

HORN OF AFRICA GROUNDWATER FOR RESILIENCE ABAAR-TIR

The GW4R program aims to increase sustainable access and management of groundwater as a key contribution to strengthening the climate resilience of targeted communities in the Horn of Africa region.

GW4R PROJECT GRIEVANCE MECHANISM



STEPS OF GRIEVANCE MECHANISMS

- 01**
Submit your Complaint to GW4R by email, letter, or Telephone call
-All information received will be treated as confidential.
- 02**
Acknowledge and Review -We will respond in 5 working days. -Your submission will then be reviewed for further action.
- 03**
Response to Complaint Made -After reviewing your complaint, we will contact you within 7-14 days with possible solutions.
- 04**
Resolving the Problem -We will work together to resolve the problem.
- 05**
Close Out -You will receive a full report on the matter after the problem is resolved.