



# **DBSA Project Grievance Procedure**

**March 2018**

**Development Bank of Southern Africa**

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**MIDRAND, 1658**

[www.dbsa.org](http://www.dbsa.org)

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## **Preamble**

The DBSA is a development finance institution that has been entrusted with the mission to advance the development impact in the region by expanding access to development finance and effectively integrating and implementing sustainable development solutions to:

- Improve the quality of life of people through the development of social infrastructure
- Support economic growth through the investment in economic infrastructure
- Support regional integration
- Promote sustainable use of scarce resource

The DBSA is committed to adhering to standards and procedures of accountability and transparency in all its business operations as set out in its governance policies and to address the environmental impact of its business activities, directly or indirectly with those doing business with the DBSA.

## **1. PURPOSE**

- 1.1. The purpose of the grievance procedure is to provide guidelines on managing and responding to complaints related to the implementation of any projects and programmes funded by DBSA.

## **2. SCOPE OF GRIEVANCE PROCEDURE**

- 2.1. The grievance procedure applies to all complaints received in relation to the implementation of any projects and programmes supported by DBSA.

- 2.2. The grievance procedure applies to all complaints received in relation to the implementation of any projects or programmes implemented by agency arrangements entered into by the Bank.
- 2.3. The grievance procedure will apply to all genuine concerns raised in relation to health and safety risk and adverse environmental impacts in relation to DBSA funded projects and programmes. The procedure will not apply to complaints related to unsuccessful funding outcomes.

### **3. PROCEDURE GUIDELINES**

#### **3.1. Reporting a Complaint**

- 3.1.1. Any project affected party who has a reasonable belief that a DBSA funded project or programme may potentially result in a health or environmental risk or adverse impact may raise a concern or report a complaint.
- 3.1.2. Concerns or grievances must be genuine and be raised without malice and in good faith.
- 3.1.3. When reporting a concern or grievance it is important that the complainant provide sufficient information that will enable thorough investigation.

#### **3.2. Investigation of the Complaint**

- 3.2.1. An investigation will be conducted as speedily as possible and the outcomes / action plan communicated to the complainant within three weeks (15 working days).
- 3.2.2. An acknowledgement of receipt of the concern and/or grievance will be communicated to the complainant through email and/or in writing.
- 3.2.3. Where feedback within three weeks (15 working days) is not possible, the person, community of project stakeholder will be notified of the reason of the delay.

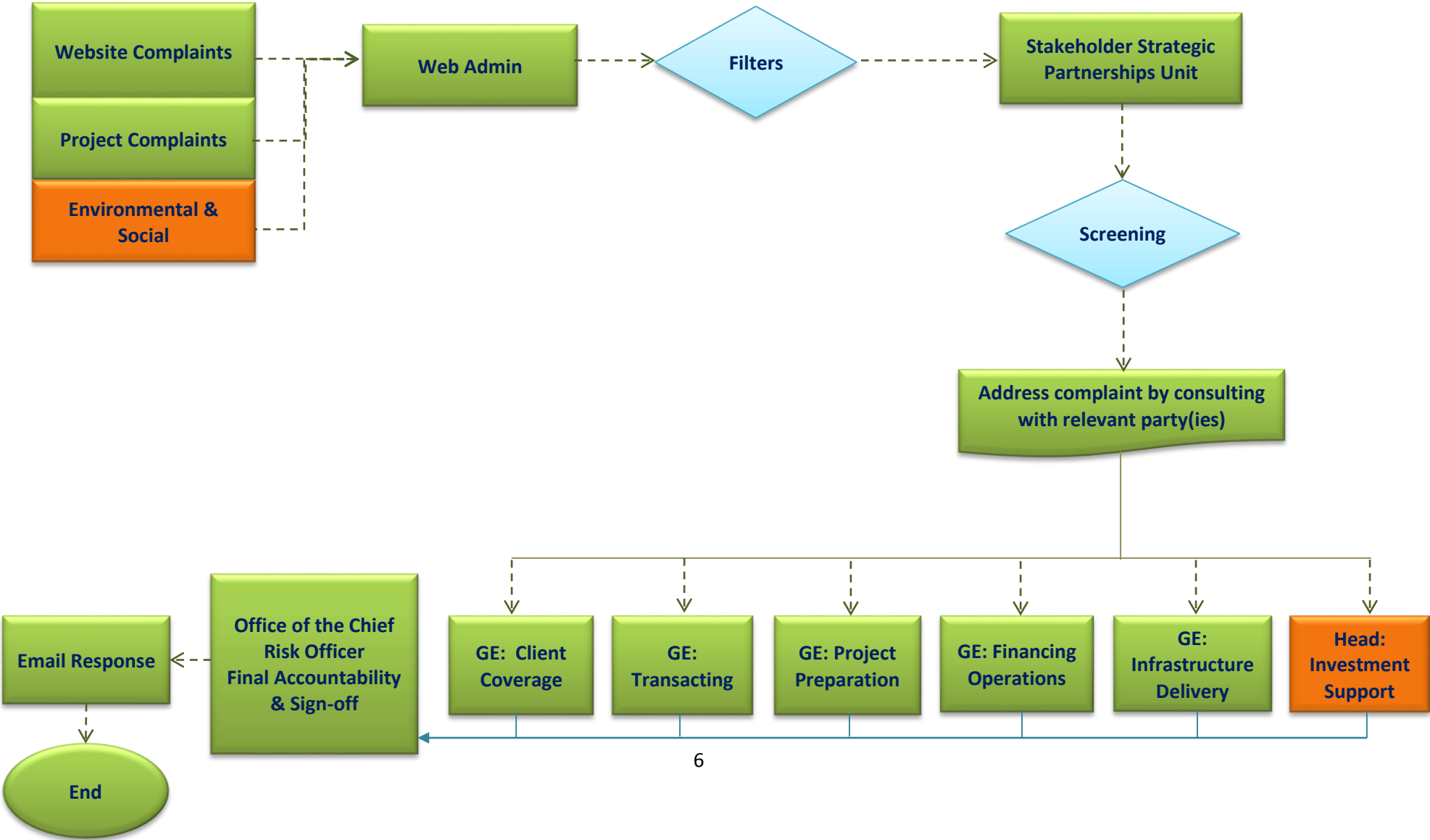
#### **3.3. Grievance and Investigation Procedure**

- 3.3.1. A complaint can be reported through the following channel:

<https://www.dbsa.org/EN/About-Us/ContactUs/Pages/default.aspx>

- 3.3.2. The complaint will be received and reviewed by the Website Administrator and forwarded to the Stakeholder Strategic Partnerships Unit (SSPU).
- 3.3.3. Where the complaint covers Environmental and Social matters, the SSPU will forward these to the Head: Investment Support.
- 3.3.4. The SSPU will forward general related considerations to the relevant operational division.
- 3.3.5. The SSPU will communicate to the complainant to acknowledge receipt and the process forward.
- 3.3.6. The relevant operational division will provide feedback to the complainant.
- 3.3.7. Should the feedback not be satisfactory, the complainant can escalate the concerns to the Office of the Chief Risk Officer.

Figure 1: Grievance and Investigation Procedure



**Annexure A: DBSA Project Grievance Form**

<b>Name &amp; Surname</b>	
<b>Organisation</b>	
<b>Address</b>	
<b>Telephone Number</b>	
<b>Email Address</b>	
<b>Project Description</b>	
<b>Project Location</b> <b>(Province, City)</b>	
<b>Nature of the Complaint/Concern</b>	
<b>Other Comments</b>	