

## Grievance Redress

Hello! Thank you for your vigilance. We rely on people like you to ensure that World Bank supported projects are executed with integrity and benefit the people they are designed to help. If you have a specific concern, please fill out this short form, which is important for investigators to properly evaluate your complaint. We promise to action all complaints that come to our attention and ensure we give you feedback.

Area where the project is located

.....

Name of the project in question

.....

What is this complaint about? Select all that apply (at least one selection is required).

Category of complaint (mark with an x)			
Staff attitude/behavior		Allowances and other Statutory payments	
Access to information		Staff development and training	
Corruption		Gender Based Violence/ Sexual exploitation and/or harassment	
Shortage of working tools		Treatment issues	
Shortage of staff		Unfair treatment	
Availability/accessibility of medicine		Waiting time	
Environmental issues		Hygiene and cleanliness	
Physical access		Other	

Please describe your complaint in detail (required)

.....  
 .....  
 .....

State when It happened.....

The Health Sector Development Support Project through the Project Implementing Entity, Cordaid will still review your complaint even if you wish to remain anonymous. Please provide us with at least an email address so that we may be able to contact you for additional information or clarification.

Email Address.....

Phone Number:.....

All information provided will be treated in the strictest confidence. The Integrity Officer will not disclose any information that may reveal your identity without your consent. If you agree to be identified, please provide us with your contact information.

If you have any evidence to support your report, please attach files here.

Attach file(s)

Your personal data will only be used and disclosed for the purpose for which it was collected, or otherwise in accordance with the WBG Data Privacy Policy. The Integrity Officer will not disclose information provided by complainants that may reveal their identity outside of responsible project units without their consent.