

Majirani Tuzungumze

“Majirani - Bhoke na Marwa”



Taratibu za kuwasilisha lalamiko

Hatua Ya 1

Andikisha lalamiko lako katika ofisi ya kijiji au mtaa ama katika ofisi ya Mahusiano ya Jamii ya African Barrick Gold, ama kupitia kwa Afisa yeyote wa Idara ya Mahusiano ya Jamii ya African Barrick Gold

Hatua ya 2

Jaza Fomu ya Lalamiko

Hatua ya 3

Afisa Malalamiko wa African Barrick Gold atakutafuta mzungumze kujua chanzo cha lalamiko kama limesababishwa na shughuli za African Barrick Gold

Hatua ya 4

Lalamiko la kawaida hushughulikiwa ndani ya siku 30 na mlalamikaji atakuwa anapewa mwenendo mzima wa lalamiko lake

Hatua ya 5

Cha muhimu ni kwamba majirani wanajadiliana na kupata uelewa na suluhisho ya kile kilichojitokeza



**AFRICAN
BARRICK
GOLD**

Translation of NMGML grievance mechanism poster (with 5 steps listed underneath):

Neighbours let us speak

Neighbours – Bhoke and Marwa

Marwa says: True? What I need is to follow this simple process to register my complaint with African Barrick Gold

Bhoke says: Yes! It is much better than continuing to complain.

Process for registering a grievance

Step One

Register your complaint/grievance at your village or hamlet office or at the community relations office for African Barrick Gold or through any community relations officer of African Barrick Gold

Step Two

Fill in your complaint/grievance form

Step Three

A grievance officer from African Barrick Gold will look for you to discuss the source of your complaint/grievance and whether your complainant/grievance has been caused by operations of African Barrick Gold

Step Four

A normal complainant/grievance will be dealt with within thirty days, and the complainant will be given feedback on the whole process of his or her registered complainant

Step Five

The most important thing is that as neighbours we discuss in order to understand and find a solution to any grievance/complainant