

# THE GRIEVANCE PROCEDURE

The Grievance procedure explains what to do if you have a complaint about the activities related to the East African Crude Oil Pipeline project or its contractor's activities.

An individual, association, community, or an institution can report a grievance related to the EACOP project teams or their contractors' activities through the following procedure;

If you believe that the EACOP project is responsible for an unfair situation, you can report a complaint through the Community Liaison Officer (CLO) or other project staff.

## Step One

- If the Complaint can be resolved immediately, the Community Liaison Officer (CLO) will address the issue.
- Once the corrective measure is implemented, you will sign a Grievance Acceptance and Closure form and you will be given a copy.
- You may ask for someone to witness the process.

## Step Two

- If the complaint cannot be resolved immediately, you will fill the Grievance form and await an acknowledgement within 7 days.
- A detailed investigation will be done within 15 days and will determine if there has been an impact caused by the project.
- A solution will be proposed and if agreeable, it will be implemented.

**Note:** If the investigation finds that the Complaint is unfounded, you will receive a letter explaining why the Complaint was refused.

**Reporting a grievance and the entire process of resolving it is free. The complaint does not require you to pay any money.**

## Resettlement Committees

EACOP has established and trained resettlement committees along the pipeline route to help resolve these grievances. These committees consist of 1 district official, 1 sub county official, 1 male elder, 1 female elder, 1 youth and the LC1 chairperson as the chairman of the meeting.

## LEVELS OF APPEAL

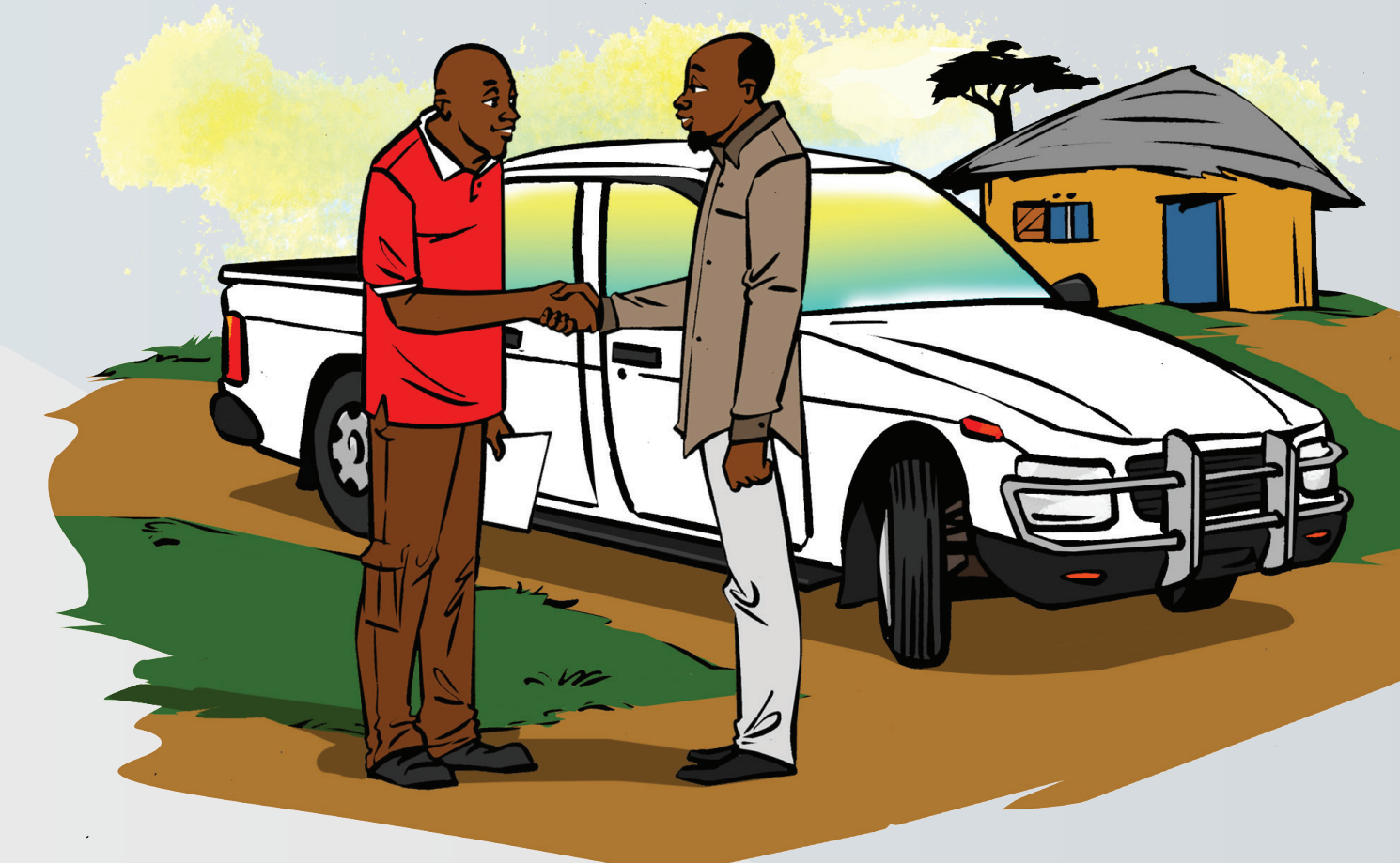
### First Appeal

- If you have not agreed to the proposed solution within a month, a Grievance Management Committee will meet.
- The Committee will study the complaint and consider if another solution is appropriate.
- If you agree, you will sign the Grievance Acceptance and Closure form.



### Second Appeal

- If you do not accept the solution proposed your complaint will be forwarded to the Appeal Committee who will consider proposing another solution.
- If you accept the solution, you will sign the Grievance Acceptance and Closure form.
- If you do not accept the solution, the complaint will be handed over to the Project Legal Department.



## PLEASE KEEP IN MIND

You will be asked to sign the close out section of the Grievance form to close the case. A Grievance Acceptance and Closure form is filled out and you will be given a copy.

The CLO are your contact person during the process of the grievance resolution. However, he/she is not entitled to take any decision on behalf of the company.

## Who to contact to report a complaint



Toll free  
(Ug) 0800 216 500  
(Tz) 0800 780 068



EACOP  
Offices



EACOP  
Staff



Local  
Leaders

**Please note that this grievance procedure does not apply to:**

- Concerns and questions
- Requests for projects & donations
- Requests for jobs
- Complaints about working conditions