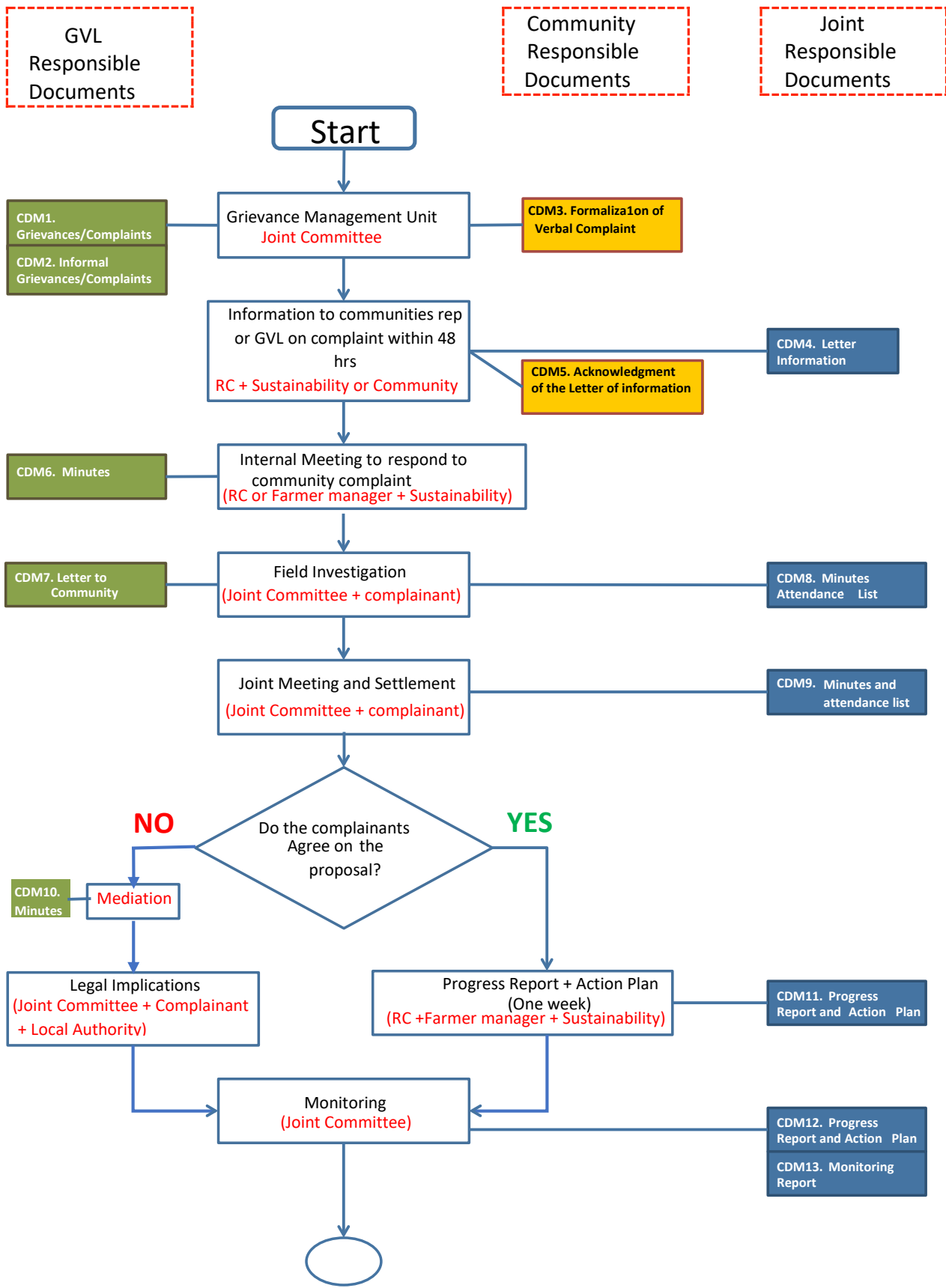


# 2019-04-05 Grievance, Dispute & Conflict Management SOP



2019-04-05 Grievance Request



----- Farm

Grievance/Request Form

Reg N°

Date: -----

Name: -----

Town/Village: -----

Position: -----

Summary of the Grievance/Request:

-----  
-----  
-----  
-----  
-----  
-----

Signature of the complainant/Requester: -----

Recorded by CAD off : ----- Date : -----

----- Signature : -----

**FOR OFFICE USE ONLY**

Recommendations

-----  
-----  
-----

By : ----- Date : -----

Signature : -----

Approved by : -----

Farm Manager/Regional Controller

Remarks : -----



## 2019-04-05 Grievance Documents Matrix



**GVL** GOLDEN  
VEROLEUM  
LIBERIA

Review Copy (Updated 2019-04-05)

### CONFLICT & DISPUTE MANAGEMENT

#### Documents Matrix

SOP Segment	No.	Providing Party	CDM Process Document (in SOP sequence)
CDM	1	GVL	Formal Grievances/Complaints
CDM	2	GVL	Informal/Verbal Grievances/Complaints
CDM	3	Community	Formalization of Verbal Complaint
CDM	4	Joint	Letter of Information of Comm Rep on the Received Complaint
CDM	5	Community	Acknowledgment of the Letter of Information
CDM	6	GVL	Minutes of the Internal Meeting
CDM	7	GVL	Letter to Community Planning the Field Investigation
CDM	8	Joint	Minutes and Attendance List of Field Investigation
CDM	9	Joint	Minutes of Joint Meeting and Settlement
CDM	10	Joint	Progress Report and Action Plan
CDM	11	Joint	Progress Report
CDM	12	Joint	Monitoring Report
CDM	13	Joint	Final Report