



GRIEVANCE REDRESS PROCEDURES

Interested stakeholders and the general public may raise a grievance or complaint. PACT has established investigation procedures for anti-fraud and prohibited practices and a specific grievance mechanism for managing social and environmental complaints, all of which are published and accessible from our website at www.pactbelize.org. All reports received by PACT must be formally submitted using the form included below and must be managed in accordance with the applicable policies and procedures contained in the Environmental & Social Management Framework, Anti-Fraud Policy & Procedures, and Whistle Blower Policy.

The form below is to be completed by individuals wishing to make or file a grievance or complaint. Complainants may also ask someone else who is acting with their knowledge and consent to write or express the grievance. Any instances of observed or known fraudulent activity, breach of laws and regulations, prohibited practices, or ethical misconduct should be reported. All reports **must** be documented and will be investigated in accordance to PACT's investigation procedures and whistle blower policy¹ as described below:

- Completed Grievance Forms are received by the Chair of the PACT Finance and Audit Committee immediately.
- The Chair of the PACT Finance & Audit Committee (or appropriate authorized assigns) will immediately launch an investigation into the reported activity.
- All inquiries concerning the activity under investigation from the suspected individual, his or her attorney or representative, or any other inquirer should be directed to the Chair of the PACT Finance & Audit Committee, and where appropriate, to PACT's legal representative.
- No information concerning the status of an investigation will be disclosed.
- The reporting individual shall not:
 - Contact the suspected individual in an effort to determine facts or demand restitution.
 - Discuss the case, facts, suspicions, or allegations with *any-one* unless specifically asked to do so by the Chair of the PACT Finance & Audit Committee.
- Upon conclusion of investigations, the outcomes, along with PACT's recommendations, will be handed over to the relevant grantee/associate for final measures to be taken.
- If the investigation substantiates that fraudulent activities have occurred, the Chair of the PACT Finance & Audit Committee will issue reports to appropriate designated personnel and, if appropriate, to the Board of Directors.
 - Decisions to prosecute or refer the examination results to the appropriate law enforcement and/or regulatory agencies for independent investigation will be made in conjunction with legal counsel and the Board of Directors, as will final decisions on disposition of the case.

- An estimated amount at which to consider referral to law enforcement is \$8,000.00 and above, in the event it cannot be resolved.
- If an investigation results in a recommendation to terminate an individual, the recommendation will be reviewed for approval by the Board of Directors and, if necessary, by outside counsel, before any such action is taken.
- With regards to prohibited practices relating to a grantee/associate, and the recommendation to terminate, the recommendation, will be handed over to the grantee/associate for final decision and, if deemed appropriate, implementation.

Any person who files a complaint ***must be acting in good faith and have reasonable basis to believe*** that the information and circumstances reported are a genuine violation of law, regulation or ethical conduct. Unsubstantiated or malicious reporting from individuals outside of PACT may be subjected to legal recourse.

Date of Report*

Day Month Year

CONTACT INFORMATION

Complainant Email*

Complainant Name: (Last, First)*

Address*

Phone*

Programme or Location*

Grievance Statement

What are you reporting? Select all that applies. At least one is required.

Fraud Collusion Obstruction

Corruption Coercion

Other

When did the event or incident happen?

Specific Date (s)*

Time(s) if known

Does it concern a project and if so state name of project and location?

Does it concern PACT's Board of Directors, Staff, and/or project partners? YES NO

List the names of all persons involved in the event or incident*

State the event or incident that prompted this complaint or grievance (include all relevant details that will help in following up on this issue)*

If you have any supporting documents, kindly upload file(s) after clicking the submit button below.

Provide any proposed solution in addressing this complaint?



***Required for effective investigation, redress of grievance/complaint, and if additional information is deemed necessary.**