



uMngeni Resilience Project Complaints and Suggestions Procedure

The purpose of this complaints procedure is to establish a method whereby all complaints and/or suggestions directed at the uMngeni Resilience Project (URP) and its project partners will be received and resolved efficiently and fairly.




Complainants are encouraged to engage and enter into dialogue with the project implementing partners to resolve their concerns. If attempts to resolve the complaint directly have failed or where the subject of the grievance is of such a nature as to render such dialogue unsuitable, the complaint should be directed to the Project Manager of the URP Executing Entity, uMgungundlovu District Municipality (uMDM).

The uMDM will gather necessary information and, depending on the nature of the grievance, determine a process for mediation, resolution or determination of the grievance. Where appropriate, this may entail referral to other agencies for intervention.




The complainant will receive an update on progress within 14 days, and in due course a formal response on the outcome of this process.

Complaints relating to fraud or corruption, may be submitted confidentially or anonymously. However, an enquiry into a complaint is more likely to yield results where the complainant is available to provide follow-up information.

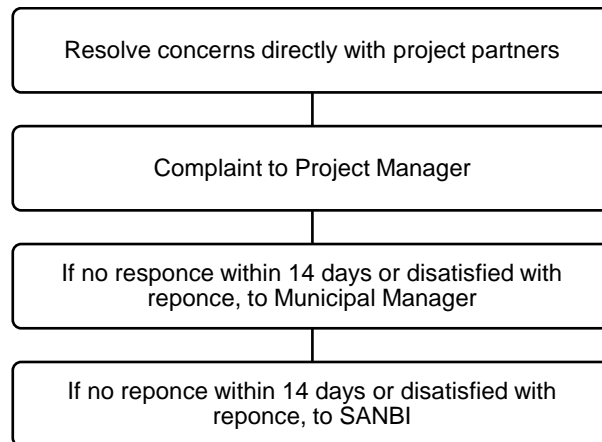
To submit a complaint **to the uMDM**, please contact the Project Manager, currently Nomalungelo Ndlovu:

	033 897 6700	Tollfree: 0800 864 911
	Nomalungelo.Ndlovu@umdm.gov.za	URP@umdm.gov.za
	PO Box 3235 Pietermaritzburg 3200	242 Langalibalele Street Pietermaritzburg 3200

If no response is received from the Project Manager within 14 days, the matter may be escalated to the Municipal Manager.




	033 897 6763	Tollfree: 0800 864 911
	MM @umdm.gov.za	
	PO Box 3235 Pietermaritzburg 3200	242 Langalibalele Street Pietermaritzburg 3200

Should there be no response, or if the complainant is dissatisfied with the response, the matter may be taken to SANBI.



Where the complaint is about the uMDM, or where the complainant believes that the uMDM is complicit, the complaint should be directed to the South African National Biodiversity Institute (SANBI), the National Implementing Entity of the URP.

To submit a complaint **about the uMDM**, please contact the Director of Climate Change at SANBI, currently Mandy Barnett:

	021 799 8895
	M.Barnett@sanbi.org.za
	Kirstenbosch National Botanical Gardens P/Bag X7 Claremont, 7735