

Ministry of Health

Strengthening Pre-Service Education System for Health Professionals Project (P169629)



Grievance Redress Mechanism

This Grievance Redress Mechanism (GRM) is established to provide a mechanism for addressing grievances and concerns of individual or selected health training institutions regarding the implementation of the Strengthening Pre-Service Education System for Health Professionals Project. This mechanism will respond to all types of grievances and concerns derive from implementation of this project activities.

The project covers selected health training institutions including University of Health Sciences, 4 Regional Health Training Centers of Kampong Cham, Stung Treng, Kampot, and Battambang Provinces, and a center to be established under this project called National Competency-Based Exit Examination Center (NCEEC), and the six health professional programs of selected health training institutions including general medicine, dentistry, pharmacy, nursing, midwifery, and laboratory. All people in selected health training institution including management team, faculty members, lecturers, professionals, researchers, staff, and students will involve directly and indirectly in implementation of project activities in their health training institution.

Pre-Service Focal Points (PSFP) will be established and presided by the Project Director or/and acting by the Director of Preventive Medicine Department. Members of this PSFP will be from all selected health training institutions. One grievance redress focal person (PSFP) from each of selected health training institution (including University of Health Sciences, 4 regional training centers, and NCEE center) will be assigned to be responsible for addressing and reporting concerns or complaints within their respective institution/jurisdiction.

This GRM will be made aware to the public, including faculty members, lecturers, professionals, researchers, staff, and students of selected health training institutions. This GRM will also disclose on MOH's website as well as display on public information board of selected health training institution.

Anyone/individual who involved directly or indirectly with project activities implementation including faculty members, lecturers, professional, researchers, staff and students can be a complainant. She/he (complainant) can raise a grievance and make a complaint (on behalf of her/his own concern or community concern) to this GRM. The mechanism will be applied and ensure that all concerns/complaints from affected persons or communities (program/faculty/school) are addressed and proposed corrective action plan/solutions being implemented, and complainant being inform of the outcome.

A complaint to this GRM can be made by a complainant verbally or by submitting a written complaint form to Director of HTI through phone call, text message, telegram, email, complaint box or submit directly. GRM process of SPESH Project has 3 steps as presented in Figure 1 below. All suggestions, concerns, and complaints are recorded in GRM logbook by the Director of HTI.

Step 1: Direct discussion between complaint and Director of Health Training Institute (HTI). Complainant make a direct inform the complaint (in verbal or writing) to Director of HTI. After receiving the complaint, Director of HTI review the grievance issues and seek for solution (s) to complainant withing 7 working days from the day of complaint received. If the complainant is satisfied with the solution (s), the grievance is solved and closure agreement is signed with corrective action plan; and if not satisfied, the complainant will continue to Step 2.

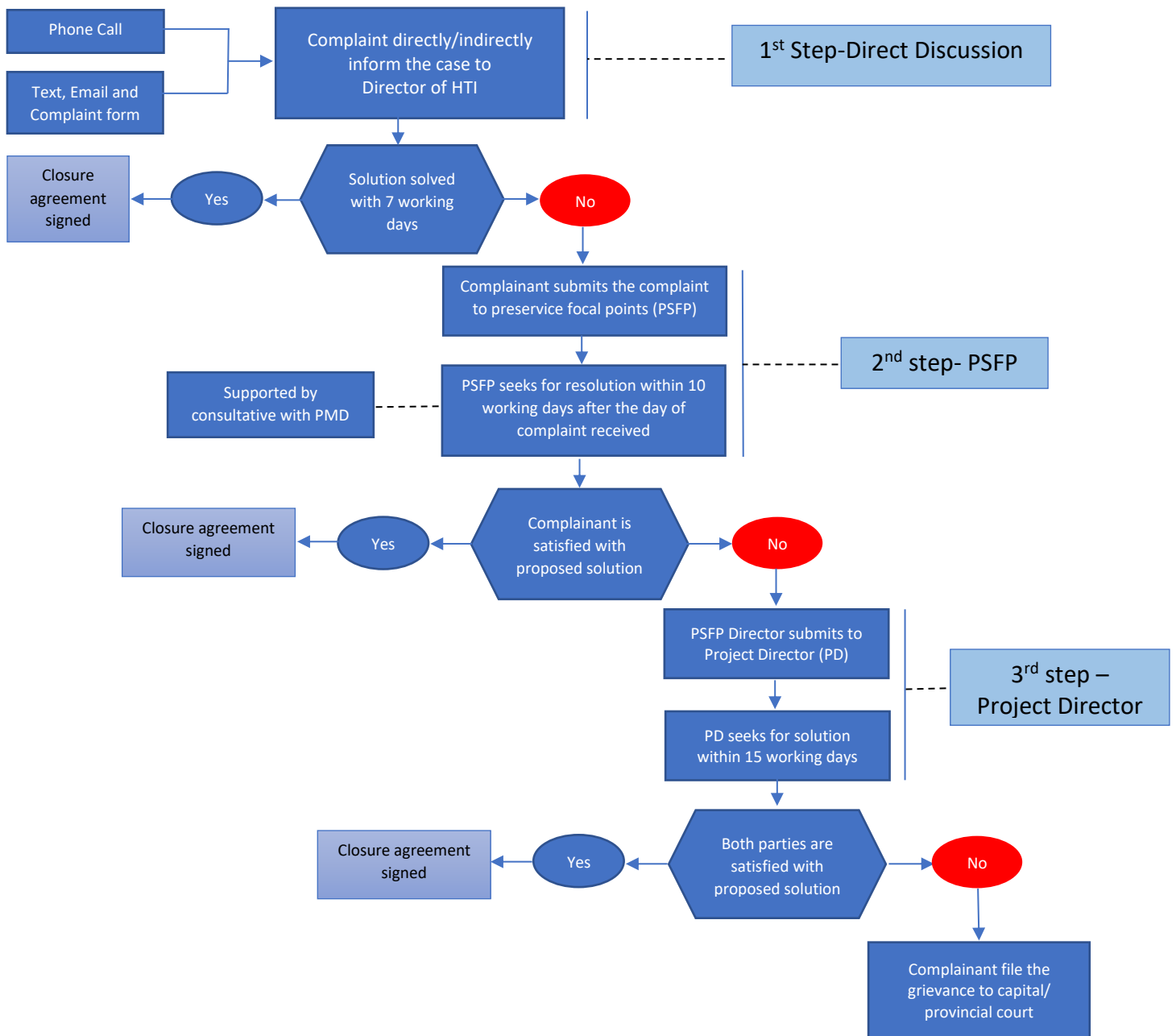
Step 2: In the event of disagreement on the proposed resolution in step 1, the complainant submits the grievance to Pre-Service Focal Points (PSFP). PSFP will seek a solution within 10 working days from the day of complaint received. PSFP will review the issues and concerns have been raised in the complaint form and proposed solution in Step 1, and then will propose proper solution with director of HTI and supported by Preventive Medicine Department (PMD). If the complainant is satisfied with the solution of PSFP provided, the grievance is solved and closure agreement is signed with corrective action plan; and if not, the complainant will continue to Step 3.

Step 3: PSFP will escalate the complaint to Project Director through submission of a filled complaint from by the complainant. While receiving the complaint, Project Director will seek for a resolution within 15 working days after the day of complaint received. The Project Director review the grievance and solution made in step 1 and step 2 and seeks for another better resolution. With proposed resolution given by Project Director, if both parties are satisfied, the grievance is solved and closure agreement is signed with corrective action plan; and if not, complainant can file the grievance documents to justice system at the capital/provincial court.

The complaints and responses including the implementation of corrective action plan and outcome will be record in the GRM logbook. Upon the implementation of the corrective action plan, if the complainant is not satisfied, she/he still has the right to reactivate and continue the complaint to the next steps. Pre-service focal points will arrange regular meeting at least one per quarter to review the activities and the outcomes taken according to the GRM logbook. If there are any grievances related to social and environmental issues, the PSFP will record these grievances and send it to the Environmental and Social Specialist who will be responsible for monitoring the complaint and take them for corresponding action and follow-up.

All complaints and records in the logbook should include in the bi-annually ESF monitoring report share with the Bank's environment and social specialists before each Implementation Support Mission (ISM).

Figure 1: Grievance Redress Mechanism of Pre-service Project Flow Chart



**Strengthening Pre-Service Education System for Health Professionals Project
Grievance Redress Mechanism**



Complaint Form

No.....

Complainant Name:.....Sex:.....Age:.....
(Note: Disclosure of Identity of complainant to third party/person are optional depending on complainant permission)

- I want to make a complaint without disclosing my identity
- I want to make a complaint and could disclose my identity

Address and contact details of complainant:

Address: House No #.....Street.....Group.....Village.....
Commune/Sangkat.....District/Khan.....Province/City.....
Phone Number.....
Email.....

Grievance Details:

Description of grievance.....
.....
Location related to grievance.....
.....
Key issues happening.....
.....
Affected people.....
.....

Frequency and timing of the issues occur

- One (when did issue occur? Date.....)
- More than one time (Number of times.....)
- More frequently (the issues are still happening now)

How do complainants want that issue to be addressed?.....
.....
.....

Complainant signature:

Date:.....

**Strengthening Pre-Service Education System for Health Professionals Project
Grievance Redress Mechanism**



Receipt

No:

Name: Institution Position.....

Address:.....

Has received the complaint No..... From nameon

.....

.....Day.....Month..... Year.....

Signature