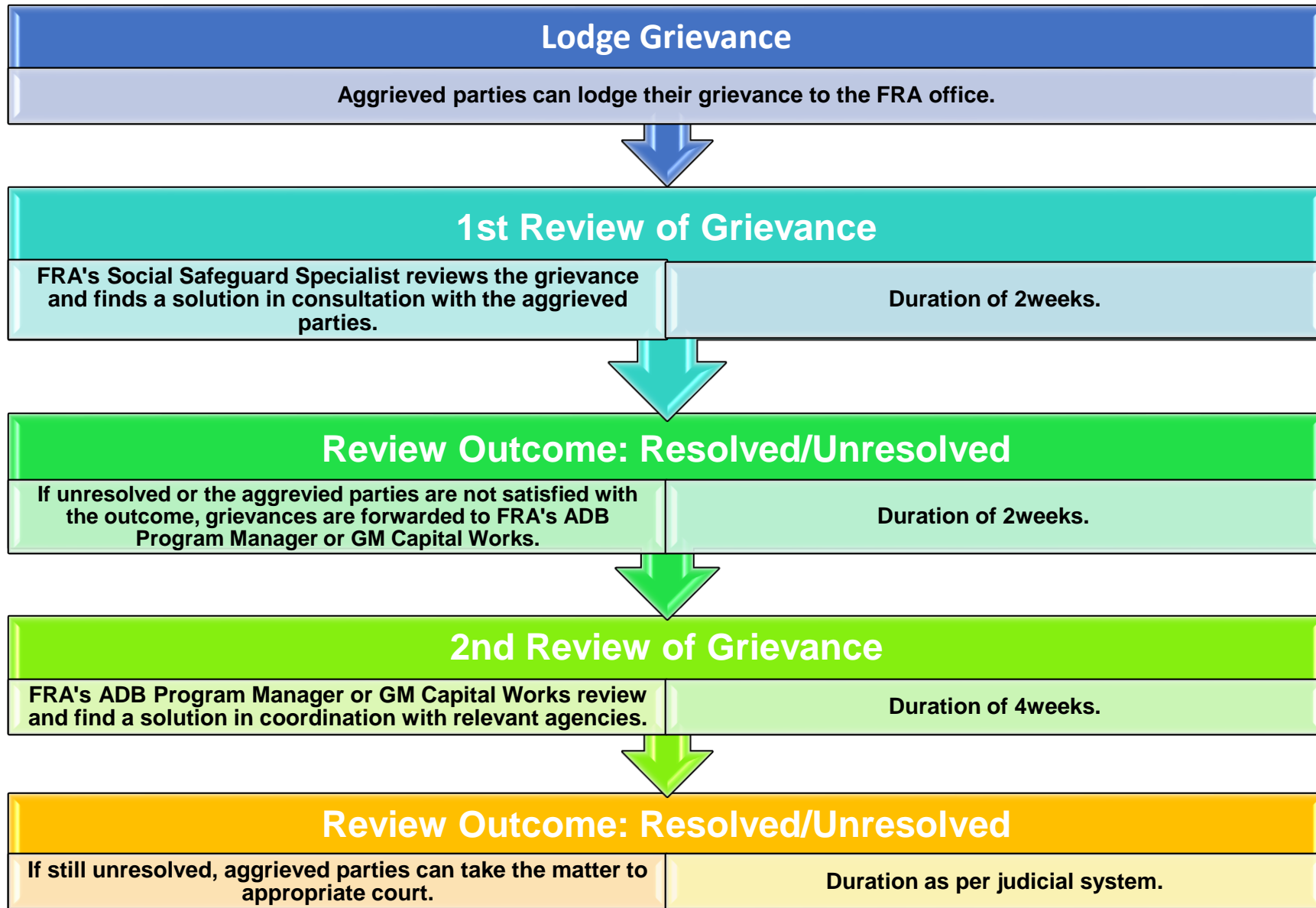


# Grievance Redress Process

Below is the process that is followed when dealing with grievances lodged.



# Complaints Register

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A complaints register is maintained at FRA showing the details and nature of the complaint, the complainant, the date and actions taken as a result of the investigation.

FRA includes information from the complaints register and corrective actions/responses in its progress reports to the ADB and WB.

Relevant Fiji agencies (DOL, TLTB, etc.) will always be on board to review public complaints and advise on FRA's performance for grievance redress.