OSS – Grievance Mechanism

**Complaint form**

*This complaint form can be filled out by typing to enter the requested information. When completed, you may print and sign, or you may upload a photo of your signature (instructions provided below) and e-mail the completed form to* *doleances@oss.org.tn*

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| --- |
| ***Complainant information*** |
| **Name**  |   |
| **On behalf of**  |   |
| **Phone**  |   |
| **E-mail address**  |   |
| **Do you request that identity be kept confidential?** [ ] **Yes** [ ] **No** |
| ***Complaint*** |
| **Subject** | **……………………………………………………………….......****…………………………………………………………………...****…………………………………………………………………………………………………………………………………………****Project name**  **………………………………………………………………………………………………………………………………………...****Project location (Country, Village, etc.)** **………………………………………………………………………………………………………………………………………...** |
| **Details of the complaint** (include nature of the infringement) |   |
| **Supporting documents** (if any) |  |
| **Which results you wish to be achieved** (optional) |   |
| ***Reserved for Social and Environmental Committee***  |
| **Registration number**  |   |
| **Received by**  | **Date**  |
| **Nature of the complaint**  |   |
| **Conditions of admissibility**  | **Admissible** [ ]  **Non-admissible** [ ]  |
| ***Reserved for the specialized commission*** |
| **Reasoned opinion**  |    |
| *NOTES*  |
| 1. This form is to ensure that the complaint is received, key information is provided and action is initiated for investigation.
2. The "Complainant" may not be a person, the request can be initiated by a letter sent to a newspaper, an article or the Internet.
3. Complaintsmay be submitted by mail, fax, e-mail, or hand delivery to the OSS.
4. The "Details" must include a brief description and may refer to a letter or any other detailing document. Complaint may include any other information that s/he consider relevant
5. If the supporting documents are provided, it is important that they are registered to be examined during the investigation and to avoid any subsequent complaint alleging a concealment of pieces, even if it is not intentional
6. Under the "expected result", the complainant must specify the expected outcome after filing complaints such as: disciplinary action, cancellation decision etc.
7. It is accepted that the ON maintains a register of all complaints received indicating the results of the survey in the "registration number".
8. The person receiving the complaint must sign and date the form.
9. When an investigation request is made, the person's name assigned to the investigation and the date on which he/she receives the complaint are recorded
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Signature: Date:

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