

Tool Kit on effective grievance mechanism

ZIMBABWE APPLICATION MODEL

The toolkit was introduced to the Mutoko community. Mutoko is a black granite mining community that has recorded grievances over the years and these grievances are mainly related to limited community benefits from mining.

Stage 1

Community Identification



After SARW shared the grievance redress toolkit at the 2022 Zimbabwe Alternative Mining Indaba, the Mutoko community approached the organisation with a request to have the toolkit introduced to their community. The community's request met with the historical challenges with grievances of the community made SARW adopt the community for the work.

Stage 2

Tool Kit Sensitisation -Orientation



In stages, orientation for policymakers such as the Member of Parliament and local government officers together with civic leaders and traditional leaders was done.

Stage 4

Challenges and how they were Navigated



- The community faces numerous grievances, including the disregard of community concerns, lack of infrastructure improvement, use of toxic chemicals, land degradation, road damages, and job creation for the locals.
- There is no proper compensation for injured workers and community members who are displaced.
- Investors do not adhere to EIA agreements, consult with the community, and provide protective clothing for their employees, among other things.
- The community expressed the need to respect local culture and protocols while addressing grievances.
- It is also noted that it is crucial to ensure that the multi-stakeholder committee is involved in the process of grievance redress to avoid any corrupt leaders who may be offered bribes by mining companies. This will ensure a fair and effective grievance mechanism for the community.

Stage 7

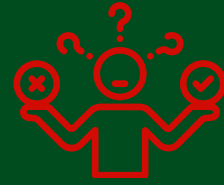
Outcome of the process



- The committee has shared its experiences at the 2023 Zimbabwe Alternative Mining Indaba and its work has been documented as a best practice and other communities have requested for support to set similar committees in their communities
- The committee has received grievances that have been tabled in full council meetings and submitted to the responsible mining companies for redress

Stage 3

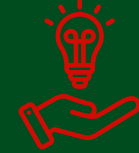
Application of the tool kit



- Following the orientation SARW trained community representative and traditional leaders on the toolkit and its application
- The trainings led the community to decide that they wanted to set up their own community- company grievance redress committee that became known as the Mutoko Mining Grievances Redress Committee
- After the formation of the committee a meeting to set up and roll out the work of the committee was done and mining company representatives were invited to be part of the committee

Stage 5

Tool kit-based Solution



- The community took charge of creating and adopting their own unique terms of reference, customized to their specific needs.
- To address any grievances that might arise, a the committee was established and all parties involved agreed to uphold its authority.
- Whenever a complaint is submitted, it is carefully evaluated and investigated in collaboration with other relevant government entities and key line ministries.

Stage 6

The work of the commission



- The community has been set up as a multi-stakeholder committee that include Chief Mutoko, the Assistant District Development Coordinator, Mutoko Rural District Council, Ministry of youth, 2 Representative of community-based organisation, a Representative of community members and 2 Representatives of mining companies.
- The work of the committee is to receive complaints and adjudicate on them and select those that need redress from the respective mining companies or authorities.
- As a way of operating, the committee has established a WhatsApp group for reporting incidences and ways of raising the issues with the Councillor for communities that do not have mobile access.
- They also hold online community meetings to raise awareness on the work of the committee as well as give feedback on some of the raised grievances