



planetGOLD  
Ghana

# GRIEVANCE REDRESS MECHANISM

The planetGOLD Ghana Project is committed to responsible mining practices. The Project is aware of the negative impacts associated with mining and has therefore put in place a Grievance Redress Mechanism system to address all complaints associated with the project pilot sites. The objective of the Grievance Redress Mechanism (GRM) is to provide clear channels and platforms for receiving and addressing complaints raised by project-affected persons (PAPS), communities and other interest groups on the implementation of project activities in a timely, impartial and transparent manner.

The planetGOLD Ghana project will operate a GRM with four levels of operations from the community to the national level. The safeguard team will ensure that each small-scale mining site has complaint form to register all complaints and address issues reported within five (5) working days.

## COMMUNITY LEVEL STRUCTURES

The local structures with representations from traditional authorities, the political representative i.e. the assemblyman or woman, youth representative, women representative, and representative from the piloted mine with adequate capability in grievance resolution will be formed and used as the grievance management for the pilot projects. This structure will also be used to ensure that there is no child labour in any of our pilot sites. The community level structure will ensure that all complaints reported to the committee are recorded and addressed within 10 working days.

## DISTRICT LEVEL STRUCTURE

The Grievance Redress Committee at the district level comprises of representatives from Water Resources Commission, Minerals Commission, the District Assembly, NGO and the EPA. The Committee will be used for the management of grievances which are not resolved at the community level. The following numbers can be contacted in case of any issue: **Eastern Region 0542366467, Ashanti Region 0501301720, Western Region 0240813049.** The committee would be chaired by the EPA leader in the district. This committee will ensure that all grievances which are not resolved by the community structure are resolved.

## REGIONAL LEVEL STRUCTURE

The regional level committee which comprises of a representative from the Minerals Commission, Department of Social Welfare, Water Resources Commission and EPA will be responsible for the management of grievances received from the districts.

## NATIONAL LEVEL STRUCTURES

At the national level, the project coordinator, the safeguard officer, gender officer, and the project technical officer from the mining department constitute the grievance redress committee. All complaints from all the other three levels resolved or unresolved will be received at the national level through [lovelace.sarpong@epa.gov.gh](mailto:lovelace.sarpong@epa.gov.gh) with phone number **0501301438** or [isaac.owusu@epa.gov.gh](mailto:isaac.owusu@epa.gov.gh) with phone number **0501301524**.

There will be an option for complainants to seek redress in the law courts or any other jurisdiction if the complainant is not satisfied with the outcome of the resolution. Depending on the nature of the complaint, a maximum of 8-weeks will be enough to deal with a complaint and complainants will be informed of the status at least twice every fortnight within the 8-week timeline. Sexual exploitation and abuse/sexual harassment (SEA/SH) complaints will be referred to Domestic Violence and Victim Support Unit (DOVSU) to assist in addressing such complaints. Wherever such situations occur, the committee at that level will have the duty to map out public or private institutions whose operations cover such offences to also assist in addressing such issues.



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## Resolution Actions and Timelines for planetGOLD Ghana GRM

## CHANNELS TO SUBMIT COMPLAINTS

The main channels include the following:



- Website of implementing Agencies



- Avenue for anonymity through a trusted confidant (a friend or a family member)

# COMPLAINT REGISTRATION FORM



Date .....

Describe or provide details of Complaint:.....

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Name of Person submitting the complaint.

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Indicate your sex:  Male  Female

Postal Address of complainant

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Telephone# / Whatsapp

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If the complaint is being done on behalf of someone, provide the details of the person or group

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Designation of complainant

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Do you want us to disclose your identity when discussing or resolving the issue?

Yes

No