

## What will happen after a complaint is submitted?

After a complaint is submitted, several steps are involved prior to it being fully resolved. The time it takes to resolve a complaint can vary depending on its complexity and severity. Typically, complaints are resolved within 10-60 days.

The key steps in reviewing and resolving a complaint are as follows:



1. The project GRM secretariat receives the complaint.



2. The GRM secretariat acknowledges the complaint.



3. The GRM committee and the head of the GRM secretariat review the complaint by conducting an investigation, or referring to a mediator or another competent body.

If the complaint was not anonymous, an action plan is discussed with the complainant and put into place.

The personnel involved with the complaint/issue are held accountable, and steps to correct any issues are established.



4. The GRM secretariat informs the complainant of the assessment outcomes.



5. Follow-up steps are put in place for periodic checks/audits to ensure that appropriate action was taken. However, if the complainant does not accept the decision, a formal appeal may be made, which may take between several days and 60 days to resolve.

For more Information scan here



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#lctgrm



Ministry of Industry and Commerce

NIU Division

## Grievance Redress Mechanism of the Lao Competitiveness and Trade Project.

Do you have a complaint about the Lao PDR Competitiveness and Trade Project?

If yes, make your voice heard through the Grievance Redress Mechanism

Your Voice Matters!



## Why did the LCT Project set up the GRM?

The Lao Competitiveness and Trade (LCT) Project is committed to establishing a Grievance Redress Mechanism (GRM) to manage its operational risk. A GRM is a way for people who are affected by the Project to raise concerns and seek help when they feel that it has had a negative impact on them. The GRM is designed to help people get the services they should receive, and it can be an effective tool for the early identification, assessment, and resolution of complaints. This will in turn help improve Project outcomes and help both its teams and beneficiaries.

## What is the GRM?

The GRM is designed to receive and address any concerns, complaints, notices of emerging conflict, and grievances, and assist in their resolution between and among Project stakeholders, as well as relevant government ministries, agencies, and private enterprises. It functions as an instrument for problem solving and consensus building while promoting collaboration, transparency, and accountability for all.

## Who can report a complaint?

Any individual or a group of individuals who believe they have been or will potentially be impacted or harmed by the Project can submit a complaint. The complainants will always be kept as anonymous to protect their rights and privacy.

## How do you report a complaint?

- **1 EMAIL**  
By sending an email to:  
[lctgrm@laosoft.org](mailto:lctgrm@laosoft.org)
- **2 WEBSITE**  
Reporting to:  
[www.t4dlaos.org/lctgrm](http://www.t4dlaos.org/lctgrm)
- **3 LETTER**  
Sending a letter to the  
NIU Division, Ministry of  
Industry and Commerce,  
Phonexay Road, PO Box 4107,  
Vientiane, Lao PDR.
- **4 COMMENT BOX**  
Placing the complaints in  
the comment box in front of  
the Ministry of Industry and  
Commerce.

For more Information  
scan here



## What information should be included in a complaint?

1. The claimant's contact details (email, phone, address, other). which only a GRM consultant can know.
2. Who gave the claimant the right to speak for them, and their names.
3. The description of the potential or actual harm caused by the Project.
4. The harm or risk, the people involved, the responsible parties, the place and time.
5. The claimant's actions to solve the issue.
6. Whether the claimant wishes their identity to be kept confidential; and
7. What kind of help the claimant needs from GRM.

However, complainants do not have to give all of these details and they can send the complaint anonymously. At first, the complainant only needs to give enough detail to check their eligibility to make a complaint. If insufficient detail has been supplied, the GRM must honestly attempt to reach the complainant and ask for more detail in order to determine the eligibility of the complaint, and to develop a proposed response.

**Your Voice  
Matters!**