

The East African Crude Oil Pipeline Project (EACOP Project) has established a non-judicial Community Grievance Management Procedure to ensure all grievances are recorded, followed up and closed out in a timely manner.

This leaflet explains what to do if you have complaints related to activities of the East African Crude Oil Pipeline Project (EACOP Project) or its contractors within Tanzania.

Any individual, association, community, or institution can report any grievance related to the EACOP Project through the following channels.



EACOP representatives



EACOP toll free no. **0800 780 068**



Village/Hamlet leaders



EACOP dedicated grievance email address - **malalamiko@eacop.com**



Traditional leaders and committees



Grievance desks when held in communities



EACOP suggestion boxes available within the project areas

REPORTING A GRIEVANCE, AS WELL AS THE WHOLE PROCESS OF RESOLVING IT, IS FREE AND DOESN'T REQUIRE YOU TO PAY MONEY

Please note that the Grievance Process does not apply to:

- Requests for project support or donations
- Requests for jobs or tenders
- Complaints related to working conditions

Issued by
Administration

East Africa Crude Oil Pipeline (EACOP) Limited Plot No.1403
Bains Avenue, P.O. Box 23139, Dar es Salaam, TANZANIA.

Tel: 0800 780 068 (Toll free)

Email

Grievance email: malalamiko@eacop.com

General email: info@eacop.com

Website: www.eacop.co.tz

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THE GRIEVANCE MANAGEMENT PROCEDURE



STEPS TOWARDS RESOLVING YOUR COMPLAINT

Your grievance will be received and recorded in a grievance register and you will sign a grievance registration form and receive a copy.

STEP ONE (Immediate Resolution)



- If the grievance can be resolved immediately, an EACOP representative, in consultation with the Grievance Administrator, will act to address it.
- A solution will be shared and if agreed upon, you will sign a Grievance Closure Form after implementation of the solution. A copy of the Grievance Closure Form will be given to you.
- You may ask for someone to witness the process.

STEP TWO (Investigation)

- If the complaint cannot be resolved immediately, an investigation will be launched.
- If the grievance is confirmed as related to the EACOP Project, a solution will be shared and if agreed upon, you will sign a Grievance Closure Form after implementation of the solution. A copy of the Grievance Closure Form will also be given to you.

NOTE:

If the investigation finds the grievance is unrelated to the EACOP Project, you will receive a notification letter stating the same.

STEP THREE (Grievance Management Committee)



- If you do not accept the proposed solution within one month, a Grievance Management Committee will meet and discuss the grievance and the solution proposed.
- The committee will be held internally and might invite relevant persons where necessary.
- The committee will review your grievance and any reasons you have for rejecting the proposed solution.
- The committee will identify further actions needed and consider if an alternative solution is appropriate.
- After the committee meets, recommendations and alternative solutions will be presented to you.
- If you agree, the solution will be implemented and you will be asked to close out the grievance and sign the Grievance Closure form.

STEP FOUR (Appeal)



- If you do not accept the solution proposed in step three, the Grievance Administrator will organise a meeting with the Grievance Appeal Committee, which will include third party representatives or a mediator acceptable to EACOP Project and you, the complainant.
- The committee will review your grievance and any reasons you have for rejecting the proposed solution.
- The committee will identify further actions needed and consider if an alternative solution is appropriate.
- After the committee meets, recommendations and alternative solutions will be presented to you.
- If you agree, the solution will be implemented and you will be asked to close out the grievance and sign the Grievance Closure form.
- If you do not accept the solution proposed, the complaint will be closed as unresolved, and you will receive a close out letter from EACOP explaining the reason for closing out your complaint.

NB: The Grievance Management Procedure does not limit any complainant from seeking other actions provided under the laws.

PLEASE KEEP IN MIND

- The Grievance Registration form will include the contact details of your EACOP contact.
- person during the process of grievance resolution.
- You will be updated every two weeks on the progress of your grievances.