



THE REPUBLIC OF UGANDA

**AMURIA DISTRICT LOCAL GOVERNMENT
OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER
P.O. Box 4, Amuria. Website: www.cao@amuria.go.ug**

Date: 15th March, 2023

To All Stakeholders
Amuria District Local Government

AMURIA DISTRICT LOCAL GOVERNMENT GRIEVANCE REDRESS MECHANISM

For any grievance to be handled by the Grievance Redress Committee (GRC), below are the steps to be taken by an aggrieved party.

Step 1: Receipt of a Complaint

An aggrieved person (s) is/are to register a complaint either verbally or in written or through SMS Text or telephone call to the District Community Development Officer who will immediately enter it to a Complaint log. The DCDO can be contacted on the number 0773230942

Step 2: Acknowledgement of a Complaint

The Community Development Officer will acknowledge receipt of a complaint within 24 -48 Hours

Step 3: Determination and implementation of Redress Action

The GRC will determine the redress action in consultation with aggrieved party. If in a view of an aggrieved party, a grievance can be solved at this stage, the GRC will determined a corrective action in consultation with the aggrieved person. Grievance will be resolved and the status reported back to the complainant within three (3) weeks from receipt of a complaint.

Step 4: Amicable mediation and settlement

Agreed corrective action will be undertaken by duty bearer within the agreed timeframe. The date of the completed action will be recorded in the grievance log.

Step 5: Dissatisfaction and Alternative Actions

If the aggrieved person is not satisfied with the corrective action, he/she will be informed of the right to appeal to higher GRC structures or pursue justice in the Courts of Law.

In view of the above mechanism, this should be the last resort.

MANAGEMENT