



Grievance Submission Form

Grievance Redress Mechanism (GRM)

In accordance with SPC's Privacy Policy (2020), SPC will only collect personal information for purposes that are directly related to its official functions or activities, and only when it is necessary for or directly related to those purposes. This includes but is not limited to: (i) seeking feedback on SPC's functions and activities to improve its services; (ii) investigating any complaints; and (iii) helping SPC fulfil any duty of care it may owe to Pacific communities. Complainants have a right to privacy. SPC upholds the confidentiality of any personal information in this form.

SPC may disclose a complainant's personal information to an entity outside of SPC where: (i) the individual has consented either at the time of collection or afterwards; (ii) it is necessary to fulfil the purposes of the original collection of the information; (iii) it is necessary for the purposes of law enforcement; or (iv) SPC has been legally compelled to disclose the information.

SPC GRIEVANCE REDRESS MECHANISM (GRM) – GRIEVANCE SUBMISSION FORM	
Reference No. <i>To be completed by SPC</i>	
Full Name	
Contact Number	
Email Address	
Date of Grievance <i>When did it happen? Indicate day, month, and year (e.g. 01 January 2024).</i>	
Recurrence of Grievance <i>Select one option.</i>	<input type="checkbox"/> One time incident/grievance <input type="checkbox"/> Happened more than once (how many times?: _____) <input type="checkbox"/> On-going (currently experiencing problem)
Location of Grievance <i>Where did it happen? Indicate country; if possible, indicate state/province and city/municipality/village/community.</i>	
Project Name <i>What is the SPC project associated with this grievance?</i>	
Description of Grievance <i>What happened? Where did it happen? To whom did it happen? Which organisations or persons were involved? What is the impact of the incident?</i>	

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Status of Grievance (if any)

Has this grievance already been raised through some other channels? What steps have already been taken to address the grievance? Have these steps brought about improvements? Why / why not?

Desired Resolution of Grievance

What would you like to see happen to resolve the grievance?

Consent and Authorisation

I consent to share my personal information with SPC for the purposes of processing and responding to my grievance. I understand that this information may be seen by the people involved in responding to and investigating my grievance. My consent is entirely voluntary and I understand that I may withdraw my consent at any time.

**Consent must be received for your grievance to be processed.*

If applicable: I confirm that this complaint is made on my behalf. I authorise my representative to act on my behalf during the consideration of my complaint and I give my permission for personal information which the organisation holds as confidential, to be shared with them.

Full Name of Representative: _____ **Signature of Representative:** _____

If applicable: I personally fear retaliation or recrimination in submitting this grievance or in having this grievance investigated.

SIGNATURE:

DATE (DD/MM/YYYY):

NOTE: Please attach copies of any supporting documentation you feel may be relevant (e.g. photographs, letters, testimonies, etc.), if available.