



# LUMO COMMUNITY WILDLIFE CONSERVANCY

P. O. BOX 186-80311, NG'AMBWA. TEL. 0740306562

Email: info@lumoconservancy.com

## LUMO Community Wildlife Conservancy Grievance Submission Form

Thank you for taking the time to provide your feedback. Remember, you are not complaining; you are helping us do better. Your input is invaluable in improving our operations and fostering a positive environment for both staff and the community.

**Name of Complainant (Optional):** \_\_\_\_\_

**Contact Information (Optional):** \_\_\_\_\_

**Nature of Grievance:** (Please check the appropriate box)

- Staff Behavior
- Infrastructure Issues
- Community Engagement
- Staff Complaint
- Other (please specify): \_\_\_\_\_

**Description of Grievance:** (Please provide a detailed description of your concern, including any relevant context and supporting evidence.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**How would you like to receive feedback:** (Please check the appropriate box)

- Phone Number (please specify): \_\_\_\_\_
- Email (please specify): \_\_\_\_\_
- Other (please specify): \_\_\_\_\_

**Date of Submission:** \_\_\_\_\_



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## To Be Filled By Management

**Assigned Personnel:** \_\_\_\_\_

**Status:** (To be filled by management)

- Pending
- Under Investigation
- Resolved

**Resolution Details:** (To be filled by management) (Please document the actions taken to address the grievance and the outcome of the resolution process.)

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**Follow-Up Actions:** (To be filled by management) (Specify any follow-up actions required and their respective timelines.)

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## Policies and Guidelines:

### 1. Confidentiality:

- All grievances submitted will be treated with the utmost confidentiality. Your identity and personal information will be protected unless disclosure is necessary for investigation and resolution purposes.

### 2. Response Time:

- We are committed to acknowledging receipt of your grievance within 3 working days and will provide an initial response within 10 working days. Some issues may take longer to resolve, but we will keep you informed throughout the process.

### 3. Fair Treatment:

- Every grievance will be addressed impartially and without prejudice. We strive to ensure fair treatment for all parties involved.

### 4. Follow-Up:

- Follow-up actions may be required depending on the nature and severity of the grievance. We will communicate any necessary steps and timelines to you.

### 5. Feedback:

- We value your feedback and encourage you to share your thoughts on the resolution process to help us continuously improve.

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## Commitment to Improved Stakeholder Relations

This document represents the commitment of LUMO Community Wildlife Conservancy to improved stakeholder relations. We pledge to address grievances promptly and effectively, fostering trust and cooperation among all stakeholders.