

WHAT IS IT?

The Grievance Mechanism is a process for assessing and resolving complaints from stakeholders if negative impacts of Projects' activities have occurred. It applies to all activities and stages of the investments.

WHAT IS THE PURPOSE?

Grievance mechanism provides the tools to address complaints and grievances in accessible and transparent manner.

WHAT CAN BE THE SUBJECT OF A GRIEVANCE?

Complaints and grievances may relate to damages, injuries or concerns related to Projects' activities, observed incidents or violations.

WHO AND WHEN CAN USE IT?

Any local stakeholder who deems to be negatively affected by the Projects. A complaint or grievance can be made at any time.

IS MY DATA CONFIDENTIAL AND ANONYMOUS?

The grievance may be submitted anonymously. If personal data is provided, it will not be shared with others without written consent.



Full name

Please note: you can remain anonymous or request not to disclose your identity to a third party without your consent.

- _____
- I wish to raise my grievance anonymously.
- I request my identity not to be disclosed without my consent.

Contact information

Please note: mark how you wish to be contacted.

By post:

By telephone:

By e-mail:

Preferred language for communication

Polish

English

Description of grievance

What happened?
Where did it happen?
Who did it happen to?
What are the consequences?

Date of incident

One time incident/grievance

_____ date

Happened more than once

_____ how many times,
over what period?

Ongoing (currently experienced problem)

Anticipated solution to the problem

