

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																							
A. General Information																																B. Completion Information (Person Reporting)																																C. Complaint Details																																D. Action Taken																															
No.	1. Province	2. Infrastructure Type (Road, Airport or Bridge)	3. Gender (Male/Female)	4. Occupation	5. Location Address	6. Received Date	7. Type of Complaint (1) Affected Person(s) (2) Letter (3) From Call (4) Verbal Complaint (5) Expertise from (6) Local Government (7) Local Organisation (8) Other (Specify)	8. Mode of Receiving the Complaint (1) Letter (2) From Call (3) Verbal Complaint (4) Expertise from (5) Local Government (6) Local Organisation (7) Other (Specify)	9. Location of the problem/issue (Specify the complaint) (1) Village (2) Construction Site (3) Other (Specify)	10. Type of Problem/Complaint (1) Issue (2) Land Access (3) Compensation (4) Contractor (5) Contractor (6) Environmental (7) Other (Specify)	11. Who to Address (1) Issue (2) Land Access (3) Compensation (4) Contractor (5) Contractor (6) Environmental (7) Other (Specify)	12. Short Description of the Problem/Issue/Concern (This should include person(s) responsible for causing the problem/issue (1) Project Implementing Agency (2) Affected Party (3) Project Implementing Agency (4) Local public authority (5) Civil Organisation (6) Funding Agencies)	13. Rating of Issue (1) Low (2) Medium (3) High	14. Past Action taken by the complainant (If any)	15. Details of the Person who received the Complaint (1) Name (2) Position (3) Date	16. Details of who is responsible to deal with the complaint (1) Name (2) Date Forwarded to (3) Position	17. Action 1 and Date of Action	17. Action 2 and Date of Action	17. Action 3 and Date of Action	18. Final Resolution																																																																																																											
54. HINDA TERMINAL (CC/C)																																																																																																																															
1	Western Province	Airport - Terminal	M	Local Contractor Worker	Mundu	01/12/2022	1 - Affected Person	3 - Verbal Complaint	2 - Construction Site	7 - Other - Incident	3 - Contractor	A local water fell from a scaffold and injured the worker.	3	None	Haha Palasa	Jr Safeguards for SC	01/12/2022	Contractor's GHE Manager	01/12/2022	Supervisor Consultant called the GHE Manager regarding an investigation and report on the incident. 1/12/2022	Follow up on email was made on 5/12/22. The injured worker was taken to the clinic for medical attention and the Contractor reported confirmed that the worker was injured and was taken to the clinic for medical attention. The Contractor reported confirmed that the worker was injured and was taken to the clinic for medical attention. The Contractor reported confirmed that the worker was injured and was taken to the clinic for medical attention.	Contractor transport the injured worker to clinic for review on 28/12/22. The Contractor reported confirmed that the worker was injured and was taken to the clinic for medical attention. The Contractor reported confirmed that the worker was injured and was taken to the clinic for medical attention. The Contractor reported confirmed that the worker was injured and was taken to the clinic for medical attention.	The occurrence of this safety incident has caused the high attention of the Contractor. The contractor will continue to conduct safety training for employees, the contractor will ensure that the safety standards are followed. The contractor will ensure that the safety standards are followed. The contractor will ensure that the safety standards are followed. The contractor will ensure that the safety standards are followed.	Closed on 28/12/2022																																																																																																							
2	Western Province	Airport - Terminal	M	Local Contractor Worker	Mundu	17/01/2023	1 - Affected Person	2 - Construction Site	4 - Contractor	3 - Contractor	The grievance resolution from local worker is about their fortnightly payment which they received and notified that the pay rate during the week days is the weekly day pay rate. Also, concerned that there is a change in the working hours.	3	None	Haha Palasa	Jr Safeguards for SC	17/01/2023	Contractor's CLO/Procurement Manager	17/01/2023	The Contractor's CLO/Procurement Manager immediately arranged a meeting with the affected person to discuss the grievance and to resolve the issue. The Contractor's CLO/Procurement Manager immediately arranged a meeting with the affected person to discuss the grievance and to resolve the issue. The Contractor's CLO/Procurement Manager immediately arranged a meeting with the affected person to discuss the grievance and to resolve the issue.	The Contractor's CLO/Procurement Manager immediately arranged a meeting with the affected person to discuss the grievance and to resolve the issue. The Contractor's CLO/Procurement Manager immediately arranged a meeting with the affected person to discuss the grievance and to resolve the issue. The Contractor's CLO/Procurement Manager immediately arranged a meeting with the affected person to discuss the grievance and to resolve the issue.	The Contractor's CLO/Procurement Manager immediately arranged a meeting with the affected person to discuss the grievance and to resolve the issue. The Contractor's CLO/Procurement Manager immediately arranged a meeting with the affected person to discuss the grievance and to resolve the issue. The Contractor's CLO/Procurement Manager immediately arranged a meeting with the affected person to discuss the grievance and to resolve the issue.	Closed on 17/01/2023																																																																																																									
3	Western Province	Airport - Terminal	F	Supervisor Consultant	Mundu	24/01/2023	1 - Affected Person	3 - Verbal Complaint	3 - Contractor Camp	4 - Contractor	3 - Contractor	Supervisor Consultant of the Contractor's Management during Weekly Inspection. His grievance is regarding the Contractor's Management during Weekly Inspection. His grievance is regarding the Contractor's Management during Weekly Inspection. His grievance is regarding the Contractor's Management during Weekly Inspection.	3	None	Kevin Langford	Resident Engineer	24/01/2023	Resident Engineer	24/01/2023	Nothing was done after the report. Therefore the complaint was closed with SRAP on 24/01/2023 as per the report.	Nothing was done after the report. Therefore the complaint was closed with SRAP on 24/01/2023 as per the report. Nothing was done after the report. Therefore the complaint was closed with SRAP on 24/01/2023 as per the report.	Nothing was done after the report. Therefore the complaint was closed with SRAP on 24/01/2023 as per the report. Nothing was done after the report. Therefore the complaint was closed with SRAP on 24/01/2023 as per the report.	Closed on 24/01/2023																																																																																																								
4	Western Province	Airport - Terminal	M	Anonymous	Mundu	19/03/2023	2 - Concerns/Issues	3 - Verbal Complaint	1 - Village	4 - Contractor	3 - Contractor	The contractor's activities are not safe. And also, the contractor's activities are not safe. And also, the contractor's activities are not safe. And also, the contractor's activities are not safe.	3	None	Kevin Langford	Resident Engineer	19/03/2023	Resident Engineer	19/03/2023	The contractor's activities are not safe. And also, the contractor's activities are not safe. And also, the contractor's activities are not safe. And also, the contractor's activities are not safe.	The contractor's activities are not safe. And also, the contractor's activities are not safe. And also, the contractor's activities are not safe. And also, the contractor's activities are not safe.	The contractor's activities are not safe. And also, the contractor's activities are not safe. And also, the contractor's activities are not safe. And also, the contractor's activities are not safe.	Closed on 19/03/2023																																																																																																								
5	Western Province	Airport - Terminal	M	Landowner	Mundu	24/06/2023	1 - Affected Person	1 - Letter	3 - Shovel boundary with MCA	2 - Land Access	5 - All of the above	A letter was written concerning the discharge of drain water from the airport terminal building. The letter was written concerning the discharge of drain water from the airport terminal building. The letter was written concerning the discharge of drain water from the airport terminal building.	1	None	Haha Palasa	Jr Safeguards for SC	24/06/2023	SRAP PT/HS	24/06/2023	SRAP PT/HS on 24/06/2023 organized a meeting with the affected person and discussed the issue. The SRAP PT/HS on 24/06/2023 organized a meeting with the affected person and discussed the issue. The SRAP PT/HS on 24/06/2023 organized a meeting with the affected person and discussed the issue.	MCA Engineer and Ministry of Lands Urban and Settlements (MUS) with SRAP PT/HS and MCA had a meeting with the affected person and discussed the issue. The MCA Engineer and Ministry of Lands Urban and Settlements (MUS) with SRAP PT/HS and MCA had a meeting with the affected person and discussed the issue.	This is beyond the contractor's supervision and PT/HS address. Therefore, it is with MCA and MUS to address. The case is currently with MCA and MUS. The case is currently with MCA and MUS. The case is currently with MCA and MUS.	Closed on 24/06/2023																																																																																																								
6	Western Province	Airport - Terminal	M	Anonymous	Mundu	31/07/2023	1 - Affected Person	3 - Verbal Complaint	2 - Construction Site	4 - Contractor	3 - Contractor	The local labour who were doing the concrete foundation work for the firefighting tank. The local labour who were doing the concrete foundation work for the firefighting tank. The local labour who were doing the concrete foundation work for the firefighting tank.	3	None	Haha Palasa	Jr Safeguards for SC	31/07/2023	Contractor's GHE and Procurement Manager	31/07/2023	The CLO immediately arranged a meeting with the affected person and discussed the issue. The CLO immediately arranged a meeting with the affected person and discussed the issue. The CLO immediately arranged a meeting with the affected person and discussed the issue.	The CLO immediately arranged a meeting with the affected person and discussed the issue. The CLO immediately arranged a meeting with the affected person and discussed the issue. The CLO immediately arranged a meeting with the affected person and discussed the issue.	The CLO immediately arranged a meeting with the affected person and discussed the issue. The CLO immediately arranged a meeting with the affected person and discussed the issue. The CLO immediately arranged a meeting with the affected person and discussed the issue.	Closed on 31/07/2023																																																																																																								
7	Western Province	Airport - Terminal	M	Contractor Worker	Mundu	13/09/2023	1 - Affected Person	3 - Verbal Complaint	2 - Construction Site	4 - Contractor	3 - Contractor	A task of water affecting (1) A message letter (2) Pay for the day engaged to work since the task is not.	3	None	Haha Palasa	Jr Safeguards for SC	13/09/2023	Contractor's GHE and Procurement Manager	13/09/2023	The contractor's GHE and Procurement Manager immediately arranged a meeting with the affected person and discussed the issue. The contractor's GHE and Procurement Manager immediately arranged a meeting with the affected person and discussed the issue.	The contractor's GHE and Procurement Manager immediately arranged a meeting with the affected person and discussed the issue. The contractor's GHE and Procurement Manager immediately arranged a meeting with the affected person and discussed the issue.	The contractor's GHE and Procurement Manager immediately arranged a meeting with the affected person and discussed the issue. The contractor's GHE and Procurement Manager immediately arranged a meeting with the affected person and discussed the issue.	Closed on 13/09/2023																																																																																																								
8	Western Province	Airport - Terminal	M	Local Contractor Worker	Mundu	27/09/2023	1 - Affected Person	1 - Letter	3 - Compensation	3 - Contractor	3 - Contractor	Local worker obtained authority from the Labour Division in regard to their grievance of non-payment of overtime payment by the contractor on 28/09/2023.	3	None	Haha Palasa	Jr Safeguards for SC	27/09/2023	Procurement Manager	27/09/2023	The contractor's Procurement Manager immediately arranged a meeting with the affected person and discussed the issue. The contractor's Procurement Manager immediately arranged a meeting with the affected person and discussed the issue.	The contractor's Procurement Manager immediately arranged a meeting with the affected person and discussed the issue. The contractor's Procurement Manager immediately arranged a meeting with the affected person and discussed the issue.	The contractor's Procurement Manager immediately arranged a meeting with the affected person and discussed the issue. The contractor's Procurement Manager immediately arranged a meeting with the affected person and discussed the issue.	Closed on 27/09/2023																																																																																																								
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