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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA
2	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA
3	No	1. Province	2. Infrastructure Type (Road, Airport or Bridge)	3. Gender (Male or Female)	4. Occupation	5. Location/Address	6. Received Date	7. Type of Complaint (1) Affected Person(s) (2) Secondary (on behalf of the AP) (3) CH Organisation (Check as small groups) (4) Service Organisation (Local Govt Institution) (5) Others - Specify	8. Mode of Receiving the Complaint (1) Phone Call (2) Visit (3) Email (4) In-person (5) Other - Specify	9. Location of the problem/issue specified in the complaint (1) Village (2) Construction Site (3) Other - Specify	10. Type of Problem/Issue (1) Land Access (2) Compensation (3) Contractor (4) Construction (5) Resettlement (6) N/A (7) Other - Specify	11. Who to Address (1) PA (2) SAC (3) Contractor (4) Government (5) N/A (6) All of the above	12. Short Description of the Problem/Issue/Concern (This should include person/agency responsible for causing the problem) (1) Project Implementing agency (2) Affected Party (3) Service delivery agencies (4) Local public authority (5) CH organisations (6) Funding Agencies	13. Rating of issue (1) Low (2) Medium (3) High	14. Past Action taken by the complainant of (1) None	15. Details of the Person who received the Complaint (1) S.1. Name (2) S.2. Position (3) S.3. Date	16. Details of who is responsible to deal with the complaint (1) S.1. Position (2) S.2. Date Received to Date of Action	17. Actions taken by the Receiving Office (1) S.1. Action 2 and Date of Action (2) S.2. Action 3 and Date of Action	18. Final Resolution																																		
5	SIMAL BRIDGE ON MALAYA (REVEIS ENVOO INTERNATIONAL)	1	Road	M	Security Guard	Fote ladown site	24/01/2023	1 - Affected Person	3 - Verbal complaint	3 - Fote ladown site	2 - Land Access and Contractor	3 - Contractor	Complaint that he was not getting correct payment for working during Christmas of December 2022. Also requested to consider about the payment structure of fote ladown site.	3	None	Denmark Malano	Contractor's Site Engineer	24/01/2023	Contractor's Site Engineer	27/02/2023	Revised management plan signed by the complainant.	Contractor's Project Manager signed the payment.	Paid the affected person on 27/02/23	Closed Settled on 27/02/23 by the contractor.																													
6	2	Road	M	Farmer	Fote ladown site	23/01/2023	1 - Affected Person	1 - Letter	3 - Fote ladown site	3 - Compensation	3 - Contractor	3 - Contractor	Have complainant filed a complaint letter demanding \$500 compensation from the contractor alleging that the contractor had trespassed on their lands of Gwalitok of the fote ladown site.	3	None	Denmark Malano	Contractor's Site Engineer	23/01/2023	Contractor's Site Engineer	23/03/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed Settled on 23/03/23 by the contractor.																													
7	3	Road	M	Security Guard	Havako	13/04/2023	1 - Affected Person	1 - Letter	3 - Fote ladown site	2 - Land Access	3 - Contractor	3 - Contractor	The complainants alleged that they owned owners of fote ladown site and the contractor was trespassing on their lands of fote ladown site.	3	None	Denmark Malano	Contractor's Site Engineer	13/04/2023	Contractor's Site Engineer	13/04/2023	Revised the management plan signed by the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed Settled on 13/04/23 by the contractor.																												
8	4	Road	M	Farmer	Gwalitok	18/04/2023	1 - Affected Person	1 - Letter	3 - Burnt Quarry	2 - Land Access	3 - Contractor	3 - Contractor	He alleged that there is still a court pending regarding the ownership of the burnt quarry with the group that the contractor had trespassed on their lands of Gwalitok of the burnt quarry of Buma quarry.	3	None	Denmark Malano	Contractor's Site Engineer	18/04/2023	Contractor's Site Engineer	18/04/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed Settled on 18/04/23 by the contractor.																												
9	5	Road	M	Layoff	Fu	17/08/2023	2 - On behalf of the AP	1 - Letter	3 - Fu	2 - Land Access and 4 - Contractor	3 - Contractor	3 - Contractor	Met on behalf of the AP instructed contractor not to affect new stone/gardens from Fu River that affected the fote ladown site and requested the contractor to take action on the issue.	1	None	Denmark Malano	Contractor's Site Engineer	17/08/2023	Contractor's Site Engineer	18/08/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed Settled on 18/08/23 by the contractor.																												
10	6	Road	M	NA	Fote Village	04/10/2023	3 - As and On behalf of other APs	1 - Letter	3 - Fote ladown site	2 - Land Access	3 - Contractor	3 - Contractor	Party claims to own rights of ownership of the fote ladown site and requested the contractor to take action on the issue.	1	None	Uniqyogo	Contractor's Site Engineer/Safeguards	04/10/2023	Contractor's Site Engineer/Safeguards	04/10/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 04/10/2023																												
11	7	Road	M	Site worker	Fote ladown site	30/10/2023	2 - On behalf of the AP	3 - Verbal Complaint	3 - Fote ladown site	7 - Other (Personal matter)	3 - Contractor	3 - Contractor	Two workers engaged about personal matters on site affecting work schedule (not belonging to the day) belonging work for the day was not on site the last work day off until matters were resolved.	3	None	Uniqyogo	Contractor's Site Engineer/Safeguards	30/10/2023	Contractor's Site Engineer/Safeguards	31/10/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 31/10/2023																												
12	8	Road	M	NA	Fote Village	14/11/2023	1 - Affected Person 8.2 - on behalf of other APs	1 - Letter	3 - Fote ladown site	2 - Land Access	3 - Contractor	3 - Contractor	Party claims to own rights of ownership of the fote ladown site and requested the contractor to take action on the issue.	1	None	Bion Mury	Contractor's Site Engineer/Safeguards	14/11/2023	Contractor's Site Engineer/Safeguards	14/11/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 14/11/2023																												
13	9	Road	M	Farmer	Fote Area	25/09/2023	1 - Affected Person	3 - Verbal Complaint	3 - Gwalitok	2 - Land Access and 4 - Contractor	3 - Contractor	3 - Contractor	A claim regarding their relative's grave site located within the contractor's fote ladown area.	3	None	Japhet Bagiro	Safeguards/CHC Officer	20/09/2023	Contractor's PA	20/09/2023	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Closed on 20/09/2023																												
14	10	Road	M	Security Guard	Fote Area	10/07/2023	1 - Affected Person	3 - Verbal Complaint	3 - Fote	2 - Land Access	3 - Contractor	3 - Contractor	The complainant has a valid claim regarding the ownership of the fote ladown area.	2	None	Japhet Bagiro	Safeguards/CHC Officer	10/07/2023	Contractor's PA	10/07/2023	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Closed on 10/07/2023																												
15	11	Road	M	Farmer	Boundary of Gwalitok quarry site	10/07/2023	1 - Affected Person	3 - Verbal Complaint	3 - Boundary to Gwalitok quarry site	2 - Land Access - quarry	3 - Contractor	3 - Contractor	Boundary party claimed the land ownership of Gwalitok quarry site to be their own.	1	None	Japhet Bagiro	Safeguards/CHC Officer	10/07/2023	Safeguards/CHC Officer	10/07/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 10/07/2023																												
16	12	Road	M	NA	Claimed Gwalitok lands their lands	13/07/2023	1 - Affected Person	1 - Letter & 3 - Verbal complaint	3 - Gwalitok comp site	2 - Land Access	3 - Contractor	3 - Contractor	Claimed Gwalitok comp site is their lands.	3	None	Japhet Bagiro	Safeguards/CHC Officer	10/07/2023	Safeguards/CHC Officer	10/07/2023	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's PA met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Closed on 31/08/2023																												
17	13	Road	F	Unemployed	Aldru village	03/08/2023	1 - Affected Person	3 - Verbal Complaint	1 - Aldru village	7 - Other (Property (See Part))	3 - Contractor	3 - Contractor	Claimed that the vegetation found on his land.	1	None	Japhet Bagiro	Safeguards/CHC Officer	03/08/2023	Safeguards/CHC Officer	03/08/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 11/08/2023																												
18	14	Road	M	Unemployed	Rongodwa	04/08/2023	1 - Affected Person	3 - Verbal Complaint	1 - Rongodwa Village	2 - Land Access	3 - Contractor	3 - Contractor	A third party claimed that the quarry site (Area) is within the boundary that they bought.	2	None	Japhet Bagiro	Safeguards/CHC Officer	04/08/2023	Safeguards/CHC Officer	04/08/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 04/08/2023																												
19	15	Road	M	Business Owner - Fuel Depot	Buma Heights	21/08/2023	1 - Affected Person	3 - Verbal Complaint	1 - Buma Heights Village	7 - Other (Fuel)	3 - Contractor	3 - Contractor	An contractor employee over the counter of petrol from a community member but failed to pay the company. The owner then visited the contractor requesting the sum of \$1000.	2	None	Japhet Bagiro	Safeguards/CHC Officer	21/08/2023	Safeguards/CHC Officer	21/08/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 21/08/2023																												
20	16	Road	M	Unemployed	Gwalitok	02/09/2023	1 - Affected Person	3 - Verbal Complaint	3 - Gwalitok	7 - Other (Personal disagreements)	3 - Contractor	3 - Contractor	A complainant alleged that a community member about 2 km of contractor's work claiming that they were only hired because they were related to a resource owner. He requested that the contractor terminate their contract.	1	None	Thompson Aabito	Camp manager	02/09/2023	Safeguards/CHC Officer	02/09/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 02/09/2023																												
21	17	Road	M	Farmer	Gwalitok	08/09/2023	1 - Affected Person	3 - Verbal Complaint	3 - Gwalitok	7 - Other (Water Issue)	3 - Contractor	3 - Contractor	They both complained about contractor's water truck refilling water at the Gwalitok sub-division located beside their lands.	3	None	Simon Umit	CLO	08/09/2023	Safeguards/CHC Officer	08/09/2023	Contractor's CLO met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's CLO met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's CLO met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's CLO met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Closed on 08/09/2023																												
22	18	Road	M	Farmer	Koolivillage	16/09/2023	1 - Affected Person	3 - Verbal Complaint	3 - Koolivillage	7 - Other (Water Issue)	3 - Contractor	3 - Contractor	They both complained about contractor's water truck refilling water at the Koolivillage.	3	None	Simon Umit	CLO	16/09/2023	Safeguards/CHC Officer	16/09/2023	Contractor's CLO met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's CLO met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's CLO met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Contractor's CLO met with the complainant and discussed the issue. The complainant was assured that the issue was being resolved.	Closed on 16/09/2023																												
23	19	Road	M	Unemployed	Daboth	04/11/2023	1 - Affected Person	3 - Verbal Complaint	3 - Daboth	5 - Construction/3 - Compensation	3 - Contractor	3 - Contractor	Claimed that the contractor had damaged their property (trees) which was beyond the 15m and demanded \$2000 as a compensation.	1	None	Japhet Bagiro	Safeguards/CHC Officer	04/11/2023	Safeguards/CHC Officer	04/11/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 04/11/2023																												
24	20	Road	F	Housewife	Daboth	01/12/2023	1 - Affected Person	3 - Verbal Complaint	2 - Daboth	5 - Construction	3 - Contractor	3 - Contractor	The complainant claimed that the contractor's water truck caused water to overflow into their residential area.	2	None	Japhet Bagiro	Safeguards/CHC Officer	01/12/2023	Safeguards/CHC Officer	01/12/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 01/12/2023																												
25	21	Road	M	Farmer	Daboth	01/12/2023	1 - Affected Person	3 - Verbal Complaint	2 - Daboth	5 - Construction	3 - Contractor	3 - Contractor	It was complained that the contractor's water truck caused water to overflow into their residential area.	2	None	Japhet Bagiro	Safeguards/CHC Officer	01/12/2023	Safeguards/CHC Officer	01/12/2023	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 01/12/2023																												
26	22	Road	M	Unemployed	Gwalitok	02/01/2024	1 - Affected Person	3 - Verbal Complaint	3 - Gwalitok	7 - Aggregates (Dirt)	3 - Contractor	3 - Contractor	Paul and John claimed that they were the owners of the fote ladown area (land) that the contractor's water truck caused water to overflow into their residential area.	2	None	Japhet Bagiro	Safeguards/CHC Officer	02/01/2024	Safeguards/CHC Officer	02/01/2024	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Contractor's Site Engineer requested the complainant that they did not wish to respond to the contractor to continue work and they did not wish to work with the complainant.	Closed on 02/01/2024																												
27	23	Road	M	CAC chairman	Anomise	14/01/2024	1 - Affected Person	3 - Verbal Complaint	3 - Anomise	7 - Other (Personal)	3 - Contractor	3 - Contractor	He claimed that the contractor's water truck caused water to overflow into their residential area.	2																																							

