

**Stakeholder Engagement Plan (SEP)**

# 8. GRIEVANCE MECHANISM

The existing grievance mechanism used to date will be put in place as part of the Stakeholder Engagement process. This grievance mechanism is as follows:

## 8.1. Receipt of Grievance

A complainant can submit a grievance by filling a web form available at the Company's web site [www.bina-istra.hr](http://www.bina-istra.hr), by mail at the Company's address (Bina-Istra d.d. Savska 106, Zagreb, or Bina-Istra d.o.o. Zrinščak 67, 52246 Lupoglav). During works, complaints can be made at the Contractor's premises in Kanfanar by putting a written note or letter into the ‘mailbox’. The Company will also use other channels (including in person, email and telephone) for receiving grievances. This will be communicated at the Company's web site.

## 8.2. Grievance is documented on Bina-Istra’s Grievance Record Form

All grievances will be documented on a Grievance Record Form (see example in- Appendix 1) which includes all information obtained from the complainant raising the grievance. For ‘in person’ grievances, usually received at the premises of the Contractor (Bouygues TP Hrvatska, Okreti b.b., Kanfanar) or the Operator (Bina-Istra d.o.o. Zrinščak 67, Lupoglav), they will be forwarded to the Technical Department Manager who will contact the complainant in order to obtain necessary information and fill a Grievance Record Form. For grievances by phone, the complainant will be encouraged to transmit his/hers complaint in written. The complainant will be requested to provide contact information so that he/she can be contacted to follow-up on resolution of a complaint.

Grievance forms/messages from all sources (in person, mail, e-mail, and phone) will be recorded in a Grievance Log Book (see example in Appendix 2).

Complainants will be notified within three working days of the receipt of the grievance by Bina-Istra.

## 8.3. Preliminary investigation is conducted to validate grievance

After grievances have been recorded, they must be reviewed to determine legitimacy and any preliminary investigations will be conducted by the Technical Department Manager and/or Technical Department Assistant prior to submitting the complaint to the General Manager. In cases where it is obvious that the grievance is not legitimate or the grievance is invalid, this will be immediately communicated in writing to the stakeholder and arrangements will be made to discuss additional options if appropriate.

Preliminary investigations may include performing a site visit or making a call to a complainant to obtain supporting information. The findings of a preliminary investigation can then be presented to the General Manager along with the grievance.

## 8.4. Stakeholder Communication

A written response is to be sent within 30 days to the stakeholder advising that the grievance has been reviewed and discussed and to present a proposed resolution if any, as well as a notification that the grievance is not deemed founded or that the Company is not competent for the resolution. If the complainant is not satisfied with the proposed resolution, meeting with the complainant will be held to discuss the findings in order to reach an agreement. If the company is not able to address the issues raised by immediate corrective action if applicable, a long-term corrective action will be identified. The complainant will be informed of the proposed corrective action and follow-up of corrective action within 30 days of the acknowledgement of grievance.

## 8.5. Grievance Closure and Documentation

A final response will be given to the complainant on the proposed resolution or on the inability or incompetence for its resolution. A response on the grievance resolution or a notification on the inability or incompetence for its resolution will close-out the complaint. The Technical Department Manager will be in charge of documenting and recording the close-out.

Records concerning closed cases will be maintained until the completion of the Project. The Technical Department Manager will be responsible for managing the grievance process and will request the other employees of the Company, depending on their competences, their support in grievance management and record keeping.

## 8.6 Confidentiality of Grievances

The confidentiality of stakeholder issues and grievance cases and responses will be maintained.

## Grievance Form

(to be filled in by the Complainant)

Date:

Complainant:

**(Name and family name / Company)**

**Municipality/City / Physical Person**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Address**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Phone**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**E-mail**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Proximity of the Motorway: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(indicate relevant data. i.e. land plot nr. \_\_\_\_\_\_\_\_\_ at cadastral municipality \_\_\_\_\_\_\_\_\_ or underpass xx near \_\_\_\_\_\_ etc.)

**Concern reported**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(i.e. Access to land plot n° \_\_\_\_\_\_)

**Description of the concern / reason for complaint**:

**Other relevant information**: