

TCDP Grievance Process

The grievance management guide to be followed by TCDA/COCOBOD for the TCDP.

Grievance redress mechanism

Step	Process	Description	Time frame	Other information
1	Identification of grievance	Face to face; phone; letter, e-mail; recorded during public/community interaction; others	1 Day	Email address; hotline number
2	Grievance assessed and logged	<input type="checkbox"/> Significance assessed and grievance recorded or logged (i.e., in a log book)	4-7 Days	Significance criteria Level 1: one off event; Level 2: complaint is widespread or repeated; Level 3: any complaint (one off or repeated) that indicates breach of law or policy or this SEP/ESMF/RPF provisions.
3	Grievance is acknowledged	<input type="checkbox"/> Acknowledgement of grievance through appropriate medium	7-14 Days	
4	Development of response	<input type="checkbox"/> Grievance assigned to appropriate party for resolution; <input type="checkbox"/> Response development with input from management/ relevant stakeholders	4-7 Days 10-14 Days	
5	Response signed off	<input type="checkbox"/> Redress action approved at appropriate levels	4-7 Days	TCDA/COCOBOD should sign off
6	Implementation and communication of response	<input type="checkbox"/> Redress action implemented and update of progress on resolution communicated to complainant	10-14 Days	
7	Complainant's (s) Response	<input type="checkbox"/> Redress action recorded in grievance log book <input type="checkbox"/> Confirm with complainant that grievance can be closed or determine what follow up is necessary	4-7 Days	
8	Close grievance	<input type="checkbox"/> Record final sign off of grievance <input type="checkbox"/> If grievance cannot be closed, return to step 2 or refer to sector minister or recommend third-party arbitration or resort to court of law	4-7 Days	Chief Executive Officer, TCDA/COCOBOD