

Complaint Form



This objective of this complaint form is to collect information to facilitate the receipt and review of complaints from affected persons and communities, those working on Trust Fund Projects, NRPB Staff, consultants, community members and all other stakeholders, in accordance with the complaints procedure, which can be accessed online: Complaints Procedure – National Recovery Program Bureau (nrpbxm.org)

Submitting this complaint is free of charge.

Personal and Contact Information (optional)

FIRST and LAST name	
EMAIL ADDRESS (if you have an email account)	
PHONE NUMBER (this should be a number at which you can be reached, if needed)	
ADDRESS	

Are you submitting this complaint on behalf of others [the complainant(s)]?

Yes No

If you selected Yes, please attach a copy of an authorisation letter, signed by the complainant(s)/members of the community.

** Anonymous complaint: if you wish to submit an anonymous complaint, you may leave the contact information section blank. Please note that we will not be able to contact you to provide any progress updates or to share the outcome of the complaint.*

Please select how you would prefer to be contacted:

Telephone

Email

Mail

At NRPB's office



Information about the complaint

When did the issue you are complaining about take place? (mm/dd/yyyy)

...../...../.....

What is the nature of your complaint?

- I have a complaint regarding a staff member, consultant or (sub-) contractor of the NRPB
- I have a complaint regarding a service provided by the NRPB
- I have a complaint regarding a project or product of NRPB
- I am a project worker and I have a labour complaint regarding a project of NRPB*
- Other:

* Only for project workers: please describe the type of your employment (day labourer, staff, consultant), name of the company you work for and name/address of the project site you are working on.

Please describe what happened. Provide supporting documentation, if available.

Did the occurrence lead to any material damage to you (or the person on behalf of whom you are submitting the complaint), such as an injury, or to your property?

Yes

No

If the occurrence led to any damage to you or your property, please attach pictures to document the damage (maximum of three pictures)

Efforts to Resolve the Complaint

Have you raised your complaint to any of NRPB's staff, consultant or (sub-)contractor?

Yes

No

What action was taken by of NRPB's staff, consultant or (sub-)contractor to resolve the complaint?

By completing and signing this form, you give consent for your personal information to be shared with relevant third parties (e.g. contractors) of the project you are complaining about, if required for the review and/or resolution of your complaint. In case you are submitting your complaint anonymously, no shared information that is deemed personal, will be passed on to any third party. Your data will be managed in accordance with the National Ordinance on Data Protection.

Signature: _____