

# Oman Broadband Grievance Redress Mechanism

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## 1 Introduction

The mitigation and management measures outlined in all other management plans, will work pro-actively towards identifying and addressing issues before they become grievances. However, when grievances are reported they need to be addressed in a consistent and verifiable manner. Oman Broadband's, therefore, establishes a Grievance Redressal Mechanism to:

- Enable stakeholders to easily identify and report any grievance regarding the project's performance; and
- Ensure that, through a defined process and within a predictable timeframe, stakeholders receive a response and/or resolution to the grievance.

The intention of this mechanism is to enable anyone to be able to have access to a complaint process that can be used, without risk of retaliation, by individuals, workers, community members and/or civil society organisations that are being affected by project activities and operations within the project's area of influence.

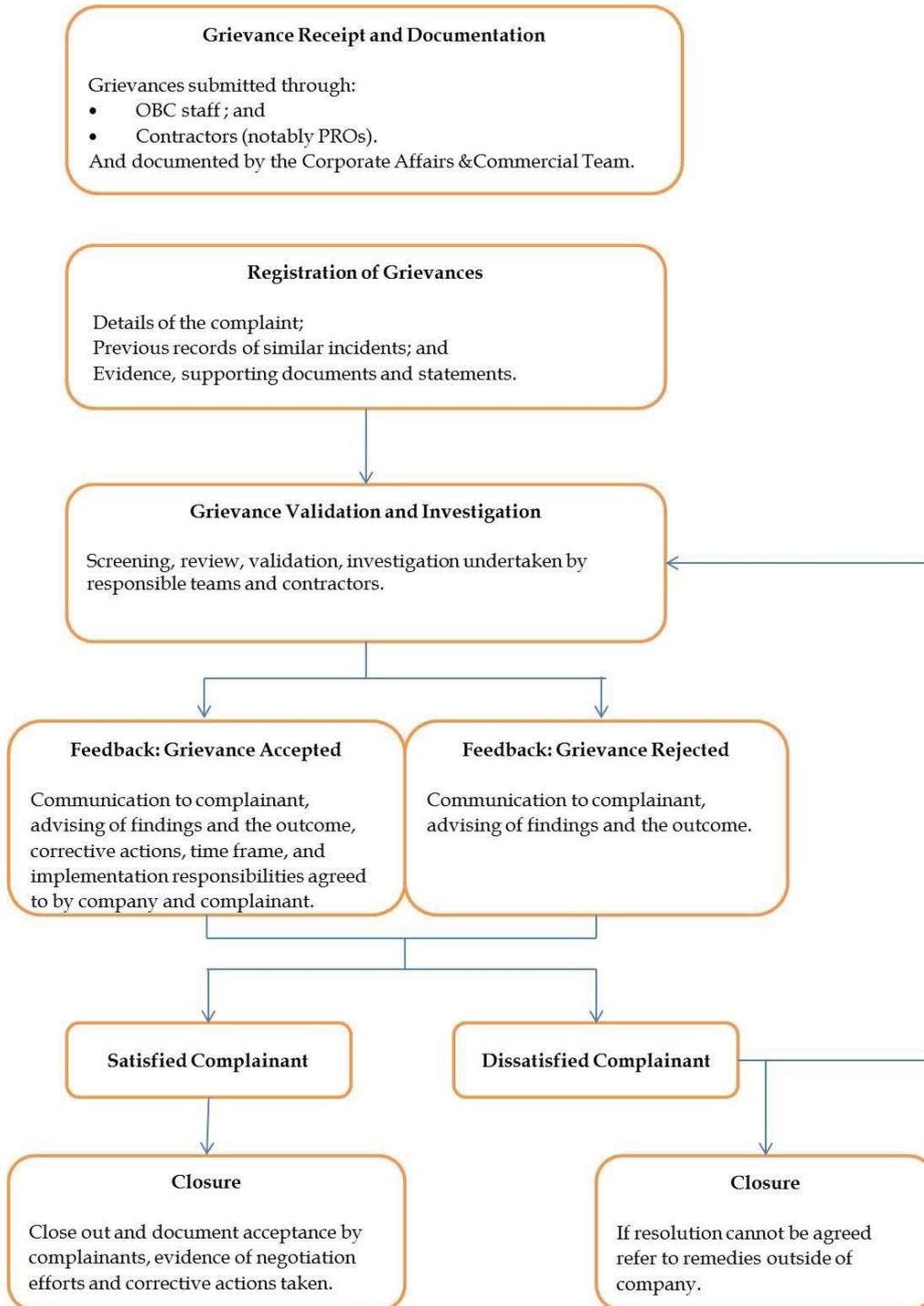
This procedure focuses on the recording and processing of complaints and grievances. In some cases, grievances may be linked to actual incidents, in which case the incident also need to be reported and captured within the operation's Incident Reporting System.

## 2 Grievance Procedure

### 2.1 Summary of Procedure

The Grievance Procedure for the Project will be followed for all grievances relating to the Project as outlined Figure 1.

Questions, queries or requests for information received on a day to day basis by the PROs or Contractors on site do not need to be captured by this Grievance Mechanism. However, a record of these and the responses given should be captured and submitted by the Contractors on a fortnightly basis to the Corporate Affairs and Commercial team so that recurrent issues can be identified and any issues that need the attention of Oman Broadband are identified.



**Figure 1 - Grievance Procedure**

## 2.2 Options to report a grievance

All information regarding the process of the grievance system is available online <http://omanbroadband.om/> as well as a form that can be filled online.

There are several options to access / report the grievances:

- **Phone** – Oman Broadband’s Corporate Affairs Department can be contacted during the hours of operation (8 am- 3 pm) Sunday to Thursday on 22310500.

(Note: Phone calls received must be followed up with an office/worksite visit or official letter of complaint unless enquiring; all calls received will be noted to ensure a data of calls received).

- **Office Visit** – Complainants may visit Oman Broadband’s Corporate Affairs Department from Sunday to Thursday during working hours (8:00am – 3:00pm) at the following address
  - **Knowledge Oasis Muscat – KOM5 – 5<sup>th</sup> Floor**
- **Worksite Visit** – Complainants may visit any of worksites advertised to be engaged in construction or maintenance activities for Oman Broadband during operation hours. They can either:
  - submit a written grievance that can be handed to the Oman Broadband Representative or the Contractor’s Supervisor in charge, or be placed in a ‘Suggestion Box’ that will be checked on a weekly basis for content if anonymity is required, or
  - request to speak to the Oman Broadband Representative or the Contractor’s Supervisor in charge. Complaints orally conveyed at a worksite will be recorded in written, and unless the complainant requires anonymity his/her contact details and signature will be requested to appear on the record.
- **Official Letter** - The Official letter can be directed to the Manager of the Corporate Affairs Department and can be either mailed or dropped off directly to Oman Broadband’s office in Muscat. Letters received will be stamped with the date received which will indicate the start of the processing timeline.
- **Email** - An Email can be sent to the Corporate Affairs Department to [esmp@omanbroadband.om](mailto:esmp@omanbroadband.om) When emailing, a copy of the Official Letter must be enclosed in the email message.
- An option is available for the individual filling the form to tick the anonymous button to ensure that there is no requirement for personal details to be filled.

### **2.3 Step 1: Grievance Receipt and Documentation**

Grievances or complaints shall be received through a variety of formats, all of which are equally valid. If requested by a complainant, anonymity shall be granted and the grievance processed on an anonymous basis. As such, all Project and contractor staff shall be fully aware of the Grievance Mechanism process so that they know how to receive a complaint themselves and pass it on to the Corporate Affairs and Commercial team or else instruct stakeholders about how they can access the Grievance Mechanism in another way.

The received grievance as well as the details of the complainants shall be noted down and passed on to the Corporate Affairs and Commercial team for registration within the day of receipt.

At this stage all grievances, regardless of if they are in written or verbal form or the potential validity of the grievance shall be treated with equal respect.

### **2.4 Step 2: Grievance Registration**

Once received, grievances will be logged; this log shall be used to capture all available information and to track the grievances.

This activity shall entail capture of complete details of the complaint including at a minimum:

- Name\*;
- Contact information\*;
- Date of complaint;
- Details of complaint;
- History of other complaints / queries / questions (if known);
- Prioritisation and categorisation;
- Resolutions discussed and agreed with the party(ies) in question;
- Actions implemented; and
- Outcome of the actions implemented.

\* In the instance when the complainant wishes to remain anonymous, his/her name and contact information will not be recorded.

## 2.5 Step 3: Grievance Validation and Investigation

All grievances will need to undergo some degree of review and investigation. The nature of investigations will be determined by the type of grievance and clarity of circumstances.

The Company Corporate Strategy Manager will be designated as the person responsible for grievance validity, categorisation and evaluation in line with *Table 1.2* and shall organise the validation of the complainant's legitimacy and organise the investigation.

He/ she will determine the validity and category of a complaint within 24 hrs of receipt. Where he/she establishes that a complaint is not genuine or not related to the Project, he/she shall formally communicate the verdict to the PROs operating in the area, giving supporting reasons. This will be communicated to the Complainant within 24 hours of receipt.

Where the complaint is established to be valid, the investigation process will begin. Depending on the circumstances of the complaint, various departments may need to get involved, including contractors.

The grievance evaluation/investigation process may also involve the complainant, depending on the category of complaint and availability of his/her contact details. The maximum period for investigation and communication of findings to the complainant shall be two months.

The findings of the grievance investigation will be recorded in the grievance log.

Figure 2 outlines the categories and nature of grievances and corresponding timelines.

Category	Close-out Timeline
<b>Invalid</b> The grievance is not genuine or not related to the Project.	2 working days
<b>Category A</b> Relatively minor and one-time problems. No reputational risk.	2 working days
<b>Category B</b> Relatively minor but repetitive problem. Low reputational risk may be reported in local media.	5 working days

Category	Close-out Timeline
<p><b>Category C</b></p> <p>Significant, larger problems related to operations. Medium reputational risk may be reported in local and/ or national media.</p>	30 working days
<p><b>Category D</b></p> <p>Major claim, significant adverse impact on a larger group or several groups. High reputational risk may be report in national or international media.</p>	45 working days
<p><b>Category E</b></p> <p>Major allegations regarding policy or procedure. High reputational risk may be report in national or international media.</p>	60 working days

Figure 2 - Grievance Evaluation Matrix

## 2.6 Step 4: Feedback to Complainant(s)

Once investigations are completed, a formal communication will be sent to the complainant, advising of findings and the outcome of the grievance investigation.

If the complainant is not satisfied with the resolution, or the outcome of the agreed corrective actions, the complainant should be asked for the reasons for their lack of satisfaction or where they feel the investigation has not considered all the issues. These issues should then be re-considered (as per Step 3) as part of an updated investigation and outcomes communicated to the Complainant. In the event that the Complainant is still not satisfied they should be free to take their grievances to a dispute resolution mechanism outside of the company grievance mechanism.

## 2.7 Step 5: Grievance Close-out and Register Update

Where the stakeholder is satisfied with the responses provided to their grievances, the register will be updated to indicate as much. All correspondences will be filed and the corrective actions clearly updated against the grievances.

Where the stakeholder is not satisfied with the response (after two rounds of investigation) this will also be recorded including any measures that were implemented.

Oman Broadband will ensure that all grievances raised by all Project stakeholders are treated impartially, respectfully and confidentially.