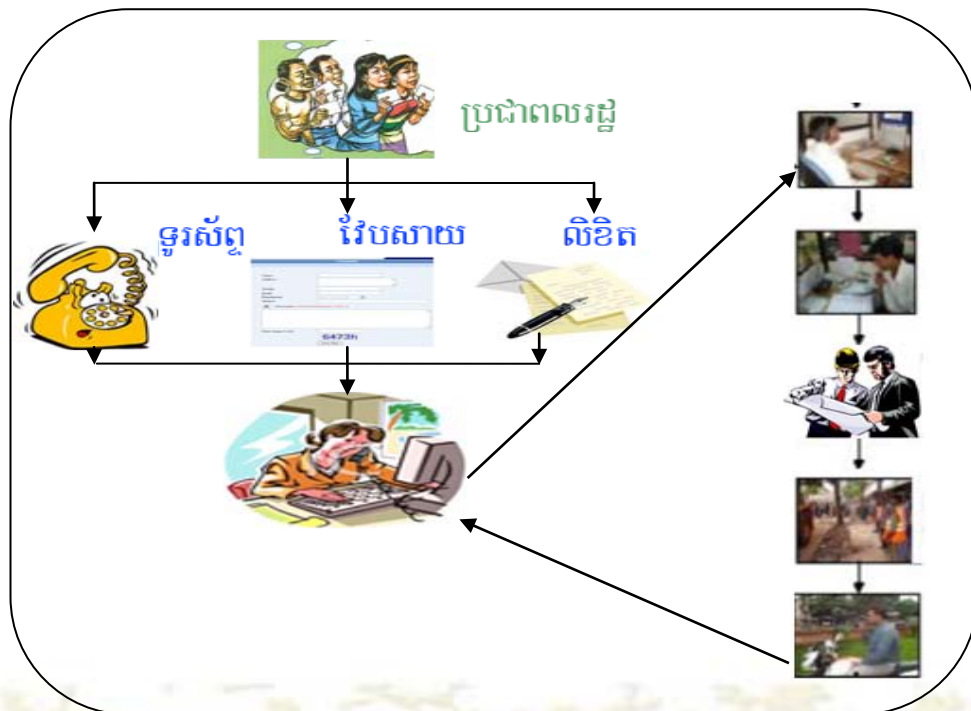


# Handout

## Module 4: Social Accountability Tool

# Grievance Redressal System



## 4.7 PUBLIC GRIEVANCE REDRESSAL MECHANISMS

### 1. CONCEPT

A „ **grievance/complaint**“ can be defined as any expression of dissatisfaction, which needs a response. Broadly, a grievance can be defined as any discontent of dissatisfaction with any respect of dissatisfaction with any aspect of the organization. It can be real or imaginary, legitimate or ridiculous, rated or unvoiced, written or oral, it must be however, find expression in some form of the other.

**Grievance Redressal** is a platform provided by the governance institution to the citizens to voice their dissatisfaction about poor or inadequate performance of the institution and hold it accountable for the same.

### 2. STEPS FOR EFFECTIVE COMPLAINT MANAGEMENT

The basic steps to an effective grievance handling system are:

#### 1. Acknowledge complaints

☞ Options for Lodging Complaints:

- ◆ The various ways in which we can lodge a complaint are:
- ◆ Written (application / form)
- ◆ Verbal (through help desk / single window system)
- ◆ Telephone
- ◆ SMS (mobile)
- ◆ Internet

Other informal routes (complaints made to popular community or citizen leaders/ Sangkat councillors / other Elected Representatives).

#### 2. Designate a location to receive complaints

#### 3. Develop a system for record keeping

☞ Detail to be recorded about complaints:

Organisations must decide for themselves the level of detail to be recorded about complaints received, but minimum data should include:

- ◆ Name, address and contact number of the complainant
- ◆ Date of receipt
- ◆ Details of the complaint / subject / issue
- ◆ What redress the person wants
- ◆ Immediate action to be taken on the complaint.

#### 4. Information about

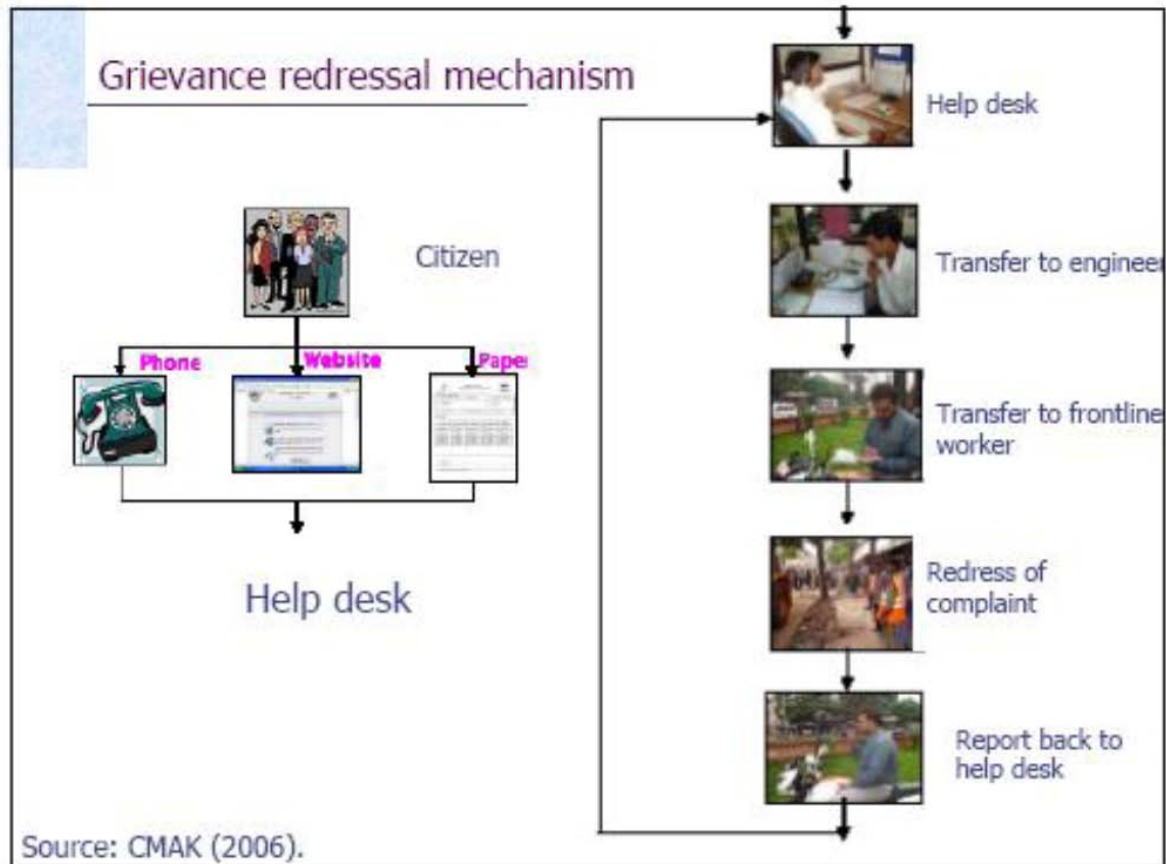
#### 5. Process and record complaints

#### 6. Investigate and analyze the complaints

#### 7. Keep the customer informed of the progress

#### 8. Periodically analyze the complaints and improve the process

**Figure : A flowchart representing an effective Grievance Redressal Mechanism**



The feedback to the complaint lodged can be sought in the following ways:

- Over-the-counter at the service outlets
- By toll-free telephone number/telephone/fax
- By post
- By community/consumer organizations
- Through constituting consultative committees
- Internet / e-mail

### **REDRESS OPTIONS**

- An apology
- An explanation
- Assurance, backed up by action and monitoring
- Action taken to put things right
- Financial compensation

### **EFFICIENT COMPLAINT SYSTEM SHOULD BE**

- Easily accessible and well publicized
- Simple to understand and use
- Speedy, with established time limits for action and keeping people informed of progress

### Training on “**Fundamentals of Social Accountability**”

- Keeping people informed of progress
- Fair , comprehensive and impartial in its investigation
- Confidential, to maintain the confidentiality of both the staff and the complainant
- Informative, providing information to top management so that services can be improved
- Able to categorize and set out the volume of complaints, broken down by different categories
- Able to include an analysis of response time
- Able to Inform the complainant of the proposed action