Questions, Feedback and Grievance Mechanism

You have the right to ask questions, give feedback, or raise concerns safely.

What Can You Submit?

You may contact us about any MAIS Eco Ghana project, activity, representative, partner, or contractor.

You may submit:

- a question or request for information;
- feedback or a suggestion;
- a concern about something that may affect you, your family, or your community;
- a complaint about something that is unclear, unfair, unsafe, harmful, or improperly handled; or
- a request for help in resolving a disagreement or problem.

A concern does not need to be serious or urgent before you raise it.

Your Rights

You have the right to:

- submit a question, concern, or grievance freely and voluntarily;
- be treated respectfully and listened to fairly;
- remain anonymous;
- request that your identity and personal information remain confidential;
- receive an acknowledgement and response where contact details are provided; and
- raise a concern without punishment, threats, loss of benefits, or other retaliation.

Raising a grievance will not affect your participation in, or access to, MAIS Eco Ghana project activities or benefits.

How to Submit a Question, Concern, or Grievance

Choose whichever method is easiest and safest for you:

- complete the confidential online form;
- call or send a WhatsApp message;
- send an email;
- complete a paper grievance form;
- speak to a designated MAIS Eco Ghana representative or community focal person;
- raise the issue during a meeting; or
- ask a trusted person to submit it on your behalf.

You are not required to complete a form yourself. A representative can record your submission for you in your own words.

Contact Details

Online form (English or Ewe):	www.maiseco.co.uk/feedback
Public register (what was raised and how it was used):	www.maiseco.co.uk/feedback/register
Email:	info@maiseco.co.uk
Phone / WhatsApp:	Christopher Ashilevi — `+233 24 844 3355`
Paper form:	Available from designated MAIS Eco Ghana representatives and community focal persons.

What Happens Next?

1. Your submission will be recorded securely.
2. Where contact details are provided, we aim to acknowledge receipt within **7 days**.
3. The matter will be reviewed by the responsible team.
4. We aim to provide a response or proposed next step within **28 days**.
5. If more time is needed, we will explain why and provide an updated timeline.
6. The case will remain recorded until it is resolved or formally closed.

If you are not satisfied with our response, you may ask for an independent mediator. You may also, at any time, go to your traditional authorities, the Commission on Human Rights and Administrative Justice or the courts, or raise the matter with Verra, the carbon standard, through Verra's Grievance Redress Process. Our guide, *How to Take a Concern to Verra*, explains when and how, in English and Ewe: www.maiseco.co.uk/feedback/documents.

How Your Input Is Used

We record everything that is raised, with our answer. For each item we also record how it was taken into account: what changed in the project because of it, or why nothing needed to change. You can see this:

- online, in English or Ewe, at www.maiseco.co.uk/feedback/register, under *You said, we did*;
- by asking the community focal person or any MAIS Eco Ghana staff, who will read it out or explain it; and
- at the next meeting in your community, where we go through what was raised and what we changed.

Names are never shown.

Confidentiality and Public Transparency

Personal details will not be included in the public grievance log.

An anonymous summary may be published only where it is appropriate and does not identify the person who submitted it. Sensitive, safeguarding, or confidential cases will not be described publicly in a way that could reveal the people involved.

You may raise a question, concern, or grievance at any time.

You will be treated respectfully, and retaliation is not permitted.