



		Chapter G. Operational Policy	Procedure 3. Complaints and Grievances
Created by: S. Sparkes	Signature:	Created: 2009.08.07	Pages: 1 (2)
Reviewed by:	Signature:	Reviewed:	
Approved by:	Signature:	Approved:	

Purpose: To establish policy and guidelines for the management of complaints and grievances

Extent: This Sub-Section defines the mechanism used by THXP to manage complaints and grievances that may be raised by project affected persons and other parties

Responsibilities: The SED Manager has delegated documentation of grievances and reporting of this procedure to the SED Site Coordinator and Liaison Officer.

Purpose and Scope

The purpose of this Complaints and Grievance Procedure is to ensure that there is a mechanism for Project Affected Persons (PAPs) or other parties to raise issues in a transparent manner and seek resolution fair and prompt resolution of these issues.

This procedure includes informal complaints and formal grievances.

Complaints are defined as issues raised by Project Affected Persons (PAPs) or other parties and are duly recorded. These issues are of a nature that allows for the Company, Government of Lao agencies, including the Resettlement Management Unit (RMU) and the Project Affected Persons (PAPs) or other parties to discuss matters in a cordial manner and seek a solution that is acceptable to all parties.

Grievances are defined as complaints that cannot be solved in a satisfactory manner that require a more formalised process in accordance with legal requirements in the Licence Agreement (Section 7, Annex F).

As far as possible, issues are dealt with and resolved informally through discussion between the Company, Government of Lao agencies, including the Resettlement Management Unit (RMU), and Project Affected Persons (PAPs) or other affected parties.

Principles for Complaints and Grievances Procedure

The procedure is based on the following principles:

- THPC shall provide convenient location in the project area for affected parties to register complaints or raise concerns about project-related impacts, compensation and mitigation arrangements
- THPC shall inform communities in the project area about these locations and about the procedure required for registering complaints or concerns



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- All complaints and concerns are to be written down on a Complaint Registration Form at these locations and then recorded in the THPC database
- THPC will be required to response or to take action to investigate these complaints and concerns and report back to the persons registering these complaints within 30 days
- THPC will complete a Complaint Response Form for each complaint and provide one copy to the RMU and to the person registering the complaint
- If the conclusion is not acceptable to the person registering the complaint or if an agreement cannot be reached between the parties, the complaint should then be registered as a formal grievance and the Complaint Registration and Complaint Response Forms be forwarded to the Village Grievance Committee
- Grievance Procedure following the steps outlined in the Licence Agreement (Section 7, Annex F)

Registration of Complaints

All complaints need to be written down on Complaint Registration Forms available at the following locations in the Project Area:

1. Nonaxong Resettlement Office, Nonaxong village, Khamkeut District
2. Soppouan Resettlement Office, Soppouan village, Khamkeut District
3. Phonthong Resettlement Office, Phonthong village, Khamkeut District
4. Thasala Project Office, Thasala village, Khamkeut District
5. Kengbit Project Office, Kengbit village, Khamkeut District
6. Public Information Office, THXP Camp, Khounkham (Nahin), Hinboun District
7. Downstream Field Office, Songhong, Hinboun District

Reporting of Complaints and Grievances

THPC will report the number of complaints each month and specify which complaints have been raised to formal grievances in the SED sections of the Monthly Reports. The registration and response forms will be available for review by the Lender's Technical Advisors and other parties upon request or during site visits.

References:

License Agreement

Location:

eRoom