











OeEB's grievance mechanism process overview: individual complaint

Procedural Phase	Goal	Timeframe and Outcome
1. Submitting a complaint 	<ul style="list-style-type: none"> — Checking information provided by Complainant(s) 	Acknowledgement of receipt normally within 5 working days
2. Eligibility assessment 	Assessing eligibility of complaint: <ul style="list-style-type: none"> — E&S or HR complaint — Impacts linked to OeEB/Portfolio Company — Contractual relationship — Not manifestly ill-founded/malicious 	Communication of assessment: continuation/rejection normally within 25 working days
3. Preliminary review 	Solution attempted by OeEB: <ul style="list-style-type: none"> — Fact finding — OeEB mediation between Complainant and Portfolio Company or — OeEB negotiation with Complainant and Portfolio Company 	Preliminary case report <i>(10 working days feedback)</i>  Concluding case report normally within 30 working days
4. Independent mediation 	Solution attempted by independent mediator <ul style="list-style-type: none"> — Fact finding — Mediation between all parties involved 	Preliminary independent case report <i>(10 working days feedback)</i>  Concluding independent case report timeframe on a case by case basis
5. Monitoring 	Verify the implementation of corrective and remedial actions	Preliminary monitoring reports <i>(feedback period as agreed between the parties)</i>  Concluding monitoring reports timeframe on a case by case basis
6. Final close out 	Conclude and evaluate corrective and remedial actions	Preliminary close-out report <i>(feedback period as agreed between the parties)</i>  <div style="border: 1px solid orange; padding: 2px; display: inline-block;">Final close-out report</div> timeframe on a case by case basis