

**Ministry of Education**  
**Guyana Strengthening Human Capital through**  
**Education Project**

**Saint Stanislaus College**  
**Rehabilitation of Saint Stanislaus College will**  
**provide students with a modern and improved**  
**learning environment**

**Grievance Redress Mechanism**

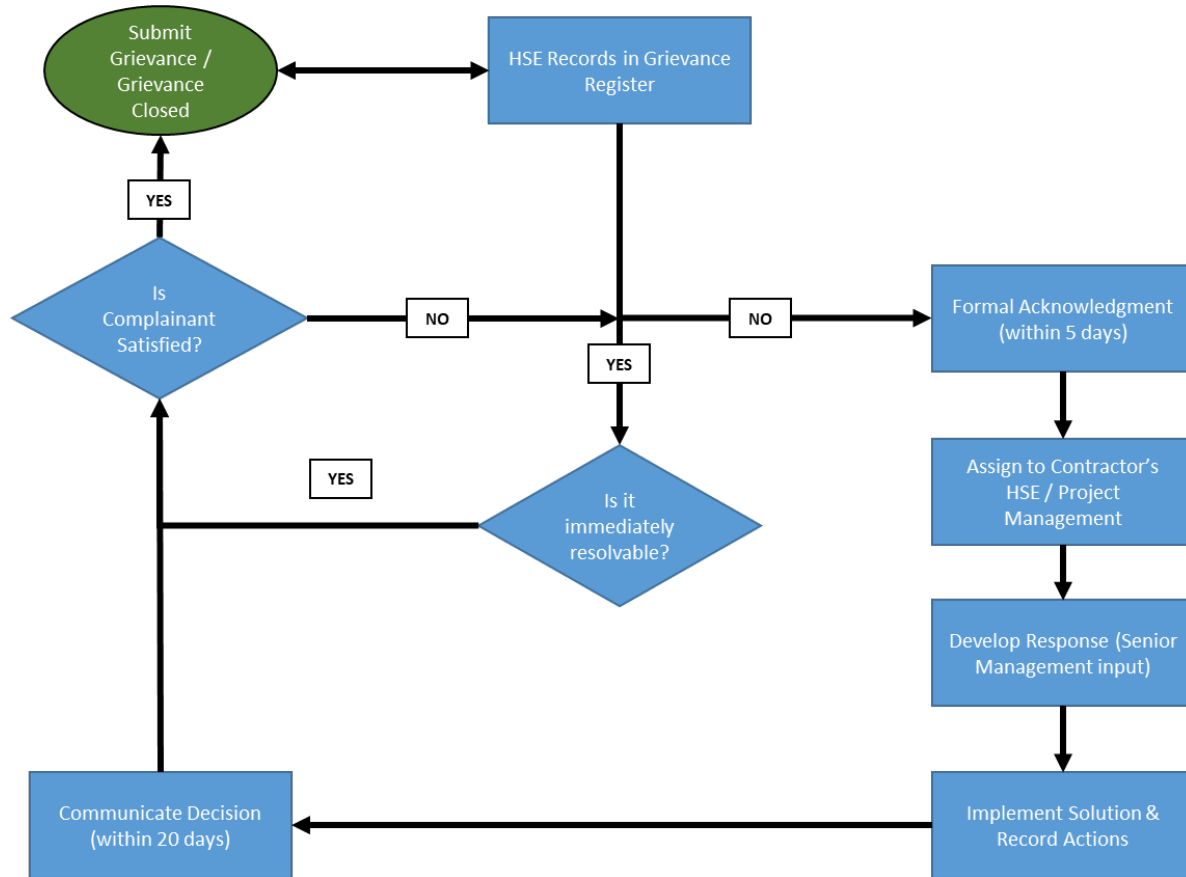
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## Key Terms

1. **GRM – Grievance Redress Mechanism.** The formal process for receiving, addressing, and resolving complaints.
2. **HSE – Health, Safety, and Environment (Officer/Personnel).** Responsible for handling safety, health, and environmental concerns related to the project. **Contractor’s HSE** refers to the contractor’s designated **Health, Safety, and Environment** team, which assists in resolving worker-related grievances.
3. **PTA – Parents-Teachers Association.** Group representing school stakeholders (included in grievance submissions).
4. **Supervisory Consultants.** The overseeing consultants managing project compliance and GRM implementation.
5. **Project Site Office.** The physical location where grievances can be submitted and recorded.
6. **Grievance Register.** A formal log (digital or physical) where all complaints are recorded.
7. **Project Management.** Higher-level oversight team involved in escalated grievances.
8. **Senior Management.** Top-level decision-makers consulted for complex grievances.

Party	Role
Stakeholders/Public/Workers	Submit grievances via site office, WhatsApp, or meetings
Supervisory Consultants’ HSE	Records, assesses, delegates, and signs off on grievances
Contractor’s HSE	Implements corrective actions
Project Management	Handles escalated cases
HSE Officer / Social Specialist	Direct contacts for grievance submission & follow-up



Grievance Redress Mechanism Workflow

### Key Notes

- **Workers' GRM** follows a similar process but is initiated during **induction** and logged separately.
- **HSE Personnel** (both Supervisory & Contractor) are central to resolution.

## GRM for Stakeholders/ Public

### Procedure

1. Receive a grievance: Stakeholders shall be able to use the following methods to submit a grievance:

- Project Site Office
- Letter

School Administrators will also be invited to Project Progress Meetings, which would allow them the opportunity to raise any issue, concern, problem or claim. A project WhatsApp group will also be established prior to the commencement of works to enable real-time information sharing (including any grievances received) regarding the project. School Administrators including a member of the PTA will be invited to join the group during a project kick-off meeting.

In any case, a grievance that is received via the above methods is then recorded via the use of a Grievance Form, which is transferred and classified in the 'grievance register' by Supervisory Consultants', through their HSE personnel. The grievance register will be held at the Project Site Office along with hard copies of Grievance Forms. If the Complaint is readily resolvable and can be dealt with immediately, the HSE Personnel takes action to address the issue directly and records the details in the grievance register.

2. Grievance is formally acknowledged through a personal meeting, phone call, or letter as appropriate, within five (5) working days of submission. Grievances may be submitted in written format or communicated verbally. If the grievance is not well understood or if additional information is required, clarification should be sought from the complainant during this step.

3. Supervisory Consultants' HSE personnel delegates the grievance in writing (via the Grievance Form) to the contractor's HSE personnel for development of an appropriate response. The supervisory Consultants' HSE personnel will estimate the subject matter of this grievance and identify the risk category. If required, the grievance may be sent for consideration of Project Management.

A response is developed between both HSE personnel with input from the Senior Management and others, as necessary.

5. Required actions are implemented to deal with the issue, and completion of these is recorded on the grievance register.

6. The response is signed-off by the Supervisory Consultants' HSE personnel. The sign-off may be a signature on the grievance register or in correspondence which should be filed with the grievance to indicate agreement.

7. The response is then carefully communicated to the affected party by the Supervisory Consultants' HSE personnel who will ensure that a suitable approach to communicating the response to the affected party is agreed and implemented. The response to a grievance will be provided 20 working days after receipt.

8. The response of the complainant is recorded to help assess whether the grievance is closed or whether further action is needed. The Supervisory Consultants' HSE personnel will use appropriate communication channels, most likely telephone or face to face meeting, to confirm whether the complainant has understood and is satisfied with the response and action(s) taken. The complainants' response will also be recorded in the grievance register.

9. The grievance is closed with sign-off from the Supervisory Consultants' HSE personnel, who determines whether the grievance can be closed or whether further attention and action is required. If further attention is required the Supervisory Consultants' HSE personnel will return to Step 2 to re-assess the grievance and then take appropriate action. Once the Supervisory Consultants' HSE personnel has assessed whether the grievance can be closed, he/she will sign off to approve closure of the grievance on the grievance register or by written communication. The complainant shall also sign-off the grievance if the resolution is acceptable to him/her.



## **Worker's GRM for Saints**

❖ STEP 1 – The first step of this GRM involves information disclosure, whereby workers will be informed of the grievance mechanism itself. This will be done during induction exercises. Summarised versions of this grievance mechanism will also be available at the site office.

❖ STEP 2 – The second step of this GRM would involve receiving the complaints or grievances. Similar to the GRM for stakeholders and the public, grievances of this nature will be first recorded via the use of a Grievance Form which is then transferred and classified in the 'grievance register' by Supervisory Consultants', through their HSE personnel. The grievance register will be held at the Project Site Office along with hard copies of Grievance Forms. If the Complaint is readily resolvable and can be dealt with immediately, the HSE Personnel takes action to address the issue directly and records the details in the grievance register. Once the grievance is received, a copy of the completed Grievance Form will be provided to the Contractor's HSE personnel.

❖ STEP 3 – The third step of the GRM would involve reviewing and investigating the received complaints or grievance. During this exercise, the grievance would be discussed between the relevant project officials so as to ensure validity and subsequent source(s).

❖ STEP 4 – The fourth step of the GRM would be to develop resolution options or to respond to the grievance made, once it is deemed valid, so as to bring closure. This step would involve possible corrective measures and implementation of same in order to address the issue(s).

❖ STEP 5 – The fifth and final step of the GRM would involve monitoring and evaluation of response measures used for resolving grievance. This would be done in order to ensure that the measures implemented are functional and long-term so as to avoid a repeat of the complaint/ grievance.

All grievances of this nature will be logged in an employee's grievances register, preferably an excel spreadsheet. A final report would be prepared and signed off by the Supervisory Consultants' and Contractor's HSE personnel to be kept as records.

Not all grievances/ Complaints that are brought to the contractor's attention would be addressed since some could fall outside the scope of the contract. In addition, there may be cases where a complaint could be made on site due to a temporary activity which may not necessarily require further discussions etc. as it could be resolved immediately.

### **Contact Numbers Listed for Key Personnel for Grievance Redress Mechanism**

HSE Officer: Jada Wilson

Telephone Number: 592-676-7769

Email Address: [gesshse03@gmail.com](mailto:gesshse03@gmail.com)

Social Specialist: Christopher France

Telephone Number: 592-665-0491

Email Address: [social.specialist@moe.gov.gy](mailto:social.specialist@moe.gov.gy)