



Productive Partnerships in Agriculture Project

INDEPENDENT STATE OF PAPUA NEW GUINEA

Credit No. 4716-PNG

Project ID No. P110959

GRIEVANCE PROCEDURE

**ALL GRIEVANCE MATTERS WILL BE TREATED WITH THE UTMOST
CONFIDENTIALITY**

1. The procedure described here applies equally to any aggrieved party (individual/partnership/association/company/cooperative/etc.) that has a legitimate complaint relating to PPAP operations.
2. Complainants may lodge grievances by telephone or by hand at any of the four (4) offices¹ of the PPAP during operating hours, 08.00am to 5.00pm from Monday to Friday. In addition, sealed 'Grievance Boxes' will be located in CICs provincial offices at Kundiawa and Mt. Hagen. Grievances lodged in these boxes should be in sealed envelopes and will be collected on a weekly basis by PPAP officers.
3. The grievance is entered into a Grievance Register at the respective office by the person receiving the complaint.
4. When a grievance is registered, the person lodging the grievance will receive a receipt indicating the unique case number for the grievance and the period within which he/she may expect a response.
5. Grievances submitted to the PCU in Port Moresby but relating to PPAP Cocoa operations will be referred to the PMU at Kokopo, while those relating to PPAP Coffee operations will be referred to the PMU at Goroka.
6. PPAP aims to resolve all grievances within seven (7) days.
7. All registered grievances that have been outstanding for more than thirty (30) days will be notified to the Secretary, DAL (for cases received at the PCU office) or to the respective Chief Executive Office for cocoa or coffee.

¹ **(1)** Project Coordination Unit, 8th Floor Monian Haus, Douglas Street, Port Moresby, NCD, Tel. 321 8055; **(2)** Coffee PMU Coffee Industry Corporation, Airport Road, Goroka, EHP, 531 1284; **(3)** Cocoa PMU, PNG Cocoa Board, Kokopo, ENB, 982 9115; **(4)** Cocoa PPAP Office, Lumankoa, Buka Island, ARB, 973 9117

8. When there is delay in resolving a grievance (more than 7 days) there is a need for regular feedback to the complainant on how the complaint is being addressed. This may be done by telephone, by mail or in person for those that have no phone or mail service.
9. Grievances relating to the functioning of the Partnership will be referred to the representative of Lead Partner and the Co-Partner and, if appropriate, a meeting will be held with all constituents to discuss the complaint. Such meetings will be convened at an appropriate location and venue.
10. If the grievance cannot be resolved through discussion and/or mediation the complainant will be advised to pursue the matter through the appropriate legal channels. PPAP will monitor the progress of grievances submitted for legal adjudication to ensure the grievance is resolved. After resolution of the issue the grievance will then be closed in the PPAP Grievance Register.
11. Once each month details of grievances received at the two PMUs will be transmitted to the PCU for consolidation into the PPAP Quarterly Report.
12. Lists of grievances forwarded to the PCU will include:
 - a. Name and contact details of the Person/Partnership/Partner/etc. lodging the grievance.
 - b. The name of the recorder.
 - c. A description of the nature of the grievance.
 - d. The name of the person(s) who dealt with the grievance.
 - e. Referral of the grievance to the relevant CEO (if that was necessary).
 - f. Date of referral.
 - g. Record of corrective actions.
 - h. Date and format of feedback to the complainant and any subsequent response.
 - i. Date and details of closure of the grievance.

If complainants feel threatened or compromised, grievances may be lodged anonymously. However, complainants should be aware that project staff can only follow-up grievances from individuals or groups that provide their name and contact details. Grievances lodged anonymously cannot be responded to.