



THE REPUBLIC OF UGANDA  
**MUBENDE DISTRICT LOCAL GOVERNMENT**  
**OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER**  
**P. O. BOX 93, MUBENDE.**

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Your Ref:

Our Ref: CR/MUB/214/2/3

Date: 21<sup>st</sup> July 2022.

All Stakeholders,  
Mubende District.

**MUBENDE DISTRICT LOCAL GOVERNMENT GRIEVANCE REDRESS COMMITTEE.**

For any grievances to be handled by the Grievance Redress Committee (GRC) the following steps should be taken by the grieved party:-

**STEP ONE (1); Receipt of the complaint(s):-**

If a verbal or written complaint is made, received and recorded in the complaints log book, within 5 (five) working days of receipt the GRC will commence its role.

**STEP TWO (2) Determining and Implementing the Redress Action:-**

In view of aggrieved party, if the grievance can be solved at this stage, the GRC will determine corrective action in consultation with aggrieved person. Grievance will be resolved and status report back to complainant within 5 days. If more time is required this will be communicated clearly and in advance to the aggrieved person.

**STEP THREE (3). Verifying the Redress Action:-**

The proposed corrective action and time frame in which it is to be implemented will be discussed with complainant within 5 days of receipt of the grievance. Consent to proceed with corrective action will be sought from the complainant with a witness.

**STEP FOUR (4); Amicable Mediation and Settlement:-**

Agreed corrective action will be undertaken by duty bearer within the agreed time frame. The date of the completed action will be recorded in the grievance log book.

**Step five (5); Dissatisfaction and Alternative Actions:-**

To verify satisfaction, the aggrieved person will be asked to return and resume the grievance process, if not satisfied with the corrective action. In the event that there is no resolution to the grievance, then:-

- (A) The GRC at given level of LG and the aggrieved project affected person(s) shall refer the matter to the relevant District Authorities.
- (B) An appeal to Court – Ugandan laws allow any aggrieved person the right to access Courts of Law. If the complainant remains dissatisfied with the district’s decision, the complainant has the option to pursue appropriate resource via judicial process in Uganda. Courts of Law will be a last resort option in view of the above mechanism.

Ssali Edison,  
For: CHIEF ADMINISTRATIVE OFFICER,  
**MUBENDE DISTRICT.**

**Distribution:**

- District Chairperson/Mubende.
- Resident District Commissioner/Mubende.