

1.0 Policy Statement

OOPC will provide a positive and supportive environment for all of its employees, visitors, contractors, third parties contractor and stakeholders, and as such will take every step to resolve issues within the workplace, and communities/stakeholders as quickly and efficiently, at the lowest possible level.

2.0 Scope

This policy is applicable to all stakeholders associated with OOPC.

3.0 Definitions

Grievance Management: is defined as a concern or complaint raised by an individual or group, in relation to activities undertaken by OOPC.

4.0 Guidelines

The following commitments will apply to OOPC’s grievance management activities.

- In resolving conflicts, OOPC will avoid escalation of conflicts and prohibiting the usage of dogs and paramilitary in the organization.
- OOPC shall set up a process for recording and addressing external and internal grievances that are culturally appropriate (see OOPC grievance management procedure GP 27).
- OOPC shall establish and monitor a grievance management plan communicated in a way that it is accessible to all stakeholders.
- OOPC must commit to assess how grievances are received and responded to, based on the principles of transparency and accountability for all stakeholders.
- All stakeholders will be able to raise grievances without fear of reprisals, costs or retribution.
- OOPC will treat all matters with due confidentiality; individuals may report a grievance anonymously, although this blocks the access to engage them on a dialog in order to resolve or clarify the grievance.
- Grievances can be submitted through the Community Liaison Officer, Communication Officer or the following channels:
 - By email: hssec@okomunigeria.com
 - By telephone: 08068774161
 - In writing to: Okomu-Udo Ovia South West LGA. P.M.B 1449, Benin City, Edo State
Nigeria Attention: HSE Department (Grievance section)
- All grievances will be responded to within 15 days, either with a resolution or an update on progress if a resolution has not been found. All grievances should be resolved within 30 days or brought to the attention of the MD.
- OOPC shall decide and announce to the stakeholders the schedule for the periodic reporting on the management of the grievances received.
- This policy will be communicated to all stakeholders as per OOPC communication procedure GP 10.
- The HSE Manager shall control, monitor and manage all grievances on behalf of OOPC.

5.0 Record of Approval

Task	Name/signature	Job title
Approved by	Dr. Graham Hefer	Managing Director



MANAGING DIRECTOR
OOPC
07 OCT 2020
DR. G. HEFER