



EKITISTATE

**FRAMEWORK FOR RESPONSIBLE AND INCLUSIVE LAND INTENSIVE AGRICULTURE
(FRILIA)**



GRIEVANCE REDRESS MECHANISM TOOLKIT

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Our Contacts:

Ministry of Justice,
State Secretariat Complex, Phase III,
Ado Ekiti, Ekiti State, Nigeria.

&

Ministry of Agriculture and Food Security,
State Secretariat Complex, Phase II,
Ado Ekiti, Ekiti State, Nigeria.

For further information and any additional details, please call or email:

Name	MDA	Telephone	Email
Clement	Ministry of Justice	+234-806-673-4864	ekitimojdld@gmail.com
Ayodeji	Ministry of Justice	+234-816-459-5495	mabdulhafeez@ekitistate.gov.ng
Desk Officer	Ministry of Agriculture and Food Security	+234-806-480-9486	ekitistatefriliaproject@gmail.com
Front Desk	FRILIA Related Activities	Toll Free: +234-800-00FRILIA +234-800-0037-4542	infofrilia@ekitistate.gov.ng

FOREWORD

I am pleased to introduce the Ekiti State Framework for Responsible and Inclusive Land-Intensive Agriculture (FRILIA). This crucial initiative is aimed at establishing a strong and sustainable road map for the State to ensure the development of a legacy for enabling business reforms on holistic agribusiness and attract more investment opportunities into Ekiti State.

Ekiti State is an agrarian society with comparative advantage in terms of implementation of various developmental interventions aimed at positioning the State as a first choice investment destination to agro-investors and Foreign Direct Investment (FDI). This had attracted both local and international investors into Agro-revolution and industrialization of the State on the Agricultural Growth Corridor. FRILIA harnesses with the commitment of the State Government towards improving the investment climate. Hence, the establishment, adoption and implementation of FRILIA project would help deepen the State's agribusiness reforms including delivering a win-win approach to all the relevant stakeholders on agricultural land matters and investment opportunities in host communities.

The purpose of these FRILIA is to develop working documents which include Investment Approval Process and eight (8) toolkits to provide guidelines critical to addressing challenges in land administration for agricultural purposes with relevant procedures, processes, and organizational arrangements to govern large-scale agribusiness investments based on internationally agreed upon principles and guidelines. The framework ensures that land acquisition, allocation and resettlement for large-scale agribusiness investment are undertaken in line with established international good practices and guarantee shared benefits amongst State actors, private investors, host and surrounding communities.

The establishment, adoption and implementation of FRILIA in Ekiti State adopts guiding principles covering overarching investment, recognition and protection of land rights, state land acquisition, allocation and resettlement, environmental and social responsibility. The FRILIA guidelines shall guide investors and relevant stakeholders throughout the development of land-intensive agricultural projects in Ekiti State. Also, the guidelines would provide comprehensive information for all stakeholders and the responsible MDAs on engaging in consultations with communities/local land rights holders.

Adherence to core principles that mainstream international best practices, such as those based on the Principles for Responsible Investment in Agriculture and Food Systems and related principles and guidance, into the development of agribusiness in the State for sustainable economic growth and development. By aligning ourselves with these principles, we aim to ensure that overarching investment will be consistent with and contribute to the policy objective of the government for shared prosperity.

Secondly, we are committed towards ensuring that the investment will be conducted transparently, minimize adverse effects from land acquisition, ensure a range of Inclusive investment and production models are considered, subject the investment to consultation and participation with all potentially affected communities, ensure the affected communities have opportunity and responsibility to make informed decisions regarding land acquisition, foster gender equality and empowerment of women and youth

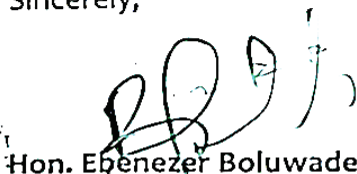
Thirdly, we recognize and protect land rights by safeguarding against dispossession of legitimate tenure rights holders and ensure transparent and fair land acquisition with resulting resettlement plan. This includes supplementation livelihood restoration; and a robust and effective grievance redress mechanism that provides accessible and affordable procedures for settlement of disputes.

Fourth, we ensure environmental and social sustainability by observing safeguards against social and environmental impacts. Prior to approval or any final decision to proceed, investments will be subjected to independent assessments of potential positive and negative impacts on tenure rights, food security, livelihood, environment, the rights and/or status of women and youth and physical cultural property. Community, individual and workers safety will be protected as well as ensuring their fair treatment, non-discriminatory and equal treatment.

The Ekiti State FRILIA is a dynamic framework while the implementation would deepen the State's agribusiness reforms, create an enabling business environment, enhance easy access to land for large-scale investment opportunities, bridging the gap between investors and communities, improve human capital development, develop the agricultural value chain as well as deliver a win-win approach to all the relevant stakeholders on investment opportunities.

I want to appreciate all stakeholders for their immeasurable contributions in the establishment of FRILA. I invite everyone to actively engage with the Ekiti State FRILIA implementation team, fostering collaboration and commitment as we work towards a future where agriculture drives with remarkable change the socio-economic wheels of our dear State with shared prosperity and sustainable food security for all.

Sincerely,



Hon. Ebenezer Boluwade
Commissioner for Agriculture and Food Security
Ekiti State

Table of Contents

<i>List of Tables</i>	6
<i>Acronyms and Abbreviations</i>	7
1.0 Introduction	8
1.1 Objectives of Grievance Redress Mechanism.....	8
1.2 Principles of Grievance Redress Mechanism (GRM).....	9
The employment of general GRM Principles is strategic in the effective grievance redress among relevant Stakeholders. The general Principles of GRM include:.....	9
i. Legitimacy: Legitimacy promotes trust and confidence among relevant Stakeholders. Trust and accountability ensure fair conduct of the grievance process without any sort of interference.	9
1.3 FRILIA Principles Applicable to Grievance Redress Mechanism (GRM).....	10
1.4 Scope of Ekiti State GRM Toolkit.....	11
2.0 Background	12
2.1 Categories of Grievances.	12
Basic Elements of GRM Design.....	13
3.0 GRIEVANCE REDRESS MECHANISM INSTITUTIONAL ARRANGEMENT	15
3.1 Establishment of FRILIA GRM Secretariat.....	15
3.2 Establishment of State GRM Committee.....	16
3.3 Appointment of FRILIA Social Officers.....	17
3.4 Establishment of Community Grievance Redress Committee	17
3.5 Establishment of Local Government Grievance Redress Committee.....	18
3.6 Functions of the Community/Local Government Grievance Redress Committees	19
3.7 Establishment of Grievance Appeal Committee	19
3.8 Appeal Process	20
3.9 Formal Complaint Process	20
4.0 Ekiti State Grievance Redress Mechanism Process and Procedure	23
4.1 Grievance Reporting and Dissemination.....	28
4.2 Types of Redress Provided.....	29
APPENDIX A: GRIEVANCE SUBMISSION FORM	30
APPENDIX B: GRIEVANCE/APPEAL ACKNOWLEDGEMENT RECEIPT FORM	32
APPENDIX C: GRIEVANCE/APPEAL DISCLOSURE FORM	34
APPENDIX D: GRIEVANCE/APPEAL COMMITTEE PROCEEDINGS TEMPLATE	37
Appendix E: Grievance/Appeal Feedback Form	40
APPENDIX F: GRIEVANCE/APPEAL LOGBOOK	43
Detailed Breakdown:	44

List of Figures

Figure 1: Grievance Redress Mechanism Process Flowchart	20
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List of Tables

Table 1: Actions that can be taken to avoid grievances	13
Table 2: Roles and Responsibilities of the GRM Structure.....	20

Acronyms and Abbreviations

FGO – Framework for Responsible and Inclusive Land Intensive Agriculture Grievance Officer

FRILIA – Framework for Responsible and Inclusive Land Intensive Agriculture

GRC – Grievance Redress Committee

GRM – Grievance Redress Mechanism

LGA – Local Government Area

MDA – Ministry Department and Agency

MAFS – Ministry of Agriculture and Food Security

EKSMAFS – Ekiti State Ministry of Agriculture and Food Security

EKDIPA – Ekiti State Development and Investment Promotion Agency

PLWD – People Living with Disability

1.0 Introduction

In any association between two individuals or more, be it friendship, family, workplace, business dealings, or community relation, there is bound to be grievance. This also applies to land-based intensive agricultural Investments leveraging FRILIA. Grievances in this case usually arise for various reasons such as unfair treatment, compensation issues, environmental and social impact of investments, abuses in various forms, interpersonal conflicts, personality clashes, and lack of proper and effective communication. Effective resolution or redress of such grievances or complaints when they arise promotes safe, sustainable, and secured investments, hence, a formal, fair, reliable, and transparent and a culturally appropriate Grievance Redress Mechanism (GRM) must be put in place.

It is one of many social accountability instruments that can help enhance good governance in projects allowing for quick reforms in the areas where feedback and concerns from beneficiaries can impact a project or any of its components. The grievance redress mechanism is a citizen engagement system by which queries or clarifications about the project are responded to, problems with implementation are resolved, and complaints and grievances are addressed efficiently and effectively.

A GRM in land-based agricultural investment refers to a structured system of addressing complaints, disputes, grievances or appeals that may arise from various stakeholders involved in agricultural investments, particularly those related to land use, ownership, or management. It is a systematic process designed to receive, investigate, respond to, and resolve complaints, grievances or appeals from stakeholders, including individuals, communities, employees, and other parties affected by an organization's activities, projects, or policies. The GRM provides a structured pathway for stakeholders to voice concerns, seek resolution, and receive feedback in a fair, reliable, transparent, timely and culturally appropriate manner.

1.1 Objectives of Grievance Redress Mechanism

The primary objective of the GRM Toolkit is to provide guidance in establishing a mechanism that will ensure that complaints, disputes, grievances, concerns and appeals from stakeholders are addressed promptly, effectively, transparently and in a culturally appropriate manner. To achieve this broad objective, the GRM must:

- i. **Resolve Complaints Efficiently:** Provide a clear, transparent, and accessible process for resolving concerns, grievances and appeals. Grievances and appeals should be handled promptly, fairly, and early to minimize avoidable degeneration or escalation of issues.
- ii. **Enhance Stakeholder Trust and Satisfaction:** Build trust and maintain good relationships with stakeholders by showing responsiveness to their concerns through a demonstrated commitment to address stakeholder issues. This improves satisfaction by resolving grievances or appeals in a manner perceived as fair and transparent.
- iii. **Promote Accountability and Transparency:** Ensure that the investment project is accountable to its stakeholders and operates transparently. Clear procedures and effective communication of the outcomes of grievances or appeals must be a priority.

- iv. **Identify and Mitigate Risks:** Through analysis of grievances and appeals, systemic issues and potential risks are identified. Implementation of corrective actions mitigates identified risks and prevents recurrence.
- v. **Improve Project Performance and Compliance:** Enhance overall project performance by addressing and learning from grievances and appeals. This is achieved by ensuring compliance with legal, regulatory, and contractual obligations to foster a culture of continuous improvement by integrating feedback from grievances into policies and practices.
- vi. **Empower Stakeholders:** A GRM provides stakeholders with a voice and a formal avenue to express concerns and appeals. It must ensure that all stakeholders, including vulnerable groups, have access to the GRM, and a mechanism for stakeholders to participate in decision-making processes related to grievances.
- vii. **Support Ethical and Social Responsibility Goals:** Establishing a GRM is a display of commitment to ethical behaviors by addressing grievances related to misconduct or unethical practices. It is also a lever for social responsibility initiatives by ensuring issues affecting communities and the environment are resolved promptly, effectively, and transparently.
- viii. **Cultural Sensitivity and Gender Inclusivity:** An effective GRM should be gender sensitive, respect traditions, local customs and language, social norms and be culturally relevant.
- ix. **Maintain Social License to Operate:** An effective GRM promotes continued support and acceptance from the community and other stakeholders. This fosters positive community relations and prevents conflicts.
- x. **Enhance Learning and Adaptation:** The GRM can also be a learning tool to adapt and improve project processes and better meet stakeholders' needs through adaptation of practices based on feedback from the grievance redress processes.

By achieving these objectives, this GRM toolkit will help investment projects in Ekiti State to manage stakeholder relationships effectively, improve operational processes, and maintain social license to operate.

1.2 Principles of Grievance Redress Mechanism (GRM).

The employment of general GRM Principles is strategic in the effective grievance redress among relevant Stakeholders. The general Principles of GRM include:

- i. **Legitimacy:** Legitimacy promotes trust and confidence among relevant Stakeholders. Trust and accountability ensure fair conduct of the grievance process without any sort of interference.
- i. **Accessibility:** The GRM should be opened to everyone, particularly among relevant Stakeholders. Extra assistance is needed for those who have barriers accessing the GRM. The barriers may include; limited awareness of the Project, the GRM Process, and language, residential location, low educational level and dread of payback. Accessibility should account for gender, age, disability and other vulnerable sensitivities, and communication should be provided in a language and manner accessible by the Beneficiaries.

- ii. **Predictability:** Predictability is the ability of the GRM to precisely provide a well-known process with timeframe for the different stages of the Process as well as the expected outcome and the means of verification. This Principle ensures that grievances are received and addressed with accuracy, promptly and within the shortest timeframe.
- iii. **Equitability:** Fairness and objectivity are essential in grievance redress among relevant Stakeholders. This is with the view to promote inclusive and participatory process implementation involving diverse categories of people including women, children, the elderly, People with Special Needs, poor households and other vulnerable groups. Inequality and partiality remain obstacles to an efficient GRM implementation.
- iv. **Transparency:** Transparency requires that adequate information is provided to relevant Stakeholders. Transparency also allows for the provision of GRM performance among Stakeholders as well as sustenance of confidentiality of the GRM process where needed.
- v. **Rights-Compatibility:** The GRM should be adopted with the recognition of national and international Rights. Initial preparation of GRM should ensure that Human Rights or other Rights are captured. Inclusive participation in a Grievance Redress Process remains significant in achieving a redress mechanism that is acceptable to all Affected Persons or Communities. The rights of the vulnerable persons and groups including women, children, Persons with Special Needs, the elderly, widows, poor households and other vulnerable must (should) be at the heart of the RM process.
- vi. **Continuous Learning:** The Grievance Redress Process should leverage continuous learning, drawing inferences from previous experiences towards improving the Grievance Redress Process. Examining past GRM strategies including the causes of complaints, the process employed, and the resolution reached would enable the GRM Implementation to review its existing policies on grievance redress to achieve a better GRM Implementation and compliance to global standards.
- vii. **Simplicity:** Procedures to file grievances must be simple so that stakeholders can understand.
- viii. **Timely:** All grievances, simple or complex, must be addressed and resolved as quickly as possible, and actions must be objective.
- ix. **Responsiveness:** The GRM must be responsive to the needs of all complainants. Accordingly, officials handling grievances are trained to take effective action upon, and respond quickly to, grievances and suggestions.
- x. **Objective and Independent:** The GRM operates independently of all interested parties in order to guarantee fair, objective, and impartial treatment to each case. GRM officials must have adequate means and powers to investigate grievances.

1.3 FRILIA Principles Applicable to Grievance Redress Mechanism (GRM)

These principles are underpinned by the FRILIA Principles:

- a. Investment should occur transparently (**Principle 1.2**).
- b. Investment should be subject to consultation and participation, including the disadvantaged and vulnerable, informed of their rights and assisted in their capacity to negotiate (**Principle 1.5**).
- c. Investment should safeguard against dispossession of legitimate tenure rights holders

(Principle 2.1).

- d. Provide for the protection of rights through Grievance Redress Mechanisms that provide accessible and affordable procedures for third party settlement of disputes, including but not limited to disputes arising from displacement or resettlement. These mechanisms consider the availability of judicial recourse and community and traditional dispute resolution mechanisms **(Principle 2.3).**

1.4 Scope of Ekiti State GRM Toolkit

The scope of Ekiti State Grievance Redress Mechanism toolkit covers the following:

- a. Background
- b. Ekiti State GRM Institutional Arrangements
- c. Ekiti State GRM Processes and Procedures

By defining the scope clearly, this GRM Toolkit will help investors to effectively manage and resolve grievances and appeals, contributing to improved organizational performance, stakeholder satisfaction, and overall project or operational success.

2.0 Background

The current grievance redress mechanism in Ekiti state is largely informal and reactive process, with no standardized procedures and dedicated governance framework in place. The lack of transparent, equitable, easily affordable and culturally appropriate grievance mechanism can impact the implementation of FRILIA and its future sustainability, especially at the community level. Even though each MDA in Ekiti State has various means or laws that guide grievance redress, there is a need for Ekiti State government to develop GRM process for land investment in, Framework for Inclusive Land-Intensive Agriculture. To address this, the State in consultation with stakeholders has developed the GRM discussed in subsequent sections with guidance on how different stakeholders can engage the mechanism in resolving concerns, complaints and appeals. Embedded with the GRM process FRILIA principles aimed at ensuring fairness, efficiency, and effectiveness in addressing the concerns of all stakeholders.

The FRILIA GRM will provide a systematic procedure for managing grievances and appeals related to investments in Inclusive Land-Intensive Agriculture and necessary guidance to all stakeholders.

2.1 Categories of Grievances.

The top priority of a GRM according to international best practices is to avoid grievances. This is done by identifying the root cause(s) of land-related grievances and proactively pre-empting or addressing them. Nonetheless, there will be some grievances that will require reactive measures; how the GRM adapts lessons from such occurrence to prevent/minimize future occurrence is crucial. Some common causes of land-related grievances and disputes between stakeholders, such as community members, government, employees, and management of projects/investors are identified below:

- Issues related to project implementation, operational activities, and service delivery.

- Negative environmental, social, and economic impacts.

- Human rights violations and labour issues.

- Misconduct, corruption, and fraud.

- Inadequate stakeholder engagement.

- Delayed payment.

- Speculative planting to get more money.

- Multiple and overlapping claims on the same parcel of land.

- Failure to consider some assets, such as shrines.

- Disregard for cultural heritage.

- Unfulfilled local employment quota.

- Failure to carry out community development initiatives.

Disagreements over resource allocation or benefit-sharing.

Destruction of community infrastructure.

Destruction of access routes.

Impersonation of Project Affected Persons (PAPs)

Compensation less than expected

Where grievances cannot be avoided, mitigation measures should be taken to reduce grievances and their impacts. Examples of some mitigation measures are outlined in **Error! Unknown switch argument..**

Table 1: Actions that can be taken to avoid grievances.

1	Establish a user-friendly GRM	9	Build the capacity of the project staff, especially the ones relating with communities and external stakeholders
2	Provide adequate and timely information to communities and the public.	10	Dispel rumour mongering
3	Conduct effective, meaningful, and interactive community consultations	11	Set and manage expectations early in the project
4	Allow Q&A sessions after engagement with stakeholders	12	Develop easy to understand and culturally appropriate Key Entry Messages
5	Confirm all Project components and beneficiaries	13	Be inclusive
6	Develop and implement the Stakeholder Engagement Plan	14	Under-promise, over-deliver.
7	Identify all the vulnerable persons and engage with them adequately	15	Timely delivery of what is agreed
8	Always keep appointments with communities		

Basic Elements of GRM Design

A GRM must be designed to incorporate the following:

- i. It must have a reasonable time frame for resolutions and feedback.
- ii. It must show transparency, objectivity and accountability in its processes and outcomes.

- iii. It must recognise the uniqueness and diversity of grievances, and therefore decision making should be objective
- iv. It must have a dedicated unit/department and a register to receive, record and track the resolution of grievances
- v. A dedicated process/ procedure to receive grievances, e.g. call centre, comment/complaint form, emails, text messages, suggestion boxes, website, local offices etc
- vi. Take into account culturally appropriate ways of handling community concerns
- vii. The process must be simple, clear, easily accessible and understandable to all of the affected communities at no cost
- viii. It must provide for anonymity, be secure and prevent retribution or intimidation.
- ix. It must have different levels to allow for appeals and recourse to an open court system.

3.0 GRIEVANCE REDRESS MECHANISM INSTITUTIONAL ARRANGEMENT

The institutional arrangement for a GRM refers to the organizational structure, roles, and responsibilities established to receive, investigate, and resolve complaints, grievances or appeals. Such structure must ensure that the GRM is accessible, transparent, culturally appropriate and effective at all levels, providing a structured approach to address grievances and appeals related to land-based agricultural investments under FRILIA. It also ensures sustainability of the GRM and its advantages.

The management and oversight of the FRILIA GRM toolkit and its accompanying templates shall be domiciled within the Ekiti State Ministry of Agriculture and Food Security (EKSMAFS) being the technical committee secretary to FRILIA project would serve as Grievance Officer (FGO)/ Grievance Redress Desk Officer, who will manage and coordinate the GRM as related to land-based agricultural investment in the State. This will help ensure ownership of the GRM process and its internalization in Ekiti State and guarantee effective resolution, monitoring and reporting.

The Ekiti State GRM institutional structure shall be established as follows:

- a. FRILIA GRM Secretariat
- b. State GRM Committee
- c. Grievance Appeal Committee
- d. Local Government Grievance Redress Committee
- e. Community Grievance Redress Committee

3.1 Establishment of FRILIA GRM Secretariat

The Secretariat shall be domiciled in the MAFS and serve as the Secretariat. It shall be headed by a FRILIA Grievance Redress Officer

Responsibilities of the GRM Secretariat:

- Maintain internal and external communication about grievances and appeals.
- Monitor, Evaluate and track performance of the GRM.
- Develop and maintain a reliable GRM database.
- Provide training for staff and stakeholders on GRM.
- Ensure adherence to policies and regulations.
- Manage and coordinate grievance appeals and recourse to judicial process.
- Use feedback to improve procedures and processes.

Responsibilities of the FRILIA Grievance Redress Officer:

- Coordinate all FRILIA Social Officers and activities of various grievances and appeals committees.
- Review logged grievances, categorization, appeals and resolution plans.
- Disseminate established GRM process, procedures, and service standards.
- Facilitate trainings on GRM process, procedures, and service standards.

Oversee compliance with established GRM process, procedures, and service standards.

Review analytical reports from FRILIA Social Officers on trends, patterns, and frequency of grievances, their causes and sustainability of resolutions adopted.

Provide and support GRM briefings to the State FRILIA technical and steering committee respectively, for post review.

Coordinate system/process reviews with social officers and GRM committees at LG and Host community level in a bid to identify improvements to strengthen the GRM.

3.2 Establishment of State GRM Committee

According to the Executive Order, the Technical Committee shall develop effective grievance and dispute resolution processes with appropriate appeal mechanisms for claimants, landowners, host communities and investors. The mechanisms shall be consistent with the FRILIA principles and international best practices. The Secretary of the Technical Committee shall also function as the Desk Officer for the Grievance Redress Mechanism (GRM) on FRILIA in Ekiti State.

The GRM committee will be such that it consults and make enquiries within the areas of grievance, deliberates on complaint(s)/appeal(s), appraises the complaint(s)/appeal(s) against relevant guidelines and procedures, and resolve all complaint(s)/appeal(s) within 30-60days of receipt with the responsible authority within the concerned Ministry, Department or Agency.

The Committee shall consist of the following:

1. Representative of Ministry of Justice (Chairman),
2. Representative of EKDIPA,
3. Representative of Bureau of Land Services,
4. Representative of FADAMA,
5. Representative of Ministry of Environment,
6. Representative of Local Government Affairs
7. Representative of Agricultural Development Program (ADP),
8. Representative of Ministry of Women Affairs,
9. Representative of Forestry Commission
10. Representative of Office of Surveyor-General
11. The Grievance Redress Mechanism Desk Officer (Secretary)
12. A GRM Support Officer

Responsibilities of the State GRM Committee:

Overall management of grievances and appeals including defining specific process, procedure, channels and service standards for receiving, reviewing, resolving and reporting grievances and appeals.

Appointment of FRILIA Social Officers (see below) at the various established uptake points including MDAs, LGA and the host communities for projects.

Collaborate with relevant stakeholders to ensure implementation of resolution plans.

Submission of regular updates to State FRILIA Technical and Steering Committees for post-review of activities and make recommendations on institutional, regulatory or policy changes.

Submit periodic GRM report to the FRILIA Technical and Steering Committees

3.3 Appointment of FRILIA Social Officers

For effective delivery of grievance redress, Social Officers knowledgeable in social issues shall be appointed at Community and Local Government levels to facilitate the grievance redress process. They will serve as secretary for the relevant Grievance Redress Committee (GRC) in their designated area of coverage. This is to ease real time administration. The Social Officer will serve as FRILIA Social Officers at each level and will report to the FRILIA Grievance Redress Officer.

Responsibilities of FRILIA Social Officers

Support the dissemination of and compliance with established GRM process, procedures, and service standards.

Receive, log and process complaints/appeals from all uptake points to the GRC within 3-5 days of receipt (**See Appendix F**).

Ensure GRC reviews complaint/appeal within 20-30 days

Ensure unresolved complaints and appeals by GRC are escalated to the next redress committee or authority within 10-15 days

Ensure GRC recommendations/resolutions are communicated to stakeholders within 10-15 days

Provide monthly briefings to the FRILIA Grievance Redress Officer on logged complaints, appeals, timelines, resolution status, required resolution action by stakeholders, and recommendations for improvement.

Analyze trends, patterns, and frequency of grievances, their causes and sustainability of resolutions adopted.

Conduct any other activities as may be assigned by the FRILIA Grievance Redress Officer.

3.4 Establishment of Community Grievance Redress Committee

This will be the first level of redress for project-affected entities, beneficiaries, and other stakeholders at the project host community level. It will comprise of nine (9) members representing the following stakeholder groups:

- 1) A traditional ruler who shall be the chairperson.
- 2) A women leader
- 3) A Youth leader
- 4) Representative of Community Based Organizations
- 5) Representative of Non-Governmental Organization
- 6) Representative of the host Local Government Area
- 7) FRILIA GRM Social Officer (Secretary)

- 8) Representative of person living with disability (PLWD)
- 9) Security personnel

Other stakeholders may be included depending on the nature of the agricultural investment project.

Note: *The Committee shall allow the complainant to present their case wherein such person is an investor, or the representative of the investor or the host community or member of the host community or representative of the government. Voting will be by simple majority. In the event of a tie, the chairman has the tie-breaking vote.*

This community-level committee shall dedicate and communicate days when they are available to receive and resolve complaints. It shall be responsible for registering and receiving complaints and appeals (**see Appendix A**) and shall recommend necessary actions to take to resolve them. Any unresolved grievance shall be escalated to the Local Government Grievance Redress Committee through the GRM FRILIA Social Officer within 1015 days

Cases may be escalated to the Local Government Redress Committee if:

- a. The grievance is isolated or ‘one-off’ and essentially local in nature and restricted to one complainant. Note: Some one-off grievances may be significant enough to be assessed as a Level 2 grievance, e.g., when a national or international law is broken.
- b. The grievance falls outside the scope or jurisdiction of the Community Grievance Redress Committee.
- c. The grievance highlights a systematic problem or pattern of issues that require a higher level of attention.
- d. The complainant is unhappy with the outcome or decision of the Community Grievance Redress Committee.

3.5 Establishment of Local Government Grievance Redress Committee

This Committee shall be established at each Local Government Area and represents a second level in the Grievance Redress Mechanism process of the State. Complaints can be escalated or lodged directly to this committee from across Communities in the host LGA. There shall be ten (10) members from the following Stakeholder groups:

- 1) Head of the supervising Agency (MAFS) who shall be the chairperson of the GRC.
- 2) FRILIA GRM Social Officer (Secretary)
- 3) A representative of the Ministry of Justice.
- 4) A representative of the gender network group or the unit/department in charge of Women Affairs and Social Development at the Local Government level.
- 5) A Senior Official of the Local Government Area in which the investment is located.
- 6) A representative of a relevant Civil Society Organization/Non-Governmental Organization

- 7) A member of the host community
- 8) A youth member of the host community
- 9) A representative of PLWD
- 10) Security personnel

Other stakeholders may be included depending on the nature of the agricultural investment project.

Any unresolved grievance shall be escalated to the Grievance Appeal Committee through the GRM Social Officer within 10-15 days or directly by the complainant.

Note: *The Committee shall allow the complainant/appellant to present their case wherein such person is an investor, or the representative of the investor or the host community or member of the host community or representative of the government. Voting will be by simple majority. In the event of a tie, the chairman has the tie-breaking vote.*

Cases may be escalated to the Grievance Appeal Committee

- a. A grievance that extends to the local community or region and has occurred more than once, which is judged to have the potential to cause disruption to the investment project or impact beyond the local government (*Refer to Table 3, level 2 for detailed significance rating criteria*).
- b. The grievance falls outside the scope or jurisdiction of the Local Government Grievance Redress Committee.
- c. The grievance highlights a systematic problem or pattern of issues that require a higher level of attention.
- d. The complainant/appellant is unhappy with the outcome or decision of the Local Government Grievance Redress Committee.

3.6 Functions of the Community/Local Government Grievance Redress Committees

The GRC shall:

- a. Document and investigate grievances/appeals.
- b. Appraise complaints/appeals using relevant guidelines.
- c. Deliberate and resolve complaints/appeals within specified timeline.
- d. Recommend and communicate remedial actions for implementation by stakeholders.
- e. Monitor compliance with resolution(s) by stakeholders and escalate non-compliance where necessary.
- f. Provide monthly briefings to the FRLIA GRM Unit on logged complaints, appeals, timelines, resolution status, resolutions/required action by stakeholders, recommendations for improvement.

3.7 Establishment of Grievance Appeal Committee

A Grievance Appeal Committee shall be established for Complainant's appeals arising because they are unsatisfied with the Local Government GRC resolution.

The Committee shall consist of the following:

- a. The Commissioner for Justice (Chairman);
- b. The Commissioner for Agriculture and Food Security (Co-Chairman);
- c. The Chairman FRILIA Technical Committee;
- d. The Commissioner for Environment;
- e. The Commissioner for Local Government and Chieftaincy Affairs;
- f. The Commissioner for Rural/Community Development;
- g. The Head of the MDA in charge of Investment Promotion;
- h. The Commissioner of the Ministry of Women Affairs; and
- i. The Grievance Redress Mechanism Officer (Secretary).

Note: The Committee shall allow the appellant to present their case wherein such person is an investor, or the representative of the investor or the host community or member of the host community or representative of the government. Voting will be by simple majority. In the event of a tie, the chairman has the tie-breaking vote.

3.8 Appeal Process

- a. Complainants/appellant unsatisfied with the Local Government GRC resolution may appeal to the Grievance Appeal Committee within 10-15 days
- b. The Appeal Committee shall deliberate and resolve appeals within 15-20 days.
- c. If unsatisfied with the Appeal Committee's resolution, complainants/appellant may resort to Arbitration.

3.9 Formal Complaint Process

- a. Any person/entity aggrieved with the process of land acquisition or administration for investment or adversely affected by such acquisition or administration may make a formal complaint/appeal to the GRC at either the Community or Local Government level by registering a complaint/appeal on the Grievance Submission Form (**see Appendix A**).

The Secretary of the GRC shall compile all complaints and appeals under the guidance of the Chairman of either of the concerned GRCs and suggest meetings to address complaints/appeal. This committee shall have the responsibility to investigate and recommend remedial actions based on the nature of grievances or appeals and shall prepare a monthly report on grievances and appeals to be submitted to the FRILIA GRM Secretariat.

Table 2: Roles and Responsibilities of the GRM Structure

Grievance Management Group	Roles and Responsibilities
FRILIA GRM Secretariat	<p>Overall management of grievances and appeals including defining specific process, procedure, channels and service standards for receiving, reviewing, resolving and reporting grievances and appeals.</p> <p>Appointment of GRM Social Officers at the various established uptake points including MDAs, LG and the host communities for projects.</p> <p>Collaborate with relevant stakeholders to ensure</p>

	<p>implementation of resolution plans.</p> <p>Maintain internal and external communication about grievances and appeals.</p> <p>Monitor, Evaluate and track performance of the GRM.</p> <p>Develop and maintain a reliable GRM database.</p> <p>Provide training for staff and stakeholders on GRM.</p> <p>Submission of regular updates to State FRILIA Technical and Steering Committees for post-review of activities and make recommendations on institutional, regulatory or policy changes.</p> <p>Ensure adherence to policies and regulations.</p> <p>Manage and coordinate grievance appeals and recourse to judicial process.</p> <p>Use feedback to improve procedures and processes.</p> <p>Submit periodic GRM report to the FRILIA Technical Committee</p>
Community Grievance Redress Mechanism Committee	<p>Document and investigate grievances.</p> <p>Appraise complaints/appeals using relevant guidelines.</p> <p>Deliberate and resolve complaints within specified timeline.</p> <p>Recommend and communicate remedial actions for implementation by stakeholders.</p> <p>Monitor compliance with resolution(s) by stakeholders and escalate non-compliance where necessary.</p> <p>Provide monthly briefings to the FRLIA GRM Unit on logged complaints, appeals, timelines, resolution status, resolutions/required action by stakeholders, recommendations for improvement.</p>
Local Government Grievance Redress Committee	<p>Document and investigate grievances/appeals.</p> <p>Appraise complaints/appeals using relevant guidelines.</p> <p>Deliberate and resolve complaints/appeals within specified timeline.</p> <p>Recommend and communicate remedial actions for implementation by stakeholders.</p> <p>Monitor compliance with resolution(s) by stakeholders and escalate non-compliance where necessary.</p> <p>Provide monthly briefings to the FRLIA GRM Unit on logged complaints, appeals, timelines, resolution status, resolutions/required action by stakeholders, recommendations for improvement.</p>

Establishment of State GRM Committee	<p>Overall management of grievances and appeals including defining specific process, procedure, channels and service standards for receiving, reviewing, resolving and reporting grievances and appeals.</p> <p>Appointment of FRILIA Social Officers (see below) at the various established uptake points including MDAs, LGA and the host communities for projects.</p> <p>Collaborate with relevant stakeholders to ensure implementation of resolution plans.</p> <p>Submission of regular updates to State FRILIA Technical and Steering Committees for post-review of activities and make recommendations on institutional, regulatory or policy changes.</p> <p>Submit periodic GRM report to the FRILIA Technical Committee</p>
Grievance Appeal Committee	<p>Receive grievance appeal from LG GRC or complainant</p> <p>Consult and make inquiries within the grievance areas</p> <p>Invite aggrieved parties</p> <p>Deliberate on grievances and explore options for resolution, arbitration</p> <p>Resolve all grievances within 5 days of receipt of grievance</p> <p>Refer unresolved grievances to an alternative dispute resolution system through a multi-door courthouse</p> <p>Provide grievance feedback to GRM Secretariat</p>

4.0 Ekiti State Grievance Redress Mechanism Process and Procedure

The process of reporting a grievance/appeal should be easily accessible and unthreatening to any stakeholder. The preferable channels for reporting grievance/appeals can be discussed with the community as part of community engagement.

Following the establishment of the channels above, the method for addressing grievances/appeals is systematic and is divided into seven key steps.

The following steps outline the process that may be followed to resolve a grievance. This process is presented in a diagram in **Figure 2** above and all grievance forms contained in the Appendix.

- Step 1: Submit and register grievance/appeal.
- Step 2: Acknowledge grievance/appeal.
- Step 3: Initial assessment for eligibility
- Step 4: Investigation
- Step 5: Grievance/appeal resolution and implementation.
- Step 6: Closure of grievance/appeal.

Step 7: Monitor The FRILIA grievance redress procedure is displayed in seven (7) steps as illustrated in the figure below.

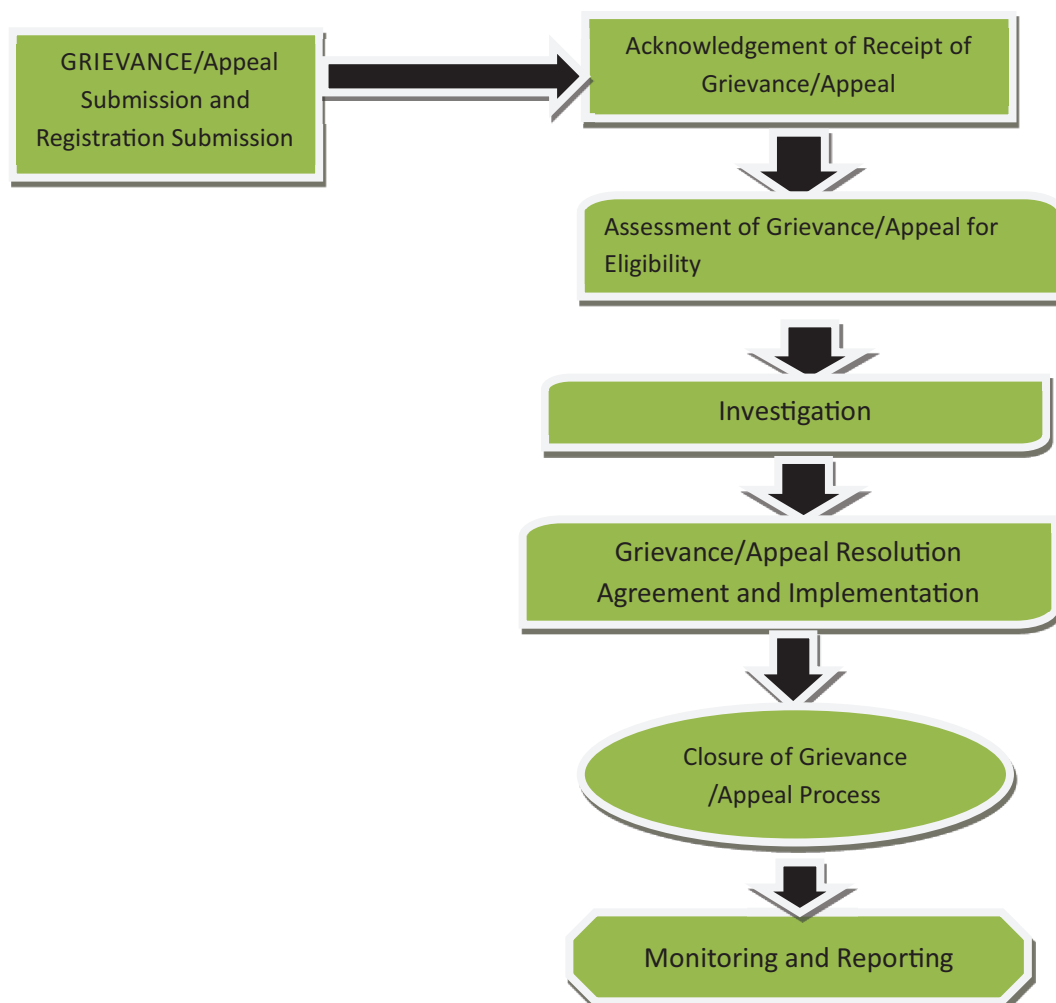


Figure 1: Grievance Redress Mechanism Process Flowchart

Step 1: Submit and Register Grievance

Grievances/Appeals shall be submitted through any of the following channels: verbal, written, phone call, email, text message and WhatsApp messages to the Grievance Social Officer for onward transmission to the relevant Grievance Redress Committee.

All grievances shall be registered using the Stakeholder Grievance/Appeal Form (**see appendix A**). The Officer will log, document, process and track all grievances/appeals received. Grievances shall be assigned a case number, and records of communication/consultation shall all be attached with the relevant entry and filed. The logbook (**see Appendix F**) shall be monitored regularly for recurring grievances so that appropriate mitigation measures can be developed.

Step 2: Acknowledge Receipt of Grievance/Appeal

The receipt of all grievances shall be acknowledged as soon as possible, but no more than (3-5) days from the date it was submitted. The recipient shall inform the complainant/appellant about the timeline to expect a response. A Grievance Receipt Form shall be signed (**see Appendix B**).

Step 3: Assess Grievance/Appeal for Eligibility

- a. Determine whether the grievance is eligible.

Eligible grievances/appeals include all those that are directly or indirectly related to investment and that fall within the scope of the Grievance Redress Mechanism as outlined herein.

Ineligible complaints may include those not related to the Project, whose issues fall outside the Grievance Redress Mechanism procedure's scope.

- b. If the grievance/appeal is deemed ineligible, it can be rejected, but a full explanation of the reasons must be given to the complainant/appellant and recorded in the Grievance logbook (**see Appendix F**).
- c. If the grievance is eligible, proceed with the whole GRM process

Step 4: Investigate Grievance

A thorough investigation should be carried out. The following steps may be carried out in a timely manner to avoid delaying resolution of the grievance/appeal:

- a. Obtain as much information as possible from the complainant/appellant and others mentioned in the grievance/appeal to gain a first-hand understanding of the grievance/appeal.
- b. Undertake a site visit, if required, to clarify the parties and issues involved. Gather the views of other stakeholders, if necessary, and identify initial options for settlement that parties have considered.
- c. The severity level of the grievance/appeal should be determined using the

significance criteria matrix (**see Table 3**). This will help to determine whether the grievance/appeal can be resolved immediately or requires further investigation.

- d. If the grievance concerns physical damage (e.g., to crops, houses, or community assets), take a photograph of the damage and record the exact location as accurately as possible.
- e. Inform the complainant/appellant of the expected timeline for resolution of the grievance.
- f. Enter the findings of the investigation in the Grievance/Appeal logbook (**see Appendix F**).

All grievances/appeals are proposed to be resolved within 30 - 60 days of the date they were received. This timeline can be extended to 90 days for more complex grievances

S/N	Activities	Timeline
1.	Receipt of Complaints	Everyday
2.	Acknowledgement of Complaints	3-5 days on receipt of Complaints
3.	Assessment of Complaints	Every working day
4.	Compliant without further investigation	10-15 Working days from Complaints receipt
5.	Additional investigation (if need be)	Promptly inform the Complainant
6.	In-depth verification (requires extension of time)	30-45 Working days from Acknowledgement of Complaints
7.	Notification of Agreed resolution to a higher body	10-15 days
8.	Implementation of resolution	3-5 Working days
9.	Appeal Referral	1 Month
10.	Monitor, closure and follow-up actions (to gauge Beneficiaries Satisfaction and further necessary actions)	30-45days

Table 3 Significance Rating Criteria

Significance Level	Possible Situation	Responsibilities
Level 1	a. A grievance that is isolated or ‘one-off’ and essentially local in nature and restricted to one complainant. Note: Some one-off grievances/appeals may be significant enough to be assessed as a Level 2 grievance/appeal e.g. when a national or international law is broken	Community Grievance Redress Committee
Level 2	a. A grievance that extends to the local community or region and has occurred more than once, which is judged to have the potential to cause disruption to the investment project or impact beyond the local community.	Local Government Grievance Redress Committee
Level 3	a. The complainant/appellant is dissatisfied with the resolution of the GRC. b. The complainant/appellant believes that there were procedural errors or lapses in the initial grievance handling process. c. The original handling of the grievance did not adhere to the established procedures or policies of the GRM. d. The complainant/appellant has valid reasons to believe that the initial grievance handling was biased or influenced by a conflict of interest. e. The complainant/appellant believes their rights or the project’s policies were violated in the resolution process.	GRM Appeal Committee
Level 4	a. A final decision from the GRM and the appeal committee has been issued, but the complainant/appellant remains dissatisfied. a. The issue involves allegations of legal violations or breaches of human rights that require judicial intervention. a. The grievance involves complex technical, legal, or regulatory issues that cannot be adequately addressed through internal GRM mechanisms. a. The parties involved may require a formal and legally binding agreement to ensure compliance with the resolution. a. Formal resolution is necessary to prevent further harm or escalation of the issue.	Arbitration/Litigation

Step 5: Grievance Resolution

All grievances shall be dealt with on a case-by-case basis. However, all will require further discussions with complainants and community members that seek to jointly identify and select measures for grievance settlement. This will help to increase ownership of solutions and to mitigate perceptions that resolutions are unfair.

- a. The Grievance Redress Committees are tasked with seeking resolution to the grievances/appeals. This may entail a dialogue or series of dialogues between affected parties to find a solution to the grievances/appeals. Alternatively, it may entail investigating the underlying cause of the grievance/appeal and any changes required to internal systems to prevent a recurrence of a similar grievance.
- b. A Grievance/appeal Investigation Report using the Grievance Committee Proceedings Template (**see Appendix C and D**) will be completed within 5-10 days.
- c. During the 30 days of dialogue or investigation, the GRC will handle conflict resolution activities necessary to contain and resolve any actual or potential conflicts arising from the reported grievance/appeal. If the case is complex and the stated resolution timeline cannot be met, an interim response will be provided (written) that informs the stakeholder of the delay, explains the reasons, and offers a revised date for the next steps.

The resolution proposal shall be respectful and considerate, including rationale for the decision and any data, empirical evidence, factual experience, or others used in reaching it. If a wider consultation is necessary, a third party can be involved. This third party should be neutral, well-respected, and agreed upon by all parties involved in the conflict redress. In cases where further arbitration is necessary, appropriate government involvement will be requested.

As a last resort, aggrieved parties have a right to take legal action. This is a more formal rights-based approach that shall only be taken if all other approaches have failed or when there are serious conflicts about facts and data. The final decision will be taken by the arbitrator or courts based on compliance with laws, policies, standards, rules, regulations, procedures, past agreements, or common practice.

Step 6: Closure of Grievance

- a. The FRILIA Grievances Social Officer will seek sign-off from the complainant(s)/appellant that the grievance/appeal has been resolved and feedback on the process, resolution and its implementation sought. This will be captured in the Grievance/Appeal Feedback Form (**see Appendix E**)
- b. In instances where the stakeholder is not satisfied with actions taken, the grievance/appeal will either:
 - i. Be escalated to the next level GRC or the Grievance Redress Appeal Committee based on the nature and complexity of the grievance/appeal at the time.
 - ii. If still not satisfied, judicial recourse can be taken.
- c. Once sign-off has occurred, the Grievance/appeal is considered closed, and this should be

recorded in the Grievance/Appeal Logbook (**see Appendix F**)

Step 7: Monitoring, Recording and Reporting

Grievances/appeals should be monitored routinely as part of the broader management of the FRILIA Project. This entails good record-keeping of complaints/appeals raised throughout the life of the operation of the Project. Grievance/appeal records must always be made available.

Monthly internal reports will be compiled by the FRILIA Grievance Social Officer and submitted to the FRILIA Technical Committee through the GRM Secretariat/Unit (in a briefing delivered by the FRILIA Grievance Redress Officer) for post-review consideration by the FRILIA Steering Committee according to section xx of the Ekiti FRILIA Law. These grievance and appeals report will include:

- a. The number of grievances and appeals logged in the proceeding period by level and type.
- b. The number of stakeholders that have come back after 5 days stating they are not satisfied with the resolution.
- c. The number of grievances/appeals unresolved after 60 days by level and type.
- d. The number of grievances/appeals escalated to next level GRC or straight to the Grievance Redress Appeals Committee.
- e. The number of grievances/appeals resolved between the Project and complainants/appellant, without accessing legal or third-party mediators, by level and type.
- f. The number of grievances/appeals of the same or similar issue.
- g. The measures taken to incorporate these responses into the land-based investment approval process, project design, implementation and management cycle.

These reports and other records will be made available for external review if required.

An appropriate grievance/appeals report should be part of the Project's annual reporting, which may also include the Grievance Redress Committee Proceedings Form (**see Appendix D**).

4.1 Grievance Reporting and Dissemination

Communication Strategy

The Ekiti State FRILIA Grievance Redress Secretariat will ensure effective communication and a dissemination plan for the GRM toolkit and provide awareness on the GRM procedure to ensure that all project stakeholders are informed of the grievance redress process. The Unit/Secretariat will determine the most effective channels and simple and easy to understand leaflets and infographics of the GRM should be made available via physical and online grievance/appeal uptake points. These communication strategies will ensure that all stakeholders are well informed of the process to channel their grievances and appeals. (Refer to Ekiti State FRILIA Toolkit Communication Strategy.)

To successfully implement the FRILIA GRM, there is a need to create awareness and train the specific MDAs and stakeholders to enhance a better understanding of the GRM Toolkit.

Feedback mechanism

This is the process of providing information to stakeholders and notifying the complainant/appellant of the status of the complaints/appeals. It is important to note the following:

All grievances and appeals must be acknowledged, and an acknowledged receipt sent to the complainant/appellant within (3-5) working days, depending on the mode of presenting grievance/appeal. Grievances lodged verbally and physically or via phone to the FRILIA secretariat must be acknowledged immediately and grievance/appeal receipt issued to the complainant/appellant. Grievances not physically lodged shall be acknowledged by the FRILIA Grievance Social Officer not later than (3-5) working days, and acknowledgement receipt must be provided through the preferred mode of communication stated in the grievance/appeal form. (**see Appendix B**)

The complainant must be updated on the status of the grievance 5 days after receipt of the grievance.

Complainants must be informed of the status of their complaints/appeal resolution outcome using the Grievance Disclosure Form [**see Appendix C**] or other modes of communication (e.g. a phone call, text messages, email).

4.2 Types of Redress Provided

Types of corrective actions that can be taken to rectify the issues include but are not limited to:

1. **Compensation:** Financial or material compensation for damages or losses.
2. **Policy Changes:** Amendments to policies or procedures to prevent recurrence.
3. **Referral to Mediation and Arbitration:** Facilitated negotiations to resolve disputes amicably.

APPENDIXA: GRIEVANCE SUBMISSION FORM

Section 1: Complainant Details

1. **Name:**
2. **Contact Information:**
 - o Phone:
 - o Email:
3. **Address:**
4. **Affiliation/Organization (if any):**
5. **Preferred Method of Communication:**
 - o ☐ Phone
 - o ☐ Email
 - o ☐ In-person
 - o ☐ Other (please specify):

Section 2: Grievance Details

6. **Date of Occurrence:**
7. **Location:**
8. **Description of Grievance**
 - o Please provide a detailed description of the issue (attach additional pages if necessary):
9. **Category of Grievance**
 - o ☐ Land Acquisition and Compensation
 - o ☐ Environmental Impact
 - o ☐ Social Impact
 - o ☐ Labor and Working Conditions
 - o ☐ Operational Concerns
 - o ☐ Policy and Compliance
 - o ☐ Ethical and Conduct Issues
 - o ☐ Other (please specify):
10. **Has the grievance been raised before?**
 - o ☐ Yes (please provide details)
 - o ☐ No

Section 3: Supporting Evidence

11. **Documents/Photos/Videos** (please attach if available):
 - o List of attached evidence:

Section 4: Desired Outcome

12. **Desired Resolution:**
 - o What would you like to see as an outcome?

Section 5: Declaration and Consent

13. Declaration:

- o I hereby declare that the information provided is true and accurate to the best of my knowledge.

14. Consent:

- o I consent to processing my personal data to address this grievance

Signature: Date:

For Official Use Only

Grievance Reference Number:

Date Received:

Received By (Name and Position):

APPENDIX B: GRIEVANCE/APPEAL ACKNOWLEDGEMENT RECEIPT FORM

This form ensures that the complainant/appellant is informed about the receipt of their grievance/appeal and provides them with necessary information about the subsequent steps in the grievance/appeal handling process.

Section 1: Grievance Details

1. **Grievance/Appeal Reference Number:**
2. **Date Received:**
3. **Complainant Name:**
4. **Contact Information:**
 - o Phone:
 - o Email:
5. **Description of Grievance:**
 - o Summary of the grievance:

Section 2: Acknowledgement

6. **Acknowledgement Date:**
7. **Received By** (Name and Position):

Section 3: Next Steps

8. **Grievance/Appeal Handling Process:**
 - o Your grievance will be assessed and assigned a priority level within 5 working days.
 - o An investigator or grievance/appeal handling team will be assigned to investigate your grievance
 - o You will receive updates on the progress and any actions taken regarding your grievance/appeal.
9. **Expected Timeline:**
 - o We aim to resolve grievances within 30-45 working days. However, complex cases may require more time. You will be informed of any delays.
10. **Contact for Follow-Up:**
 - o If you have any questions or need further information, please contact:
 - Name:**
 - Position:**
 - Phone:**
 - Email:**

Section 4: Declaration

11. Declaration:

- o We acknowledge receipt of your grievance/appeal and assure you that it will be handled with the utmost care and confidentiality.

Signature of Grievance Officer : Date:

Acknowledgement Receipt by Complainant

I, [Complainant Name], acknowledge that I have received this grievance/appeal acknowledgement receipt form, including the grievance/appeal reference number and information about the next steps in the grievance/appeal handling process.

Signature of Complainant Date:

APPENDIX C: GRIEVANCE/APPEAL DISCLOSURE FORM

This form ensures that all relevant information about a grievance/appeal is documented and disclosed to appropriate stakeholders, maintaining transparency and accountability throughout the grievance redress process.

Section 1: Grievance/appeal Details

1. **Grievance/appeal Reference Number:**
2. **Date Received:**
3. **Complainant Name:**
4. **Contact Information:**
 - o Phone:
 - o Email:
5. **Grievance Category:**
 - o ☐ Land Acquisition and Compensation
 - o ☐ Environmental Impact
 - o ☐ Social Impact
 - o ☐ Labor and Working Conditions
 - o ☐ Operational Concerns
 - o ☐ Policy and Compliance
 - o ☐ Ethical and Conduct Issues
 - o ☐ Other (please specify):

Section 2: Grievance Description

6. **Description of Grievance:**
 - o Detailed description of the grievance (attach additional pages if necessary):

Section 3: Investigation and Findings

7. **Assigned Investigator/Team:**
8. **Investigation Findings:**
 - o Summary of findings (attach additional pages if necessary):

Section 4: Proposed Resolution

9. **Proposed Resolution:**
 - o Details of the proposed resolution:

Section 5: Communication and Follow-Up

10. Date Resolution Communicated to Complainant:

11. Method of Communication:

- ☐ Phone
- ☐ Email
- ☐ In-person
- ☐ Other (please specify):

12. Follow-Up Actions:

- ☐ Any follow-up actions taken or planned:

Section 6: Grievance/Appeal Status

13. Current Status of Grievance/Appeal:

- ☐ Open
- ☐ Resolved
- ☐ Closed

14. Comments:

- ☐ Any additional comments or notes:

Signature of Grievance Officer: Date:

For Official Use Only

Disclosure to Stakeholders

15. Date of Disclosure:

16. Disclosed By (Name and Position):

17. Stakeholders Informed:

- ☐ List of stakeholders who were informed (e.g., local community leaders, regulatory bodies, project management team):

18. Method of Disclosure:

- ☐ Public Notice
- ☐ Meeting
- ☐ Email
- ☐ Report
- ☐ Other (please specify):

19. Feedback from Stakeholders:

- ☐ Summary of any feedback received from stakeholders:

APPENDIX D: GRIEVANCE/APPEAL COMMITTEE PROCEEDINGS TEMPLATE

This template is for documenting the proceedings of a Grievance/Appeal Committee meeting. This template ensures that all key aspects of the meeting are recorded, facilitating transparency and accountability.

Section 1: Meeting Details

1. **Meeting Date:**
2. **Meeting Time:**
3. **Meeting Location:**

Section 2: Attendees

4. **Committee Members Present:**
 - o [Name] (Chair)
 - o [Name] (Member)
 - o [Name] (Member)
 - o [Name] (Member)
 - o [Name] (Member)
5. **Other Attendees:**
 - o [Name] (Role, e.g., Grievance Officer)
 - o [Name] (Role, e.g., Complainant Representative)
 - o [Name] (Role, e.g., Legal Advisor)
 - o [Name] (Role, e.g., Community Liaison)

Section 3: Grievance Details

6. **Grievance/Appeal Reference Number:**
7. **Complainant Name:**
8. **Date Grievance/Appeal Received:**
9. **Grievance Category:**
 - o ☐ Land Acquisition and Compensation
 - o ☐ Environmental Impact
 - o ☐ Social Impact
 - o ☐ Labor and Working Conditions
 - o ☐ Operational Concerns
 - o ☐ Policy and Compliance
 - o ☐ Ethical and Conduct Issues

- o ☐ Other (please specify):
- 10. **Summary of Grievance**
 - o Detailed description of the grievance (attach additional pages if necessary):

Section 4: Proceedings

- 11. **Summary of Previous Actions Taken:**
 - o Summary of any actions taken prior to the committee meeting.
- 12. **Presentation of Findings:**
 - o Summary of investigation findings presented to the committee.
- 13. **Discussions:**
 - o Key points discussed during the meeting (attach additional pages if necessary).
- 14. **Stakeholder Input:**
 - o Summary of any input or feedback from stakeholders present at the meeting.

Section 5: Decisions

- 15. **Committee's Decision:**
 - o Detailed description of the committee's decision regarding the grievance/appeal.
- 16. **Proposed Resolution:**
 - o Outline of the proposed resolution and any actions to be taken.
- 17. **Implementation Plan:**
 - o Detailed plan for implementing the proposed resolution, including responsible parties and timelines.

Section 6: Follow-Up

- 18. **Follow-Up Actions:**
 - o Any follow-up actions required (e.g., further investigations, additional meetings).
- 19. **Date of Next Meeting (if applicable):**

Section 7: Signatures

- 20. **Signatures of Committee Members:**
 - o [Name, Signature, Date]

- o [Name, Signature, Date]
- o [Name, Signature, Date]
- o [Name, Signature, Date]
- o [Name, Signature, Date]

21. **Signature of Meeting Recorder:**

- o [Name, Signature, Date]

This template ensures that the Grievance/Appeal Committee meetings' proceedings are fully documented, helping maintain a clear and transparent record of decisions and actions taken.

Appendix E: Grievance/Appeal Feedback Form

This form is designed to gather feedback from complainants about the grievance redress process, helping to improve the system and ensure that it meets the needs and expectations of stakeholders.

Section 1: Complainant Details

1. **Name:**
2. **Contact Information:**
 - o Phone:
 - o Email:
3. **Grievance/Appeal Reference Number:**

Section 2: Feedback on Grievance/Appeal Handling

4. **How satisfied were you with the following aspects of the grievance/appeal handling process?**

a. Ease of Submitting Grievance/Appeal:

- o ☐ Very Satisfied
- o ☐ Satisfied
- o ☐ Neutral
- o ☐ Dissatisfied
- o ☐ Very Dissatisfied

b. Timeliness of Acknowledgement:

- o ☐ Very Satisfied
- o ☐ Satisfied
- o ☐ Neutral
- o ☐ Dissatisfied
- o ☐ Very Dissatisfied

c. Communication throughout the Process:

- o ☐ Very Satisfied
- o ☐ Satisfied

- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

d. Professionalism and Courtesy of Staff:

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

e. Timeliness of Resolution:

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

f. Fairness of Resolution:

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Section 3: Detailed Feedback

5. Please provide any additional comments or suggestions on how we can improve our grievance/appeal handling process:

Section 4: Follow-Up

6. Would you like a follow-up on your feedback?
- ☐ Yes

- o ☐ No

7. Preferred Method of Follow-Up:

- o ☐ Phone
- o ☐ Email
- o ☐ In-person

Section 5: Declaration and Consent

8. Declaration:

- o I hereby declare that the information provided in this feedback form is true and accurate to the best of my knowledge.

9. Consent:

- o I consent to the use of my feedback to improve the grievance/appeal handling process.

Signature: Date:

This form helps gather valuable feedback from complainants about their experience with the grievance redress mechanism, which can be used to identify areas for improvement and enhance the overall effectiveness of the process.

PENDIX F: GRIEVANCE/APPEAL LOGBOOK

This logbook template provides a structured format for recording, tracking, and managing grievances/appeal, ensuring transparency and accountability in the grievance redress/appeal process.

Date Received	Complainant[/Appellant] Name	Contact Information	Grievance[/Appeal] Category	Grievance[/Appeal] Description	Assigned To	Investigation Findings	Proposed Resolution	Date Resolution Communicated	Follow-Up Actions	Grievance/Appeal Status
			Land Acquisition	Dispute over land compensation	Garba Lawal	Compensation was not calculated correctly	Recalculate and provide additional	2024-06-10	Confirm additional compensation received	Resolved
			Environmental Impact	Concerns about water contamination	Investigation Team	Water testing showed contamination levels	Implement water filtration system	2024-06-15	Monitor water quality and inform the complainant	Open

Detailed Breakdown:

Grievance/Appeal Reference Number: Unique identifier assigned to each grievance.

Date Received: The date the grievance/appeal was submitted.

Complainant Name: Name of the person submitting the grievance.

Contact Information: Contact details of the complainant (phone, email, address).

Grievance[/Appeal] Category: The type of grievance (e.g., Land Acquisition, Environmental Impact, Social Impact, Labor and Working Conditions, Operational Concerns, Policy and Compliance, Ethical and Conduct Issues, Other).

Grievance Description: A summary of the grievance.

Assigned To: The person or team assigned to handle the grievance.

Investigation Findings: Summary of the findings from the investigation.

Proposed Resolution: Description of the proposed resolution for the grievance/appeal.

Date Resolution Communicated: The date the proposed resolution was communicated to the complainant.

Follow-Up Actions: Any follow-up actions taken to ensure the resolution was satisfactory.

Grievance/Appeal Status: Status of the grievance (e.g., Open, Resolved, Closed).

Comments: Any additional comments or notes related to the grievance/appeal.