

# TOOL KIT ON EFFECTIVE GRIEVANCE MECHANISM

## DRC APPLICATION MODEL

The identified project area -community is Tenke Fungulume (TFM).  
The company already has a community grievance system or mechanism in place.

### Stage 1

#### Community Identification

There were serious health hazard complaints caused by the company operations and this was the basis for selection.



### Stage 3

#### Application of the tool kit

- A joint meeting for the company and the community was held using the toolkit elements.
- The company, SARW and community agreed to audit the impact of the mine operation on the community.
- SARW constituted an independent team in collaboration with other CSOs to carry out the audit.
- SARW produced the audit report which stated clearly that company operations impacted negatively on communities due to pollution.
- It was recommended that the company should relocate and compensate the community.

### Stage 2

#### Tool Kit Sensitisation -Orientation



- The Tool Kit was presented to TFM, the community and Government.
- TFM adopted to adjust its grievance mechanism to align with the SARW tool kit

### Stage 4

#### Challenges and how they were Navigated



- The communities and government accepted the report.
- TFM resisted in crafting the recommendations.
- Agreed to identify 3 independent laboratories to analyse the samples for pollution.
- The Community refused a company laboratory based in London

### Stage 5

#### Tool kit-based Solution



- Two laboratories result conclusively confirmed the level of pollution could have an impact on human health.
- Based on the results the government took over the matter and constituted a commission to proceed with SARW report recommendations

### Stage 6

#### The work of the commission

- The commission carried stakeholders consultations and engagements to define and establish the terms of relocation.
- The government and the company invited SARW to audit the process's due diligence on compensation and relocation of the community.



- The company invited SARW to support and guide with the process of adjusting the company's grievance mechanism.
- The government through the relocation commission invited SARW to assess if the proposed compensation and relocation was in line with national legislation and international standards.

### Stage 7

#### Outcome of the process



The government ordered that relocation and compensation work must be done before the schools opened in October 2022



CHARLES STEWART  
MOTT FOUNDATION

