the first step when a verbal or written complaint from a complainant is made, received, and recorded in a complaints log by the GRC within 5 working days of receipt of the complaint?

#### **Step 2: Determining and implementing the redress action**

If in view of an aggrieved party, a grievance can be solved at this stage, the GRC will determine a corrective action in consultation with the aggrieved person. Grievances will be resolved and the status reported back to complainants within 5 working days. If more time is required this will be communicated clearly and in advance to the aggrieved person.

#### **Step 3: Verifying the redress action.**

The proposed corrective action and time frame in which it is to be implemented will be discussed with the complainant within 5 days of receipt of the grievance. Consent to proceed with corrective action will be sought from the complainant and witnessed by the area's local council chairperson (LC Chairman).

#### **Step 4: Amicable mediation and settlement**

Agreed corrective action will be undertaken by the duty bearer within the agreed time frame. The date of the completed action will be recorded in the grievance log.

#### **Step 5: Dissatisfaction and alternative actions**

To verify satisfaction, the aggrieved person will be asked to return and resume the grievance process, if not satisfied with the corrective action. In the event that there is no resolution to the grievance, then:

(a) The GRC at the given level of LG and the aggrieved project Affected Person(s) shall refer the matter to the relevant District Authorities;

(b) An appeal to Court – Ugandan laws allow any aggrieved person the right to access courts of law. If the complainant remains dissatisfied with the District's Decision, the complainant has the option to pursue appropriate recourse via a judicial process in Uganda. Courts of law will be a "last resort" option, in view of the above mechanism.