

## Annex 6: Grievance form

Reference No: \_\_\_\_\_

Full Name \_\_\_\_\_

*Note: you can remain anonymous if you prefer, or request not to disclose your identity to the third parties without your consent. In case of anonymous grievances, the decision will be disclosed at the Projects website*

First name \_\_\_\_\_

Last name \_\_\_\_\_

I wish to raise my grievance anonymously

I request not to disclose my identity without my consent Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).

By Post: Please provide mailing address:

\_\_\_\_\_

\_\_\_\_\_

By Telephone: \_\_\_\_\_

By E-mail \_\_\_\_\_

I will follow up the resolution at the website as I want to remain anonymous

Preferred Language for communication  Albanian  Other (indicate)

Description of Incident or Grievance (What happened? Where did it happen? Who did it happen to? What is the result of the problem? Date of Incident/ Grievance)

One-time incident/grievance (date \_\_\_\_\_)

Happened more than once (how many times? \_\_\_\_\_)

On-going (currently experiencing problem) What would you like to see happen to resolve the problem?

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form to: The Ministry of Infrastructure and Energy.