



## Tool 5.3: Template for Registering Complaints and Suggestions

<b>1. GRIEVANCE IDENTIFICATION NUMBER</b>	
<b>2. DETAILS OF COMPLAINT</b>	
2.1 When it occurred	
2.2 Where it occurred	
2.3 How it occurred	
2.4 Complainant(s)'s story and expectation	
2.5 Date grievance was recorded	
2.6 Place/method grievance was received	
<b>3. PROFILE OF COMPLAINANT(S)</b>	
3.1 Gender (optional)	
<b>4. CONTACT INFORMATION OF COMPLAINANT(S) OR REPRESENTATIVE</b>	
4.1 Anonymous (Y/N) Through a representative (Y/N)	
4.2 Phone	
4.3 Email	
4.4 Address	

5. COMPLAINT ACCEPTED? (Y/N)		
5.1 COMPLAINT NOT ACCEPTED		Check relevant box
5.1.1 Action taken	Clearly not related to the operations of the organization – rejected	
	Labor-related grievances – transfer to Human Resources	
	Commercial disputes – transfer to commercial dispute resolution mechanisms or civil court	
	Related to governmental policy and institutions – transfer to authorities	
	Other	
5.1.2 Complainant notified (Y/N)		
5.1.3 Method of notification		
5.1.4 Date of closure		
5.2 COMPLAINT ACCEPTED		Check relevant box
5.2.1 Category of complaint	Child Labor	
	Forced Labor	
	Occupational Health and Safety	
	Freedom of Association	
	Discrimination	
	Disciplinary Practices	
	Working Hours	
	Wages and Benefits	
	Regular Employment	
Supervisor(s)/Management		
5.2.2 Photos for evidence		
5.2.3 Type of Resolution	1. Internal (involving relevant teams members)	
	2. Multi-stakeholder oversight body	
	3. Independent mediation	

5.2.4 Resolution/corrective action taken, including measures to protect complainant from retaliation	
5.2.5 Complainant notified (Y/N)	
5.2.6 Method of notification	
5.2.7 Complainant(s) satisfied or appealed	
5.2.8 Photos and documentary evidence of closure	
5.2.9 Resources spent	
5.2.10 Date of closure	
5.2.11 Number of days from complaint to closure	
<b>6. POST CLOSURE MONITORING REQUIRED (Y/N)</b>	
6.1 Method and frequency of monitoring required	
6.2. Follow-up monitoring to ensure no retaliation	
<b>7. PREVENTIVE MEASURES TO AVOID RE-OCCURRENCE</b>	
7.1 Suggested preventive actions	