Submit a Question, Feedback or Grievance

You may use this form anonymously or provide contact details if you would like a direct response.

Use this form to ask a question, share feedback, or raise a concern about MAISECO or any of its projects and activities.

Submitting a question, concern, or grievance is voluntary. You will not be punished, threatened, treated unfairly, or lose access to project activities or benefits because you make a submission.

You do not need to complete this form yourself. A trusted person or designated representative may help record your submission in your own words.

1. What would you like to submit?

❑ A question ❑ Feedback or a suggestion ❑ A concern or grievance

❑ Other: _____

2. Please tell us what you would like us to know.

Describe the question, suggestion, concern, or grievance in your own words. Continue on another sheet if necessary.

3. Where did this happen, or what place does it relate to?

Optional.

4. When did this happen?

An approximate date or period is sufficient. Optional.

5. What would you like MAISECO to do?

Optional. You may describe the response, information, action, or outcome you would like.

6. Would you like to submit this anonymously?

❑ **Yes, I want to remain anonymous.**

❑ **No, MAISECO may contact me.**

You do not need to provide your name or contact details. However, without contact details, MAISECO may not be able to ask follow-up questions or respond to you directly.

7. Your name

Complete this section only if you want MAISECO to contact you. Providing your name is optional.

_____

8. How may we contact you safely?

Select one or more options. Complete only the relevant contact fields.

❑ **Telephone call**

What telephone number should we call?

_____

What is the safest time to contact you?

_____

❑ **WhatsApp**

What WhatsApp number should we use?

_____

❑ **Text message**

What telephone number should we use to send you a text message?

_____

❑ **Email**

What email address should we use?

_____

❑ **Through another person**

Please provide the name and contact details of the person we should contact.

_____

_____

❑ **Other**

Please tell us how you would like us to contact you.

_____

_____

Include the country code with any telephone or WhatsApp number where necessary.

9. May we include an anonymous summary in the public log?

May MAISECO include an anonymous summary of this submission and our response in the public questions and grievances log?

❑ Yes ❑ No ❑ Please ask me first

Your name, contact details, and other identifying information will not be included in the public log. Sensitive or confidential cases will not be published where doing so could identify or place someone at risk.

10. Would you like to provide any supporting material?

Optional. Tick any material submitted with this form.

❑ Document ❑ Photograph ❑ Letter or written note ❑ Other

Please describe the material provided:

_____

_____

Documents and photographs may contain names, faces, location information, or other details that could reveal your identity.

How to Submit This Form

Give the completed form to a designated MAISECO representative or community focal person. You may also place it in a designated grievance submission box, where one is available.

You may submit the form without writing your name or contact details.

For MAISECO administrative use only

Submission ID: _____ Date received: _____

Received through: ❑ Paper form ❑ Representative ❑ Submission box ❑ Other

Entered in register by: _____ Date entered: _____

The administrative section is used only to link this paper form to the secure grievance register. It does not form part of the complainant's submission.