

Our Grievance Redress Mechanism (GRM)

Your Voice, Our Commitment

We are proud to announce our Grievance Redress Mechanism (GRM) on our website!

As an essential part of our commitment to transparency, accountability and stakeholder engagement in the Saramacca Canal System Rehabilitation Project, a *Grievance Redress Mechanism* or *GRM* for short – has been established.

This GRM is a platform designed to enable individuals and communities to express concerns, provide feedback and seek solutions to any issues or complaints they may encounter over the course of the project.

As project implementer, we believe that promoting open and constructive communication with all stakeholders is key to building trust and maintaining a positive impact from the project. Therefore, this GRM exists specifically as a direct channel for stakeholders to express their complaints, questions or suggestions regarding our activities. With the GRM, we aim to strengthen our responsiveness and accountability, ensuring that every complaint is addressed and taken seriously.

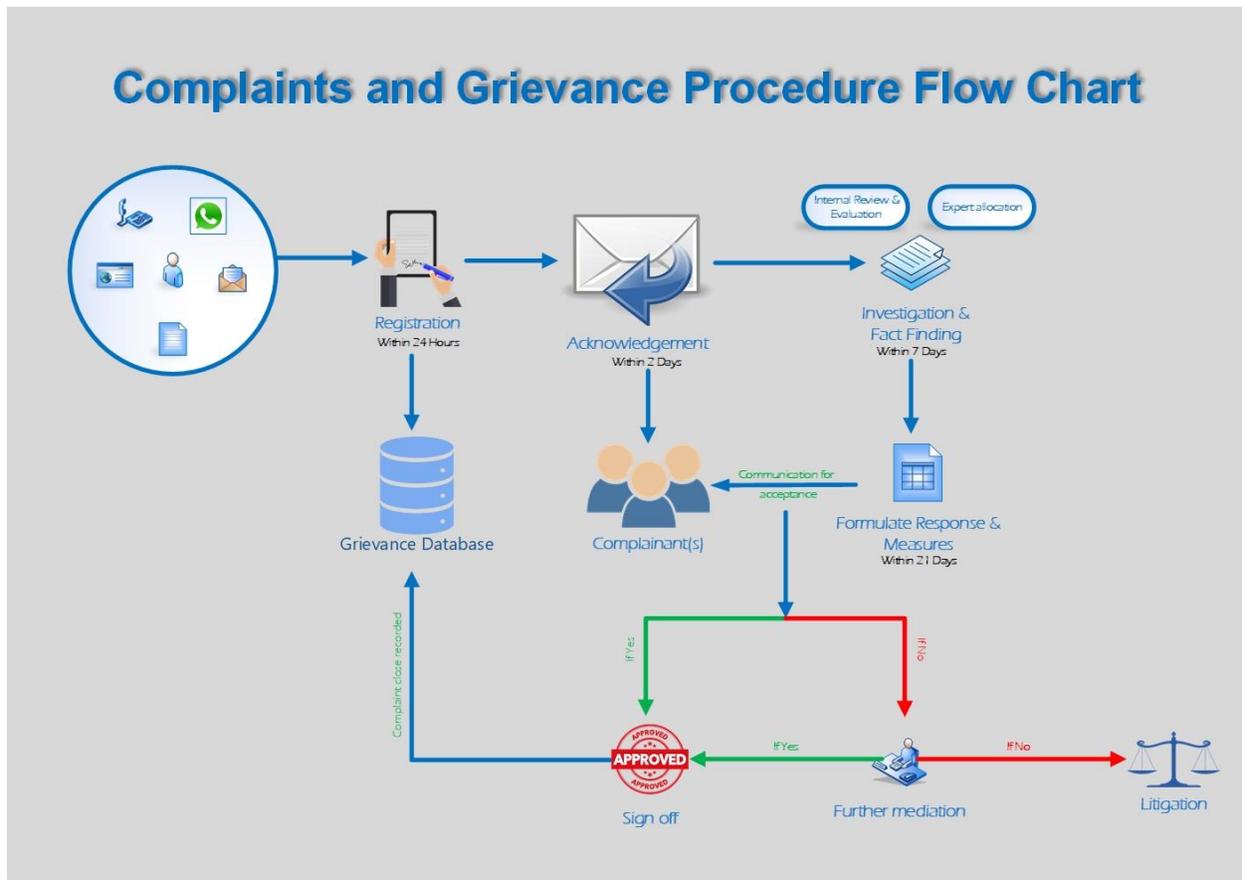
The GRM is set up in such a way that and strives to:

- Handle complaints as quickly as possible
- Give everyone the opportunity to report a complaint
- Handle complaints confidentially
- Resolve complaints impartially

That is why our dedicated team of experts will carefully assess each report, facilitate transparent investigations and seek sound solutions to the best of our ability.

Please view the process from complaint acceptance to resolution below:

Complaints and Grievance Procedure Flow Chart



We encourage all stakeholders within the community (citizens, businesses, organizations, etc.) to actively participate in this valuable system. Together we can pave a path towards sustainable development, establishing a harmonious relationship between our project and the community.

Do you have a complaint regarding the project or project activities?

Please contact the GRM Administrator at:

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	info.scu.mow@gmail.com
	SCU building – Duisburglaan #49
	www.....