



## MERU MUNICIPALITY

### GRIEVANCE REDRESS MECHANISM

2026

## GRIEVANCE REDRESS MECHANISM FOR MERU MUNICIPALITY

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A Grievance Redress Mechanism (GRM) is a system by which queries or clarifications are responded to, problems that arise out of implementation are resolved and grievances are addressed efficiently and effectively. GRM assists in early identification, assessment, and resolution of complaints received from residents, business community, the general public and various stakeholders relating to municipal services, projects or programs. This prevents stalling of operations and projects.

An effective GRM is implemented under the principles of confidentiality, transparency, accountability, ease of communication, timeliness, accuracy, accessibility and responsiveness.

Grievances can be communicated verbally through one-on-one discussion or phone calls as well as in writing through letters, emails, text messages and minutes of meetings. Grievances will be accepted in English, Kiswahili or the local language which is largely Kimeru.

The GRM will be communicated to the public during stakeholder engagements, municipality operations as well as during implementation of projects. This will be done continuously. To instill confidence in the people, the Municipal Manager will ensure all grievances are resolved promptly and feedback provided.

### **Importance of GRM**

- Provides a channel for citizens to voice their grievances.
- Builds trust between citizens and the project authorities.
- Enhances efficiency in project management.
- Provides feedback in a systematic and timely manner.
- Generates awareness and sense of ownership among citizens.
- Enhances openness and transparency throughout the project period.

## Barriers to GRM and solutions

Barriers	Solutions
Illiteracy	<ul style="list-style-type: none"> <li>• Provide several options for communication including verbal.</li> <li>• Civic education on their rights to raise grievances.</li> </ul>
Lack of knowledge about their rights	<ul style="list-style-type: none"> <li>• Civic education on their rights to raise grievances. Involve local leadership and community groups.</li> </ul>
Mistrust in government and fear of victimization.	<ul style="list-style-type: none"> <li>• Ensure confidentiality when handling grievances.</li> <li>• Instill confidence and trust and ensure no victimization.</li> </ul>
Lack of access to technology	<ul style="list-style-type: none"> <li>• Provide several options for communication of information.</li> </ul>
Belief that grievances will not be acted upon	<ul style="list-style-type: none"> <li>• Prompt solution of grievances and providing feedback.</li> </ul>
Perception that raising grievances is hectic	<ul style="list-style-type: none"> <li>• Simplified reporting &amp; feedback mechanism.</li> <li>• Have open door policy.</li> </ul>

## Grievance Logbook/Registers

All grievances will be recorded in a grievance logbook/register by the Social Safeguards Officer in the course of all municipality operations. Some grievances will be solved on the spot. These as well will be recorded in the grievance register.

The grievance register will contain at a minimum, the following information:

- Unique grievance reference/case number
- Date the grievance was reported
- Contacts of the person raising the grievance
- Brief description of the grievance
- Nature/classification of grievance
- Complainant's request
- Action taken to resolve grievance

- Resolution and Date of resolution
- Status of the grievance
- Date response was sent to complainant
- Acknowledgement from complainant
- The date case was closed

The logbook shall be used to track all grievances. It can be electronic or manual or both, whichever is appropriate. Every effort will be made to always ensure that appropriate confidentiality and management of information is upheld in the collection, review and storage of data collected for all the grievances. Data shall be shared as agreed between the parties.

### **Receiving and Recording Grievances in the Register**

Documentation of grievances will be done using the grievance register to record, monitor and track all grievances. The following procedure will be followed when receiving and recording of grievances:

- Any stakeholder may present a grievance in English, Kiswahili or local language, whichever is convenient, verbally or in writing.
- The Social Safeguards Officer will be the access point for receiving grievances.
- Complainants who cannot read or write will be encouraged to bring along someone who can read/write at the time of lodging the grievance.
- The complainant will be taken through the grievance redress process in a culturally appropriate manner and familiar language including the timing and the possible solutions to be provided and how to follow up.
- The Social Safeguards Officer will ensure that each grievance is assigned a reference number and is appropriately tracked.

### **Assessment and Classification of Grievances**

The grievances received will vary and handled appropriately on case by case bases. The Social Safeguards Officer will assess and categorize all the grievances. The following procedure will be followed to classify the grievances:

- When a grievance is received, the Social Safeguards Officer will assess the nature of the grievance and determine whether the matter is eligible.
- Where the grievance is not deemed eligible, it is rejected. In such case the Social Safeguards will ensure this is communicated to the person who lodged the grievance and an explanation provided.

This will be recorded in the grievance register.

- If the grievance is eligible, it is presented to the Municipal Manager for discussion and resolution or escalated to the next level.

### **Discussion and resolution of grievances**

The Municipal Manager and Social Safeguards Officer will discuss and investigate each grievance to provide evidence for analysis and to support the resolution. The Municipal Manager may incorporate other members of his team. They will ensure the matter is well comprehended in order for a fair and unbiased solution to be sought. This will include speaking to the parties involved where necessary. Grievances can also be resolved through mutual agreement between the parties based on amicable negotiations. The discussions must be minuted and signed by all members. Where need be, the team can visit the affected site as part of the investigations and photos taken.

### **Response to Grievances**

Grievances will be responded to verbally or in writing in a comprehensible language, following the procedure below:

- The Social Safeguards Officer will prepare the response to be presented either verbally or in writing and signed.
- The feedback will be discussed with the complainant who will be given an opportunity to accept or reject the resolution or offer an alternative for consideration.
- The resolution shall be recorded in the grievance register.
- Where a grievance requires to be escalated to a higher level, this will be recorded in the register.
- The Social Safeguards Officer will follow up on the matter at the next level to ensure it is resolved and feedback communicated.

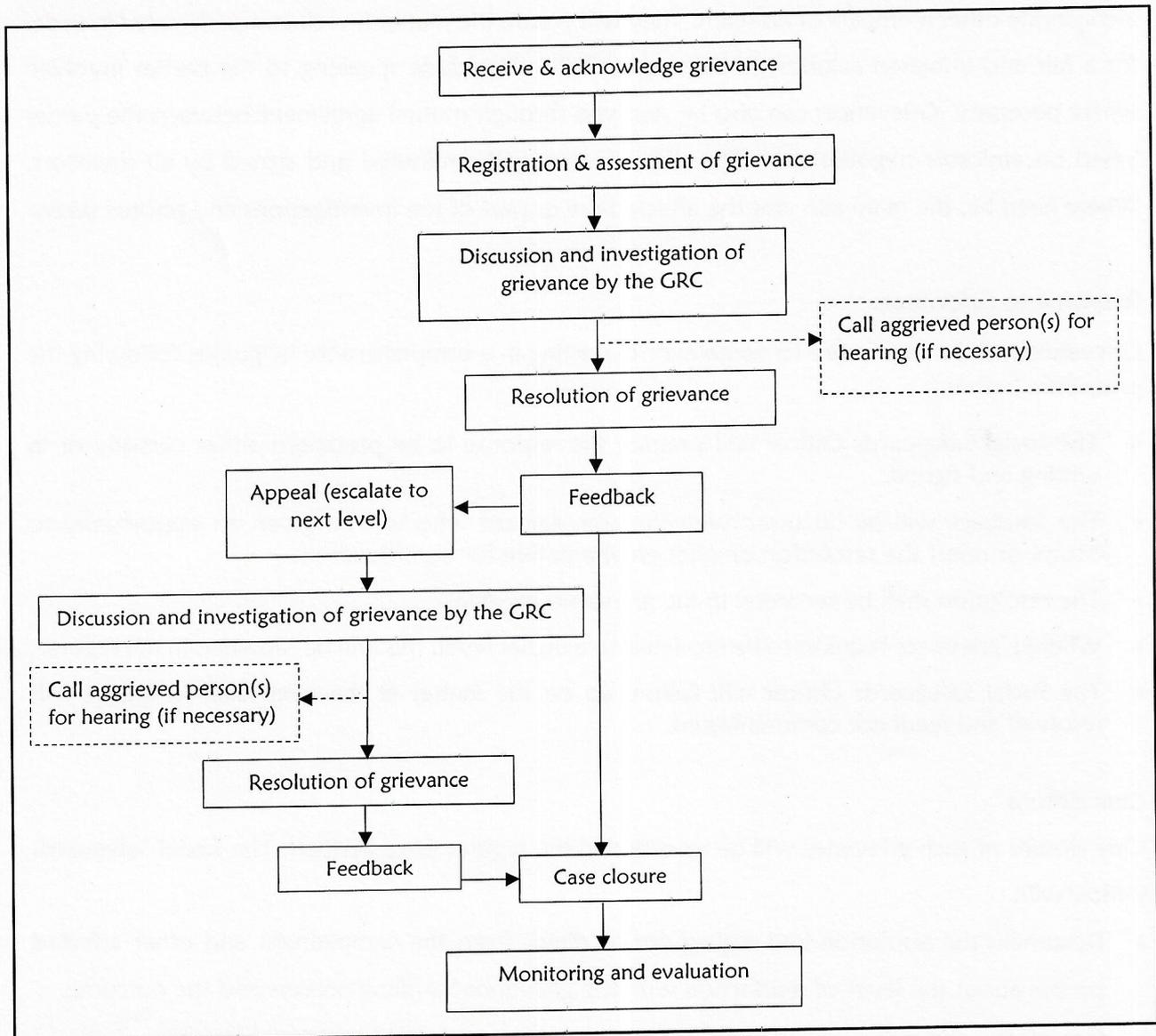
### **Case closure**

Case closure of each grievance will be recorded in the register once verified. The Social Safeguards Officer will:

- Document the resolution and request for feedback from the complainant and other affected parties about the level of satisfaction with the grievance handling process and the outcome.
- Sign off the grievance closure alongside the complainant(s) and Municipal Manager.
- If a case requires escalation to another level, closure should be signed off by the Municipal Manager and forwarded to the next level. Closure means that the complainant agrees that action has been taken to address the grievance without being necessarily satisfied with the outcome.

## GRM Process

In order to be practical and ensure the public is heard, resolution of complaints should be sought at the lowest possible level and only escalated to higher levels if a solution is not found. The process shown below will be followed to record and address the grievances received. This procedure aims to address stakeholder concerns promptly, effectively and transparently.



The GRC will ensure implementation of the GRM and resolution of all grievances as well as enable open communication and transparency. The Committee will continue to sensitize the public on the GRM through various public forums. The grievance registers must be stored safely ensuring confidentiality of the information.

## TIMEFRAMES

Process	Duration
Acknowledgement of grievance	Maximum 5 working days
Registration and assessment of grievance	Maximum 5 working days
Discussion, investigation and resolution	Maximum 45 working days
Feedback and case closure	Maximum 10 working days
Escalation, investigation and resolution	Maximum 45 working days
Feedback and case closure	Maximum 10 working days

Variation from the above given timeframes will require justification to be documented by the Social Safeguards Officer and communicated promptly to the complainant.

## GRIEVANCE REPORTING

Grievances can be registered by the general public and stakeholders at the Municipality office in writing, telephone or in person at the below address:

<b>The Chairperson, GRM committee, Meru Municipality, Town Hall, Museum Road, P.O. Box 120-60200, MERU.</b>	<b>Tel. No. 0725284365 Email: merumunicipality12@gmail.com</b>
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