

# EXTERNAL GRIEVANCE MECHANISM FOR PUBLIC COMPLAINTS

**CLEAN ENERGY FOR AFRICA**

SOLA GROUP (PTY) LTD | T: +27 (0)21 421 9764 | INFO@SOLAGROUP.CO.ZA | WWW.SOLAGROUP.CO.ZA

DIRECTORS: C. HAW | D. WILLS | D. CHENNELLS | S. HAW | B. DAMES | T. BOARDMAN | REG. NO 2012/042769/07

## CONTENTS

PURPOSE	3
GOOD PRACTICE FOR GRIEVANCE MANAGEMENT	3
OBJECTIVES	3
ROLES AND RESPONSIBILITIES	4
STEPS TO BE FOLLOWED TO RECEIVE AND HANDLE A COMPLAINT OR GRIEVANCE	5
CONTACT INFORMATION	6

## 1. PURPOSE

A grievance is a concern or a complaint raised by an individual(s) or organisation(s) affected by SOLA activities. The complaints can either be real, unfounded allegations or misunderstandings caused by the company's operations. All complaints can be filed in the same manner and will be handled in the same procedure.

## 2. GOOD PRACTICE FOR GRIEVANCE MANAGEMENT

The IFC Performance Standard 1 provides the following guidance in terms of grievance management: "Where there are Affected Communities, the client will establish a grievance mechanism to receive and facilitate resolution of Affected Communities' grievances about the client's environmental and social performance."

The Performance Standard sets out the following requirements for such a grievance mechanism:

- It should be scaled to the risks and adverse impacts of the project;
- It should have affected communities as its primary user;
- It should seek to resolve concerns promptly;
- It should be an understandable and transparent consultative process that is culturally appropriate and readily accessible;
- Lodging grievances should be at no cost and without retribution to the party that originated the issue or concern;
- The mechanism should not impede access to judicial or administrative remedies;
- The existence of the mechanism and ways to access it should be clearly communicated to affected communities in the course of the stakeholder engagement process; and
- Companies are required to provide periodic feedback to affected communities on implementation of such a grievance mechanism and issues of concern that have been identified by communities.

## 3. OBJECTIVES

The aim of the procedure is:

- To create awareness of the process for lodging a complaint or grievance;

- To provide stakeholders with a clear, safe and discrete process for providing comments and raising grievances;
- To acknowledge receipt of a complaint or grievance and to keep the relevant parties informed about the progress in resolving it;
- To allow stakeholders the opportunity to raise comments/complaints anonymously without compromising their safety and livelihood to communicate with SOLA;
- To ensure that complaints or grievances are properly registered, tracked and documented with due regard for confidentiality;
- To structure and manage the handling of comments, responses and grievances, and allow effective and efficient monitoring methodology;
- To ensure that complaints/comments, and grievances are handled in a fair and transparent manner, in line with SOLA internal policies, procedures, applicable South African Legislative Framework, and IFC Performance Standard 1; and
- To ensure that all grievances are resolved as close to the source of origin as possible in order to reduce unnecessary disputes.

#### 4. ROLES AND RESPONSIBILITIES

- All SOLA employees and or contractors/subcontractors are responsible for reporting any complaint, and/or grievance to the relevant Community Liaison Officer for each project (hereinafter referred to as CLO).
- The CLO is responsible for receiving complaints and grievances from all stakeholders and will ensure that they are accurately recorded.
- The CLO is the point of contact for community complaints and grievances.
- The CLO or his delegate will coordinate the investigations and responses to grievances.
- The CLO will report all complaints or grievances to the relevant Site Manager and the Environmental, Health, Safety and Social (EHSS) Manager.
- The Site Manager will assist the CLO and EHSS Manager in resolving the complaint or grievance.
- The EHSS Manager will ensure that all complaints or grievances are properly registered, tracked and documented with due regard for confidentiality.
- The EHSS Manager will also monitor complaints and grievances to

ascertain whether there are any trends that can be proactively addressed.

## 5. STEPS TO BE FOLLOWED TO RECEIVE AND HANDLE A COMPLAINT OR GRIEVANCE

A grievance or complaint can be submitted using the template form provided at the end of this document, in the following ways:

- It may be submitted during regular meetings with SOLA;
- During a scheduled informal meeting with SOLA
- Direct submission of letter to the CLO
- Directly by Email to the CLO;
- Or by telephone to the CLO;
- By placing a grievance in the suggestion box (to be placed at strategic offices);
- In person at the offices after securing an appointment; and
- During relevant stakeholder engagement meetings.

Relevant contact details will be communicated during the stakeholder engagement process for specific projects.

For all informal grievances, the CLO will arrange meetings where the grievance can be explained in full and written down on a grievance form. For all other grievances the letter, e-mail, or meeting minutes will form the written record.

The grievance will be acknowledged within 2 (two) working days after submitting the grievance through the stakeholders' preferred mode of communication. Within 15 (fifteen) working days the stakeholder will be provided with feedback with regards to the proposed resolution of the grievance.

The CLO will have a follow up meeting with the stakeholder to ascertain whether the proposed resolution has been accepted. If the proposed resolution is accepted the stakeholder signs the grievance form to indicate they have accepted the resolution. If the proposed resolution is not accepted the CLO refers this to the EHSS Manager for further investigation, which may include obtaining legal advice. Following this process (within a further 15 (fifteen) working days) the CLO will inform the stakeholder of any changes to the proposed resolution, if there are any, or explain why there are no changes. If the proposed resolution is still not accepted the CLO will inform the stakeholder of their rights to addressing the issue through a legal process, if applicable.

## 6. CONTACT INFORMATION

The following contact information can be used to communicate with SOLA and the relevant CLOs.

Contact Person and email	Telephone	Address
<u>General Grievances</u>		
Alicia Dean (HR), Dom Wills (CEO)  complaints@solagroup.co.za	021 421 9764	2D Nautica Building, The Water Club, Beach Road, Granger Bay, Cape Town, 8005
<u>Project Grievances: Adams Solar PV Project (Kathu, Northern Cape)</u>		
Project Manager: James Dry  complaints@solagroup.co.za	021 421 9764	2D Nautica Building, The Water Club, Beach Road, Granger Bay, Cape Town, 8005
<u>Project Grievances: Sedibeng Solar PV Project (Midvaal, Gauteng)</u>		
Project Manager: James Dry  complaints@solagroup.co.za	021 421 9764	2D Nautica Building, The Water Club, Beach Road, Granger Bay, Cape Town, 8005
<u>Project Grievances: Tshepong Photovoltaic (Odendaalsrus, Free State)</u>		
CLO: Teboho Masisi Project Manager: Mmekutmfon Essien  complaints@solagroup.co.za	021 421 9764	2D Nautica Building, The Water Club, Beach Road, Granger Bay, Cape Town, 8005
<u>Project Grievances: Merak Solar PV Projects (Lichtenburg, North West)</u>		
CLO: TBC Project Manager: Leon Flaum  complaints@solagroup.co.za	021 421 9764	2D Nautica Building, The Water Club, Beach Road, Granger Bay, Cape Town, 8005

<b>GRIEVANCE FORM</b>	
<b>Date of Entry:</b>	
<b>Submission Method Used:</b>	
<b>PERSONAL DETAILS OF PERSON(S) LODGING GRIEVANCE</b>	
Surname:	
First Names:	
Email Address:	
Postal Address	
<b>DETAILS OF GRIEVANCE</b>	
Date of Grievance:	
Relevant Project:	
Nature of Grievance:	
Number of Times The Grievance Has Occurred:	
Brief Summary on the Grievance:	

<b>OUTCOMES OF GRIEVANCE</b>	
Expected Outcome:	
Grievance Resolved or Not?	
Grievance Resolved By: (Name, Surname & Company)	
Date Resolved:	
<b>FEEDBACK</b>	
Outcomes Communicated to Aggrieved Person(s):	
Outcomes Communicated By: (Name, Surname & Company)	
Method Used to Communicate Outcome:	



I ..... (grievant) acknowledge that the details recorded on the grievance form are the true reflection of my complaint and that the process was properly explained and I understand it fully.

**GRIEVANT**

1. Full Names: .....
2. Signature: .....
3. Date: .....

I ..... (CLO) acknowledges receipt of a grievance / complaint. The procedure was explained and the grievance properly recorded.

**COMMUNITY LIAISON OFFICER OR SOLA REPRESENTATIVE**

1. Full Names: .....
2. Signature: .....
3. Date: .....