

FORM CGM-01

Form for community members to submit a grievance or issue about the PNG Biomass project

SECTION 1

// to be completed by grievant //

DETAILS OF THE PERSON / REPRESENTATIVE RAISING THE GRIEVANCE

Grievant name:	
Village:	
Clan:	
Submitted by:	<input type="checkbox"/> Individual <input type="checkbox"/> Community <input type="checkbox"/> Clan <input type="checkbox"/> ILG <input type="checkbox"/> Business Group <input type="checkbox"/> Other:

GRIEVANCE DESCRIPTION

SECTION 2

// to be completed by staff //

RECEIPT, REGISTRATION, CATEGORISATION AND INITIAL ASSESSMENT

Record ID:	CGM-2017-	Date received:	
Submission type:	<input type="checkbox"/> Grievance <input type="checkbox"/> Issue	If, Grievance:	<input type="checkbox"/> Accepted <input type="checkbox"/> Rejected
If, issue:	<input type="checkbox"/> Question <input type="checkbox"/> Comment <input type="checkbox"/> Observation <input type="checkbox"/> Concern <input type="checkbox"/> Suggestion <input type="checkbox"/> Complaint		
Recipient name:		Investigator name:	

// NOTIFY GRIEVANT OF RECEIPT AND INITIAL ASSESSMENT //

Grievant notified:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Notification date:	
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SECTION 3

// to be completed by staff //

INVESTIGATION OF GRIEVANCE

relevant documentation attached

PROPOSED CORRECTIVE ACTIONS

relevant documentation attached

// NOTIFY GRIEVANT OF INVESTIGATION OUTCOME AND PROPOSED CORRECTIVE ACTIONS //

IMPLEMENTATION DETAILS OF AGREED CORRECTIVE ACTIONS

relevant documentation attached

SECTION 4

// to be completed by staff together with grievant//

CLOSE OUT AND ACKNOWLEDGEMENT BY GRIEVANT

I acknowledge that I have been respectfully informed of the outcome of the investigation.

I **accept** or **do not accept** the outcome of the investigation and provided corrective actions.

I have been informed that I am free to pursue alternative lawful avenues if I choose to take the matter further.

Grievant signature:		Date of signature:	
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// CA MANAGER ONLY REQUIRED TO SIGN ON REFUSAL BY GRIEVANT TO SIGN //

Community Affairs Officer:		Stakeholder Engagement Manager:	
Grievance closed: <input type="checkbox"/> Yes <input type="checkbox"/> No		Grievance closed: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Signature:		Signature:	
Date of signature:		Date of signature:	

A copy of the completed Grievance Form CGM-01 must be provided to the grievant upon close-out