



**Lebanon Renewable Energy
and System Reinforcement Project
IBRD - P180501**

**Stakeholders
Grievance Mechanism (GM)**

May 2026

Litani River Authority (LRA)

Beirut

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LIST OF ABBREVIATION

COC	Code of conduct
LRA	Litani River Authority
E&S	Environment Specialist
ESS2	Environmental and social standards
ESMF	Environmental and social management framework
GBV	Gender based violence
GM	Grievance mechanism
LMP	Labor Management Procedures
NGO	Non-governmental organization
PMT	Project management team
PPE	Personal Protective Equipment
PV	Photovoltaic
SA	Sexual abuse
SE	Sexual exploitation
SH	Sexual harassment
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder engagement plan
SH	Sexual Harassment (SH)
OE	Owner Engineer
OHS	Occupational Health and Safety

GRIEVANCE MECHANISM (GM)

1. Introduction

A grievance mechanism (GM) is in place to allow stakeholders to voice their concerns during the project phases: pre-construction, construction, and operation. The GM is designed to allow a timely resolution of concerns, assuring stakeholders that grievances have been heard and that the institutionalized mechanism will yield a fair and impartial outcome. Furthermore, the grievance mechanism is applicable for both Lebanese and Syrian workers with the option to remain anonymous when filing a grievance to encourage workers to speak out without potential fear of repercussions.

The Lebanon Renewable Energy and System Reinforcement Project (Rehabilitation of LRA’s HPPs), managed by LRA, includes two grievance mechanisms to ensure transparent and effective communication throughout the project’s implementation. In line with the World Bank’s Environmental and Social Standards, the project establishes a Grievance Mechanism (GM) for stakeholders in accordance with ESS10, and another GM for workers in accordance with ESS2.

Each mechanism includes clear procedures for grievance handling, methods for grievance intake, and the Code of Conduct (CoC) that guides responsible behavior and accountability and each one will address sensitive complaints related to harassment and abuse and exploitation.

The following section presents both mechanisms, describing their purpose and the process for submitting and addressing grievances, to ensure that all concerns from stakeholders and workers are handled in a fair, timely, and transparent manner.

2. GM for Stakeholders

The following sections provide a detailed description of the Stakeholder Grievance Mechanism (GM) process, including the steps for submission, acknowledgment, investigation, and resolution of grievances.

It also outlines responsibilities at each level, indicative timelines for response, and the specific referral pathway for sensitive or SEA/SH-related cases to specialized service providers where LRA collaborated with a center for gender equality ABAAD.

This ensures that all concerns are handled transparently, efficiently, and in a manner that prioritizes confidentiality and accountability.

Table 2-1 Summary of Grievance Mechanism (GM) Process

Who can submit a grievance	How to submit	To whom	Response time	Confidentiality

<p>Any stakeholder (residents, NGOs, landowners, municipalities, vulnerable groups)</p>	<p>In person, by email, hotline +961 1 660484, QR code, complaint box, or website form ¹. To contact: Level 1: contractor’s site manager and Nassim Abou Hamad, grm@litani.gov.lb +961 3 641280 Level 2: Owner’s Engineer and Ghassan Gebran grm@litani.gov.lb +961 3 438992 Level 3: Elie El Rayes grm@litani.gov.lb, +961 3 132585.</p>	<ul style="list-style-type: none"> • Level 1: Contractor ES Specialist and PMT • Level 2: Owner’s Engineer and PMT • Level 3: LRA PMT 	<ul style="list-style-type: none"> • Within 1 week (Level 1) • Within 10 calendar days (Level 2) • Within 10 calendar days (Level3) <p>Maximum total duration: 30 days unless otherwise justified</p>	<p>Complainants may remain anonymous; all SEA/SH and sensitive cases are handled confidentially following survivor-centered principles</p>
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Note: All grievances will receive acknowledgment of receipt within 2 days of receiving a grievance, follow-up communication, and notification once the issue is resolved.

Noting that the PMT will be informed of all complaints at every level; however, it will not intervene in cases resolved at Levels 1 and 2. The PMT’s intervention will only occur at Level 3.

Level 1 corresponds to the personnel who are in direct contact with workers on site, such as the contractor’s site manager or field supervisors.

Level 2 refers to the Owner’s Engineer, who receives reports directly from the contractor and oversees compliance and performance.

Level 3 represents LRA, which maintains overall authority and receives consolidated reports from the Owner’s Engineer for decision-making and oversight.

In line with the World Bank’s Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure, and as outlined in the Stakeholder Engagement Plan (SEP) for the Lebanon Renewable Energy and System Reinforcement Project managed by LRA, the project’s Grievance Mechanism (GM) will be inclusive, transparent, and responsive to all individuals, entities, and groups potentially affected positively or negatively by project activities.

The GM will be open and accessible to all stakeholders; such as local residents, NGOs, Community Representatives and Vulnerable or Marginalized Groups; who have an interest in or concern about the project, particularly those who may be directly impacted by on-the-ground interventions such as infrastructure works, system reinforcement activities, or community engagement initiatives. It

¹ This document is available at the following link : <https://www.litani.gov.lb/en-us/aboutlra/worldbankagreement>

allows stakeholders to submit suggestions, concerns, or complaints related to the project's implementation, especially during the construction phase.

2.1. GM Objectives

The overall objectives of the GM are to:

- Provide a transparent process for timely identification and resolution of issues affecting the project and people.
- Strengthen accountability to beneficiaries, including project affected people.

Any concerned person will be able to submit comments or complaints at any time by using the LRA GMs. Although it is not possible to predict specific grievances, they could range from the desirability of financing the projects to complaints about increased traffic or dust and noise (complaints received about things not related to or caused by the project, such as electricity supply in general, will be referred to appropriate departments within LRA, but not addressed by the project GMs).

Grievances can be submitted in person, in writing, by email, via a dedicated hotline, or through a [QR code](#) placed on-site² that links to a digital grievance form. The contact phone number +961 1 660484, email address grm@litani.gov.lb , and [QR code](#) (see below QR code) will be displayed on the project information board at the construction site and in the concerned municipalities prior to the start of works.



Additionally, information on how to access the GM will be made available on the LRA website to ensure broad awareness and accessibility.

2.2. GM log

Each designated grievance manager will be responsible for maintaining a detailed grievance log to ensure proper tracking, handling, and resolution of all received complaints and feedback. The log will serve as an official record of the grievance process and will include, at a minimum, the following information:

- **Reference Number:** A unique identification code assigned to each grievance for tracking purposes.
- **Complainant Information:** The name and contact details (address, phone number, or email) of the individual submitting the complaint, question, or feedback—unless the

² This link is available at the following link :

<https://www.litani.gov.lb/en-us/aboutlra/worldbankagreement>

grievance is submitted anonymously or involves Sexual Exploitation, Abuse, or Harassment (SEA/SH).

- **Complaint Details:** A clear description of the issue raised, including the location, nature of the concern, and any relevant context or supporting information provided by the complainant.
- **SEA/SH Cases:** For SEA/SH-related grievances, only the complainant’s own words will be recorded, without interpretation. The log will note whether the alleged perpetrator is believed to be linked to the project and whether the survivor was referred to appropriate support services.
- **Date of Submission:** The exact date when the grievance was received.
- **Assigned Personnel:** The name of the staff member or service provider responsible for acknowledging, investigating, and addressing the complaint.
- **Proposed Resolution:** A summary of the recommended solution or corrective action, along with the person(s) responsible for authorizing and implementing it. For SEA/SH cases, only whether the complaint was resolved (or not) will be indicated.
- **Communication Records:** The date the proposed resolution was communicated to the complainant (when not anonymous) and, if possible, a written acknowledgment confirming receipt of this information.
- **Satisfaction and Closure:** A note on whether the complainant accepted the resolution, the level of satisfaction, and confirmation that the case has been closed.
- **Completion Date:** The date the resolution was fully implemented or the grievance process was formally closed or discontinued.

LRA will hold the overall responsibility for managing the Grievance Mechanism, while the Contractor and the Owner’s Engineer will serve as part of the GM chain to support its effective implementation and ensure timely follow-up on grievances.

To facilitate understanding among all stakeholders, a visual flowchart of the grievance process is included in Figure 2-1 – Project Grievance Flowchart, summarizing the steps from submission, acknowledgment, investigation, resolution, and closure across the three GM levels. This figure will be displayed on the LRA website and at construction sites to ensure easy reference by community members.

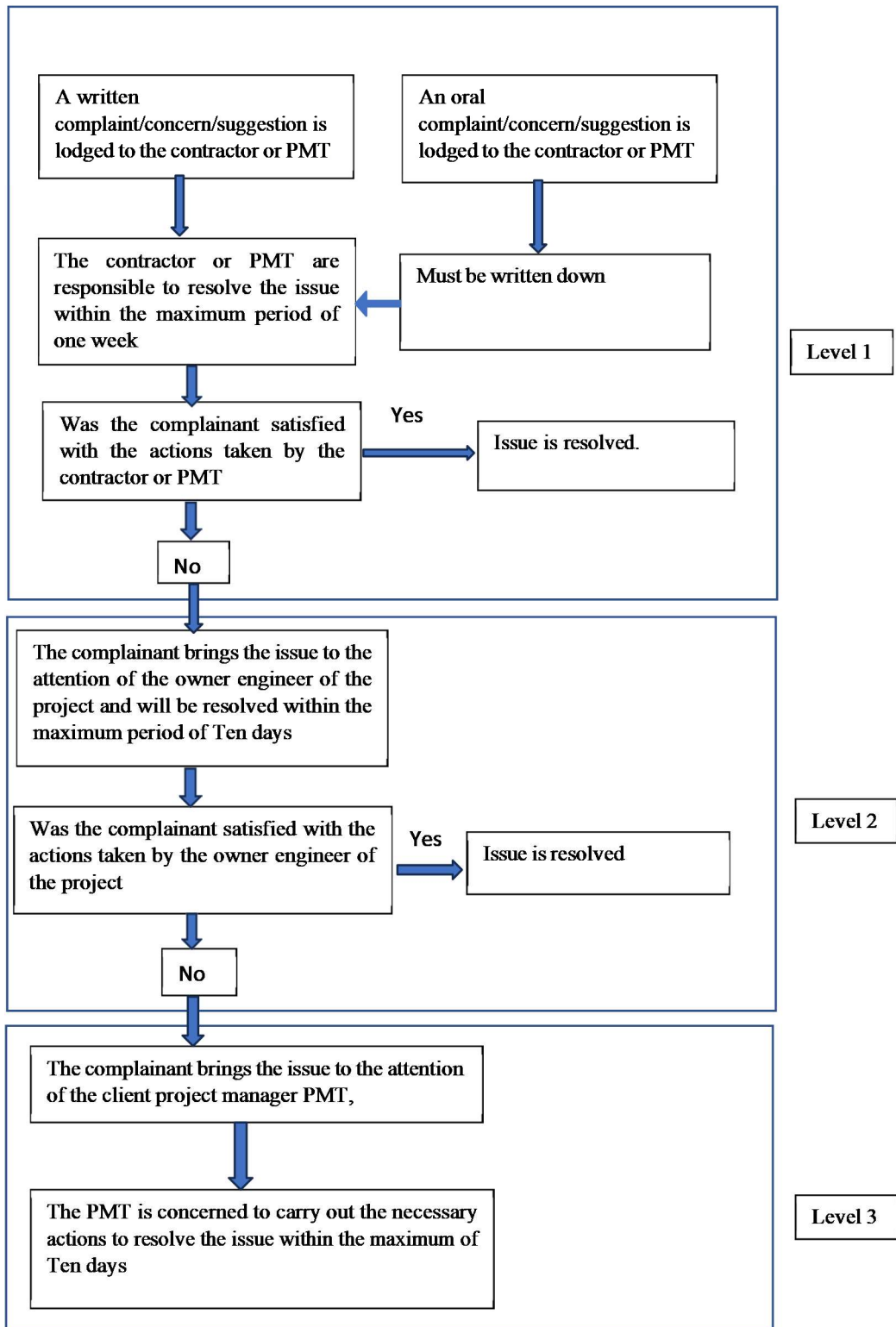


Figure 2-1

Grievance Resolution Process (RF: Stakeholder Engagement Plan)

2.3. Concerned Stakeholders

The stakeholders including concerned municipalities, NGOs, residents, and landowners will be informed about the grievance mechanism procedure once they have been identified.

At least 10 days before each public meeting, LRA will announce the date and location through local media and municipal notices. After each meeting, LRA will summarize the discussions and outcomes.

A Grievance Mechanism (GM) is established to receive and resolve concerns from anyone affected by project activities. The GM provides clear procedures and timelines for handling complaints. Information on how to submit grievances will be shared through brochures, notices at LRA offices, municipal bulletin boards. Dedicated email addresses and locked complaint boxes will be regularly checked, and [LRA's website](#) include details on submitting feedback and concerns.

The E&S Focal point represented by the LRA will carry out extensive communication and consultation activities in line with World Bank Environmental and Social Framework (ESF) requirements.

2.4. Information Disclosure

LRA will ensure transparency through multiple communication channels:

- The Stakeholder Engagement Plan (SEP) will be announced in municipal and district news media, published on the LRA websites, and discussed during public meetings in project areas.
- The Grievance Mechanism will be clearly described, including how stakeholders can submit complaints including SEA/SH complaints, and how these will be addressed.
- The Labor Management Procedures (LMP) and Environmental and Social Commitment Plan (ESCP) required by the World Bank is available on both websites, outlining commitments to labor rights, health and safety, and environmental management.
- Annual summaries of grievances and resolutions will be disclosed publicly by LRA
- Language and Accessibility: LRA will ensure that grievances can be submitted in Arabic or English, orally or in writing. For oral complaints, the E&S specialist will assist the complainant in recording the issue accurately in written form. This ensures that illiterate or vulnerable individuals can equally access and benefit from the grievance mechanism.

2.5. Consultations and meetings

Engagement will continue through structured and ongoing consultations:

- **National-level meetings** with Ministries to coordinate responsibilities, share project updates, and streamline procedures.
- **Municipal meetings** in project locations to present details from the SEP, LMP, ESCP, and environmental screening reports, and to collect stakeholder input and recommendations.
- **Regular coordination meetings (at least semi-annually)** between LRA, and local municipalities to update on progress and discuss new developments.
- **Open communication channels** will remain available for any stakeholder wishing to receive updates, raise concerns, or provide additional information at any stage.

The categories of eligible complainants, including affected individuals, communities, workers, and other interested stakeholders, are presented in the table below.

Table 2-2- Key Stakeholder Categories, Descriptions, and Eligible Concerns

Category	Description	Eligible Concerns
Local Residents	Individuals and households living in or near the project areas who may be directly or indirectly affected by construction, installation, or operational activities.	Concerns related to noise, dust, traffic disturbance, access restrictions, safety issues, or potential temporary disruptions during project implementation.
Civil Society Organizations (CSOs) and Non-Governmental Organizations (NGOs)	Organizations engaged in renewable energy, environmental protection, social development, or advocacy, with an interest in the project’s environmental and social performance. Environmental protection: <ul style="list-style-type: none"> • Human rights • Women’s empowerment • Disability inclusion • Indigenous or minority rights 	Issues related to environmental management, transparency, community engagement, inclusion, or potential social and ecological impacts of the project.
Community Leaders, Landowners, and Traditional Authorities	Local representatives, formal or customary leaders, and individuals holding ownership or tenure rights who play a role in community coordination and local decision-making.	Concerns regarding land access or use, disruption of community assets, communication gaps, or lack of consultation and participation in project-related decisions.
Vulnerable or Marginalized Groups	Individuals or groups who may be disproportionately affected by the project due to social, economic, or physical conditions, including women, elderly persons, people with disabilities, or low-income households, women-headed households, refugees and stateless persons (including those without civil registration), children and youth at risk, ethnic, linguistic, or religious minorities	Concerns about exclusion from consultations, unequal access to project benefits, safety or accessibility issues, or any adverse social or economic impacts resulting from project activities.

The meetings will also include a dedicated discussion on the SEA/SH grievance mechanism, explaining how community members can safely report concerns or incidents, the available reporting channels, and the confidential procedures for handling such cases. A detailed description of the SEA/SH procedure will be presented below.

2.6. Definition of SEA/SH

➤ Sexual Exploitation (SE):

Abuse of power, trust, or vulnerability for sexual purposes, including personal or financial gain. Examples: Offering jobs, aid, or services in exchange for sex, or denying access to benefits unless sexual favors are provided.

➤ Sexual Abuse (SA):

Any actual or threatened sexual act carried out by force or under unequal or coercive circumstances.

Examples: Unwanted touching, coercive sexual acts, or sexual contact with a minor.

➤ Sexual Harassment (SH):

Unwelcome sexual advances, comments, or behaviors that cause offense, humiliation, or create an unsafe environment.

Examples: Inappropriate remarks, explicit messages, offensive images, or repeated unwanted invitations.

2.6.1. SEA/SH Awareness for Stakeholders

SEA/SH awareness activities aim to ensure community members, beneficiaries, and stakeholders understand what SEA/SH is, how to prevent it, and how to safely report concerns.

a. Target Groups

- Local residents and community members near project sites.
- Civil society organizations (CSOs) and NGOs.
- Municipal representatives and local authorities.
- Vulnerable or marginalized groups (women, youth, persons with disabilities, etc.).

b. Objectives

SEA/SH awareness for stakeholders seeks to:

- Promote understanding of acceptable and unacceptable behaviors.
- Inform communities about their rights and available reporting channels.
- Encourage early reporting of concerns through confidential and safe mechanisms.
- Strengthen trust between the community and the Implementing Agency (LRA).

c. Content of Awareness Sessions

Awareness and outreach activities should cover:

- **Definition and examples** of SEA/SH.
- **Expected behavior** of project representatives toward community members.
- **Reporting channels** available for complaints (email, hotline, in-person, or grievance boxes).

- **Confidentiality and survivor protection** measures ensuring that reports are handled sensitively and without retaliation.
- **Available support services** such as psychosocial, legal, or medical assistance.

d. Format and Frequency

- Conducted during stakeholder meetings, community consultations, and outreach sessions.
- Delivered in clear, accessible, and culturally appropriate language.
- Use visual materials (brochures, posters, radio spots) to reach wider audiences.
- Periodically repeated throughout the project to maintain awareness and ensure new community members are informed.
- All SEA/SH awareness materials and sessions will include ABAAD’s Safe Line number **(+961 81 788 178)** and information about available survivor support services

2.6.2. SEA/SH Grievance and Response Mechanism

A confidential is extremely important in handling SEA/SH-related grievance, so confidentiality refers to strict protection of sensitive information related to that complaint.

To ensure fairness, transparency, and the protection of both the survivor and the alleged perpetrator, any reported SEA/SH case shall undergo a confidential and impartial investigation. The designated focal point is responsible for conducting this process with strict adherence to confidentiality, objectivity, and the principles of a survivor-centered approach. The investigation aims to establish the facts of the allegation without bias, respecting the rights, dignity, and safety of all parties involved. Throughout the process, only essential information is collected, securely stored, and shared strictly on a need-to-know basis and with the survivor’s informed consent. This approach helps prevent retaliation, minimizes the risk of stigma or harm, and ensures that any decisions or disciplinary measures are based on verified information and due process.

Survivor-centered **Grievance Mechanism (GM)** will be available for all stakeholders to report SEA/SH-related incidents or concerns.

SEA/SH handled complaint procedure:

Step 1 – Submission of Grievances:

Multiple safe and confidential channels exist at all project levels (Level 1: **SEA/SH** Focal Point : Mrs. Grace Ammoury (+961 1 662118)). so survivors can report to whomever they trust. Staff at Level 1 only receive and record the basic necessary information and then refer the case to the Level 2 authority (Owner’s Engineer – OE). Survivors are informed about mandatory reporting laws, available GBV services, and their rights. All staff involved are trained in survivor-centered approaches, confidentiality, and safety. Complaints can be formal or informal, and all workers and project beneficiaries have access to the SEA/SH Grievance Mechanism. All project workers must sign the Code of Conduct and receive SEA/SH awareness training.

Step 2 – Registration of Complaints:

The Level 1 receiving staff acknowledge the complaint, explain available services, and proceed only with the survivor’s informed consent. SEA/SH cases are then registered in a secure,

password-protected log managed at the Level 3 PMT. Staff at all levels record only the minimal and necessary information and must strictly maintain confidentiality. Sharing any information externally requires the survivor's explicit consent. The PMT has to take an action within 48 hours as PMT is the highest authority that a case has been reported (without identifiable details) and submit a preliminary report within 10 days.

Step 3 – Referral to Services:

Survivors are informed of available health, legal, psychosocial, and security services and choose whether and how to receive support. Mandatory reporting applies in certain cases (e.g., minors or persons with disabilities). Referral is done only with survivor consent.

Step 4 – Investigation and Disciplinary Measures:

The Level 3 PMT reviews the allegation within 24 hours of receiving it from the OE. If the survivor chooses not to proceed with an investigation, the case is closed after referrals to appropriate support services. If the survivor agrees to proceed, the PMT determines whether the case is project-related and activates the required investigation procedures.

Employers at the relevant level (Contractor, OE, or PMT) must investigate complaints involving their staff and take appropriate disciplinary actions, such as warnings, mandatory training, suspension, termination, or reporting to authorities. If the perpetrator belongs to the PMT's organization, the investigation is handled internally by the designated oversight body.

Step 5 – Case Closure and Feedback:

A case is closed when the survivor has received the necessary support, appropriate disciplinary measures have been taken, or when the survivor chooses not to continue with the investigation. The Level 3 PMT records all actions taken and ensures the survivor is kept informed throughout the entire process.

The survivor is always notified of the investigation outcome before informing the perpetrator, to ensure their safety and allow them to assess any potential risks. Once the case is formally closed, the PMT informs the relevant higher authorities, such as the World Bank, in line with reporting requirements.

Key Features:

- **Multiple safe reporting options:** Email, locked complaint boxes, or direct contact with designated focal points.
- **Confidential handling:** Complaints are logged anonymously if preferred; personal data is protected.
- **Referral to qualified services:** Survivors are referred to professional GBV service providers which is ABAAD, for psychological, medical, and legal support.
ABAAD, a nationally recognized service provider offering psychosocial, medical, and legal support to survivors of gender-based violence (GBV).
ABAAD operates a 24/7, and manages women's safe shelters and crisis response services across Lebanon.

Contact information: safe line (+961 81 788 178),

LRA and the project team will maintain updated contact details for ABAAD and coordinate referrals confidentially and promptly, ensuring that no investigation is conducted by the project and that the survivor's safety, consent, and confidentiality are prioritized at all times.

- **Non-investigative approach:** The project does not conduct formal investigations into SEA/SH cases but ensures that survivors receive appropriate assistance and support. Internal reviews are conducted only when the alleged perpetrator is a project worker, to determine whether a breach of the Code of Conduct has occurred and to apply appropriate internal disciplinary measures. If the alleged perpetrator is an external party, a formal investigation must be conducted by the designated authorities.
- **Regular monitoring and reporting:** Grievance data (without personal details) will be reviewed to identify trends, improve prevention, and maintain transparency.

2.6.3. Continuous Risk Management

SEA/SH risk prevention is integrated throughout project implementation.

- **Assessment:** Identify potential risks within communities and social settings.
- **Consultation:** Work with local organizations and women’s groups to design prevention activities.
- **Awareness:** Maintain open dialogue through community meetings and public information campaigns.
- **Monitoring:** Regularly review the effectiveness of awareness and grievance mechanisms, ensuring they remain accessible and trusted by all community members.

The figure below presents a detailed flowchart describing the process of SEA/SH Grievance starting from reception of grievance to implementation of corrective measures.

<p>Section#1: Instructions</p> <p>This form should be read to the survivor/complainant in their <u>first</u> language. It should be clearly explained to the survivor so that they can choose any or none of the options listed. Before formally receiving a complaint, the alleged survivor/complainant should be informed on mandatory reporting in LRA.</p> <p><u>Complainant should be informed on:</u></p> <ul style="list-style-type: none">• Confidentiality of provided information and those details will <u>not</u> be shared without their consent.• Procedure for handling formal SEAH complaints through GM.• The right to remain anonymous, but the need to provide as much evidence as possible to allow procession of the case internally and externally.• The right to receive the case reference number of their report.• The information that I'll provide to LRA, including their personal identification information, will be shared with the relevant investigative body within LRA, on a need-to-know basis.• Complainants are not obliged to continue the interview or share information. Regardless of whether they proceed with the interview, they can ask for assistance through referrals.• Referrals to available medical and other essential services in accordance with LRA policies.• Investigation will not start before taking the survivor's consent. <p><u>Personnel taking in a complaint should be:</u></p> <ul style="list-style-type: none">• Receptive of the complainant and listen to what s/he has to say.

- Write a clear record of what is said by the complainant in her/his own words.
- Take the time to cross-check with the complainant that you understand everything before writing.
- Allow the complainant to read what you have written. Correct the text with the complainant.
- Respect the complainant's decision to stop speaking with personnel at any time.

Section#2: Declarer Information

Complainant reports on non-anonymous basis:

- Yes
 No

If yes above, Full name: _____

<p>Relation to the survivor: <input type="checkbox"/> Self <input type="checkbox"/> Other: _____ -</p>	<p>Age category: <input type="checkbox"/> Adult <input type="checkbox"/> Child (under 18) <input type="checkbox"/> Unknown</p>	<p>Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say</p>
<p>Date of Birth: _____ -</p>	<p>Nationality: _____ -</p>	<p>Language: _____ -</p>
<p>Preferred mean and time of contact/ follow up:</p> <p><input type="checkbox"/> Phone number (calls): _____</p> <p><input type="checkbox"/> WhatsApp: _____</p> <p><input type="checkbox"/> Email address: _____</p> <p><input type="checkbox"/> Other: _____</p>		<p>Time: _____ _____ _____</p>

Section#3: Consent

I, _____, give my permission for (LRA) to share information about the incident I have reported to them as explained below: I give authorization to LRA to share the specific case information from this report with the agency or service provider/s I have indicated, so that I can receive support or make a complaint.

I understand that shared information will be treated with confidentiality and respect and shared only with those involved in the management of the complaint and response. I understand that releasing this information means that a person from the agency or service provider/s may talk to me as per the best means of communication in sections#2 above. At

any point, I have the right to withdraw my consent about sharing information with any agency or service.

I have been informed that anonymized and non-identifiable information may be shared for reporting purposes. Any such information will not be specific to me or the incident. It will not include any personal identifying details, and no one will be able to determine my identity from what is shared.

I understand that shared information will be treated with full confidentiality and respect.

Consent to be marked by survivor/complainant: Yes No
(or parent/guardian if under 18)

Section#4: Survivor Information

Full name: _____
 I don't know

Is the survivor aware of the report

Yes
 No

Age category:

Adult
 Child (under 18)
 Unknown

Gender:

Female
 Male
 Other
 Prefer not to say

Date of Birth:

Nationality:

Language:

Did the survivor provide you with consent to report?

Yes
 No

Section#5: Incident Information

5.1 Incident type:

Sexual Exploitation (SE)
 Sexual Abuse (SA)
 Sexual Harassment (SH)
 Other: _____

5.2 Place of incident (be as precise as possible, if something is unknown then provide general description):

5.3 Date and time of incident (be as precise as possible, if something is unknown then provide general description):
5.4 Incident specificity: what happened, when did it happen, who was involved, How the complainant (if not a survivor) became aware of the incident? (be as precise as possible, if something is unknown then provide general description):
5.5 Frequency of the incident: <input type="checkbox"/> Once <input type="checkbox"/> More than once: _____
5.6 Has information about the incident been shared with anyone else? <input type="checkbox"/> Yes. Give details: _____ <input type="checkbox"/> No
5.7 Any relevant observations made by the person receiving the complaint:

Section#6: Alleged perpetrator/s		
Full name/Nickname: _____		
Category: <input type="checkbox"/> LRA personnel: <input type="checkbox"/> Contractor: <input type="checkbox"/> Other: _____	Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> Unknown	Nationality: _____
Other identifying information (physical description, ID number uniform, contact details, relationship to the survivor ,etc): _____		

Section#7: Witness/es		
Full name/Nickname: _____		
Category: <input type="checkbox"/> LRA personnel: <input type="checkbox"/> Contractor: <input type="checkbox"/> Other: _____	Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> Unknown	Nationality: _____ _____
Other identifying information (physical description, ID number uniform, contact details, relationship to the survivor, etc.): 		
Preferred mean and time of contact/ follow up: <input type="checkbox"/> Phone number (calls): _____ <input type="checkbox"/> WhatsApp: _____ <input type="checkbox"/> Email address: _____ <input type="checkbox"/> Other: _____ _____	Time: _____ _____ _____ _____ _____ _____	

Section#8: Referral to services	
Did the complainant receive services (including referrals to other service providers)? <input type="checkbox"/> Yes, services received: <ul style="list-style-type: none"> <input type="checkbox"/> Medical <input type="checkbox"/> Shelter <input type="checkbox"/> Counselling/Psychosocial <input type="checkbox"/> Legal <input type="checkbox"/> Safety/security <input type="checkbox"/> Other. Please specify: _____ <input type="checkbox"/> No	
Did the survivor (if different from the complainant) receive services (including referrals to other service providers)? <input type="checkbox"/> Yes, services received: <ul style="list-style-type: none"> <input type="checkbox"/> Medical <input type="checkbox"/> Shelter 	

<input type="checkbox"/> Counselling/Psychosocial <input type="checkbox"/> Legal <input type="checkbox"/> Safety/security <input type="checkbox"/> Other. Please specify: _____
<input type="checkbox"/> No
<p>Please fill out the services needed through referrals:</p> <p>Referred person is: <input type="checkbox"/> Complainant <input type="checkbox"/> Survivor, if different from complainant</p> <p>Service to be referred:</p> <input type="checkbox"/> Medical <input type="checkbox"/> Shelter <input type="checkbox"/> Counselling/Psychosocial <input type="checkbox"/> Legal <input type="checkbox"/> Safety/security <input type="checkbox"/> Other. Please specify: _____
<input type="checkbox"/> No referral is needed

Noting that this form will be translated and available in Arabic language

2.7. Project Grievance Mechanism (GM) Structure and Procedures

Beyond SEA/SH-related grievances, the project’s overall Grievance Mechanism (GM) operates through several structured levels to handle all types of complaints and feedback. Thus, the GM levels of the project are as follows:

- **Level 1:** If any person has any complaint, concern or suggestion regarding the project implementation, he or she can lodge an oral or write a grievance complaint through an assigned e-mail (E&S Focal Point email: grm@litani.gov.lb – LRA email: litani@litani.gov.lb, OR phone call or text message to E&S Focal Point Mr. Nassim Abou Hamad +961 3 641280) and (LRA management +961 1 660476, or website link (www.litani.gov.lb), or using the [QR Code](#) published on the project signboard at the site location and at the concerned municipality signboard. The PMT will be informed about the complaints at this stage, without intervention. In case an oral complaint is made, it should be converted to a written form by the receiving unit. The above issue will be resolved within a maximum duration of one week.
- **Level 2:** If the issue is not resolved with the action of the site contractor team, he or she should bring the complaint to the attention of the Owner Engineer of the project, and also the PMT will be informed of the complaint through an assigned e-mail (email: grm@litani.gov.lb – or LRA’s email: litani@litani.gov.lb, OR phone call or text message to Assistant Project Manager Mr. Ghassan Gebran +961 3 438992 at this stage without intervention. The issue shall be resolved within a maximum of 10 calendar days.

- **Level 3:** If the issue is not yet resolved with the action of the Owner Engineer of the project, he or she can bring the complaint to the attention of the Client PMT through project email address (grm@litani.gov.lb), OR phone call or text message to Project Manager Mr. Elie El Rayes who has been assigned by the LRA +961 3 132585. Once the Manager receives the complaint, it needs to be resolved within a maximum of 10 calendar days.

Noting that, all grievances should ideally be resolved within a **maximum of 30 calendar days** from the date of submission, unless the issue requires additional coordination with government entities or specialized agencies. In such cases, the complainant will be informed of the reason for the delay and the expected timeline for resolution.

Upon receiving a grievance, the aggrieved party should be formally acknowledged within 2 days, confirming that their complaint has been received. The complainant should also be informed of the course of action to be taken, the expected timeline for the process, and when preliminary results or updates may be expected. This ensures transparency, accountability, and keeps the survivor informed throughout the grievance handling process.

Moreover, reporting of the complaints to the Project Management Team (PMT) should be done regularly. The designated person at each level should report to the PMT on the number and subject of new complaints received, and the status of the already existing complaints, if any.

All electronic submissions received via email, [QR code](#), or website will be automatically logged in the project's digital grievance database and assigned a unique reference number. This ensures accurate tracking, response monitoring, and secure record-keeping. The system will generate automated acknowledgment messages confirming receipt to complainants (unless submitted anonymously).

The contractor shall submit a monthly record of all complaints, which shall be included in the monthly report. This report shall be submitted to the Owner's Engineer on a monthly basis, who will then share it with the Client.

The report should also inform the PMT of complaints that could not be resolved at the lower levels and are being elevated to the PMT Director's attention. The PMT aggregates information received into a status report each quarter, indicating the number and subject of complaints. The quarterly status report also provides up-to-date information on the number and subject of complaints that have been resolved, and the manner in which they have been resolved. The information will be shared with the LRA.

The Complaints Register form includes the following:

- i) Details and nature of the complaint.
- ii) The complainant's name and their contact details.
- iii) Date, Time and place of the complaint.
- iv) Corrective actions taken in response to the complaint.

Table 2-3-GM Reporting Template

Category of grievances	Number of grievances received in the reporting period (eg. Jan – June)	Number of grievances closed in the stipulated timeframe in the reporting period	Total number of grievances received since the beginning of the project	Number of grievances closed in the stipulated timeframe since the beginning of the project	Total number of open grievances	Number of grievances Open more than 30 days
Total						

The GM does not exclude the formal legal process of the national law. If a grievance remains unresolved following application of the project GM process, the affected person can initiate legal proceedings in accordance with national law and may have recourse to the Appeals Court as warranted.

To strengthen transparency, LRA will publish annual public summary reports of grievances and resolutions on its website and share them with key stakeholders. The reports will include aggregated and anonymized data and performance indicators such as:

- Percentage of grievances resolved within the stipulated time.
- Number of grievances received from vulnerable or marginalized groups.
- Number of SEA/SH cases referred to ABAAD.
- Level of complainant satisfaction with responses.

These indicators will help assess the effectiveness of the GM and guide continuous improvement throughout the project implementation.

Table 2-4-GM General Narrative Record

A. CONTACT INFORMATION OF THE COMPLAINANT	
Name (optional)/ (إختياري) الإسم	
Position / المهنة	
Address / العنوان	
Please mark how you wish to be contacted (telephone and/or e-mail). الرجاء تحديد طريقة التواصل (عبر الهاتف و/أو البريد الإلكتروني)	<input type="checkbox"/> By Telephone(الهاتف) : _____ <input type="checkbox"/> By E-mail (البريد الإلكتروني) _____
Preferred Language for communication لغة التواصل	<input type="checkbox"/> Arabic (عربي) <input type="checkbox"/> English (إنجليزي)
Do you request that your identity is kept anonymous? هل تفضل إبقاء هويتك مخفية؟	<input type="checkbox"/> Yes (نعم) <input type="checkbox"/> No (لا)
B. INFORMATION ABOUT THE OFFENDER	
Name/ الإسم	
Project / المشروع	
Please mention the employment starting date. الرجاء ذكر تاريخ التوظيف	
C. THE COMPLAINT	
Description of Incident or Grievance - Brief Summary not more than 250 words & please provide supporting documents الرجاء وصف الحادث أو المظلمة – على أن تكون ملخص موجز لا يزيد عن 250 كلمة ويرجى تقديم المستندات الداعمة	
Date of Incident/Grievance تاريخ الحادث أو المظلمة	
Have you raised your complaint with the offender? هل رفعت شكواك مع المدعي؟	<input type="checkbox"/> Yes - Please provide supporting documents نعم – إرفاق مستندات <input type="checkbox"/> No لا
What harm do you believe the offender caused or is likely to cause to you? ما الضرر الذي تعتقد أن الجاني قد تسبب فيه أو يحتمل أن يسببه لك؟	
How do you wish to see the complaint resolved? - Brief not more than 100 words كيف ترغب في حل الشكوى؟ -موجز لا يزيد عن 100 كلمة	
Signature:/ الإمضاء _____	
Date:/ التاريخ _____	