|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Suggestion / Grievance number: \_\_\_\_/202\_** | | | | | | | |
| **Submitted by:** | | | | | | | |
| **First name** | **Last name** | | **Job title** | | **Date** | | **Signature** |
|  |  | |  | |  | |  |
| **CATEGORIES** | **Description (please be as specific as possible):** | | | | | | |
| **Infrastructure** |  | | | | | | |
|  **Personal Relations** |  | | | | | | |
| **Contractual Rights** |  | | | | | | |
| **Human Rights** |  | | | | | | |
| **Labour Rights** |  | | | | | | |
| **Customary Rights** |  | | | | | | |
| **For administrative use only:** | | | | | | | |
| **Received by:** | | | | | | | |
| **First name** | | **Last name** | | | | **Job title** | |
|  | |  | | | |  | |
| **Date** | | | | **Signature** | | | |
| **Suggestion / Grievance received** | | | | | | | |

**Suggestion / Grievance Application.**

**Use the table below to help to analyze a suggestion / grievance.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Suggestion / Grievance**  **Category** | **Questions to answer** | | | |
| **Do I know the potential root cause?** | **Is the potential solution feasible?** | **Do I have the leverage?** | **What is the cost of the correction? The cost of the remediation?** |
| **Do I need more information? Who should I contact to get it?** | **By when?** | **Who can help me?** | **Is it affordable?**  **What are the alternatives?** |
| **Infrastructure related** |  |  |  |  |
| **Personal matter** |  |  |  |  |
| **Contract related** |  |  |  |  |
| **Human and labour rights** |  |  |  |  |
| **Customary rights** |  |  |  |  |