



GRIEVANCE REDRESS MECHANISM ONLINE WEB-PORTAL MANUAL

SIERRA LEONE SECOND FINANCIAL INCLUSION PROJECT (P177947)

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1. INTRODUCTION

This Grievance Redress Mechanism online Web portal Manual provides a comprehensive guide on how to use the online portal. It is designed to help users and administrators navigate, manage, input, update, maintain, and extract information from the website effectively.

The manual is separated into modules to help users navigate to the appropriate modules that are relevant to their specific tasks. Screenshots are available to help users identify specific menu items of choice. This manual is available as a postscript document download for easy access to users.

The manual meets the key objective of establishing a prompt, easy-to-understand, and consistent, mechanism to effectively support the receiving, investigation, and redress of complaints or grievances from project stakeholders

2. GRM TERMINOLOGIES

Definition of Grievance: Grievance refers to any complaint, concern, injustice, wrongdoing, or accusation related to the SLSFIP implementation.

Grievance Redress Mechanism (GRM): is a set of specified procedures for revealing, assessing, and methodically addressing grievances or complaints and resolving disputes and monitoring. It is a mechanism whereby queries or clarification about a project are responded to systematically, problems that arise out of implementation are resolved and grievances are addressed efficiently and effectively.

Concerns or issues

Concerns or issues are questions, requests for information, or general perceptions that may or may not be related to a specific impact or incident. If not addressed satisfactorily, concerns may become complaints. Although concerns do not have to be registered as formal complaints if raised, they should be noted in an appropriate management system such that emerging trends can be identified and addressed through community engagement before they escalate.

Complaint or Grievance



Complaints or grievances refer to allegations of specific incidents and of any damage, impact, or dissatisfaction resulting from the project or service provider's actions, whether perceived or actual. An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants a company or contractor to address and resolve. Throughout this document, the terms 'complaint' and 'grievance' are used interchangeably, without presuming differences in scale, complexity, or seriousness.

Complainant: A person/party filing a complaint.

Grievance Log: A database for maintaining information about complaints received.

Feedback Mechanism

The feedback mechanism is sometimes used to collectively describe the response of the way is received from the project proponent and the complainant.

Project Affected Person: A project-affected person is a person who is adversely affected temporarily or permanently as a result of sub-project works under SLSFIP.

3. WEBSITE OVERVIEW

- **Purpose:** The purpose of this manual is to guide the Project Implementation Unit (PIU) staff and SLSFIP Project Affected Persons on how to submit complaints and use the GRM-Web Portal to manage complaints and grievances under the Sierra Leone Second Financial Inclusion Project (SLSFIP). The manual describes the required steps and guidance to provide a suitable and accessible grievance redress mechanism (GRM) for the SLSFIP that can be applied to meet the World Bank's ESF and national requirements.
- **Target Audience:** This online GRM Web Portal Manual is intended for the PIU staff and Project Affected Persons who have access to the Internet.

4. ACCESSING THE WEBSITE

- **URL:** The GRM Web Portal can be accessed via the link below.

<https://sfsfip.com/>



- The GRM Mobile App can be downloaded from the Google Play store
- **Supported Browsers:** The GRM Web Portal is platform-independent and can run on browsers such as Chrome, Firefox, Safari, and Edge.

5. HOMEPAGE

The Homepage is the landing page when you first access the Web Portal. The homepage provides brief information about the Sierra Leone Second Financial Inclusion Project (SLSFIP) and the need for GRM to address concerns, issues, and complaints from SLSFIP-affected persons or institutions.

The Homepage provides information on contacting the PIU including a Toll-free number, WhatsApp number, and email address. The main features of the homepage are the Registration and Login options.

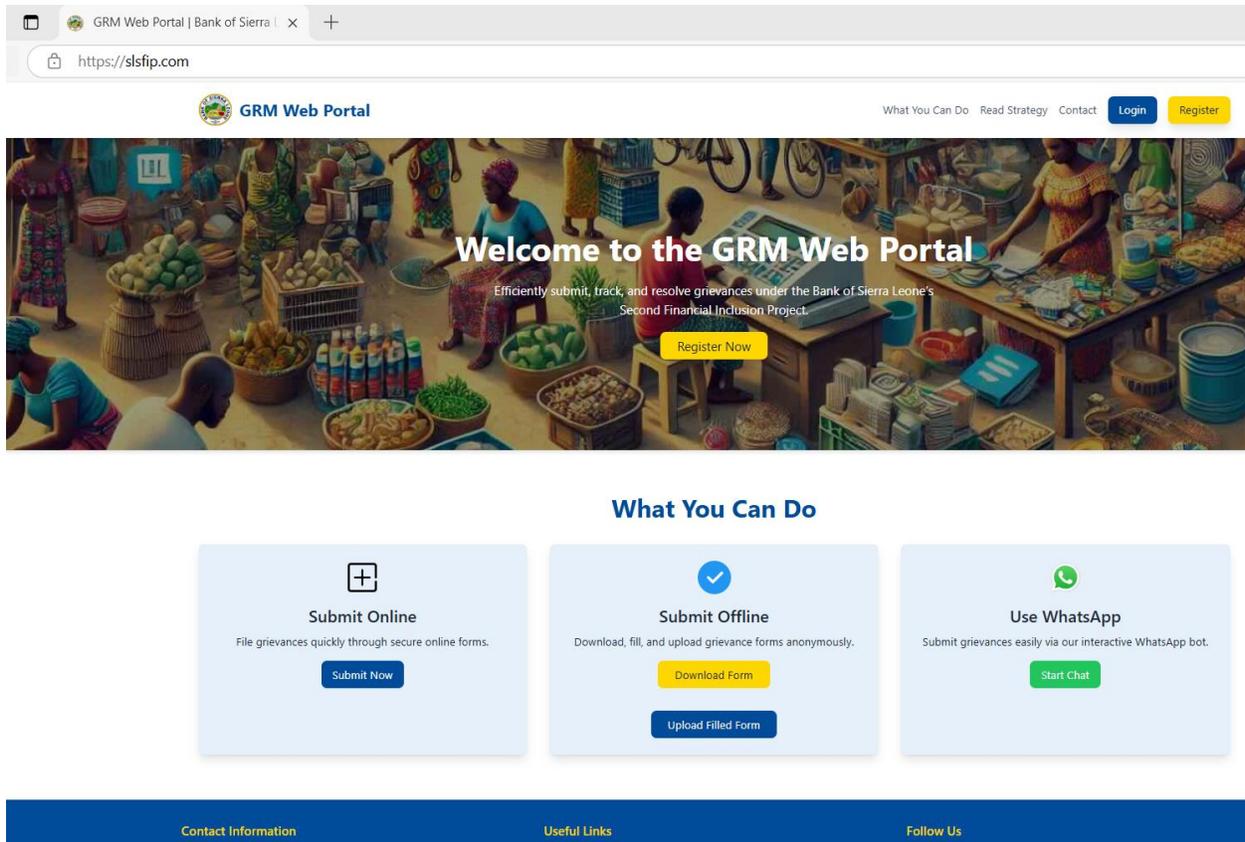


Figure 1. Home Page



The Home Page allows users to register and submit their complaints. Users can submit their complaints online, download a copy of the Grievance Submission Form, or use WhatsApp to submit their complaints.

Users must register to access the web portal. Registration requires a Name, Email, and password.

6. USER ROLES AND PERMISSIONS

The following roles have been defined for the GRM Web Portal.

System Administrator (SA): The SA is a qualified IT professional responsible for the system's general administration. The SA will have login credentials to the hosting site to perform routine functions, such as managing the services' subscriptions.

GRM Administrator GRMA: The GRMA will be the administrator of the GRM application. The GRMA will be responsible for adding PIU staff to the system as users. The GRMA will assign roles to different users. The GRMA can escalate and refer complaints to the appropriate levels or authorities.

GRM User (GRMU): GRMUs are PIU staff added to the system user group by the GRMA. They have limited functionality when adding information to the system. They cannot escalate or refer complaints. They can upload documents to the system, and transcribe audio and text messages for input into the system.

Complainant: A complainant is an authenticated and registered user of the GRM Web Portal. They can enter information and upload documents and audio files into the system. The system also allows for recording and capturing images.

A complainant can only see information that they enter. The system assumes that complainants who use the GRM Web Portal to submit complaints have valid email addresses for feedback information.

7. REGISTRATION\LOGIN

The GRM Web Portal System assumes that every system user has basic computer knowledge and a valid email address.

Project-affected Persons who want to use the online portal must register as Complainants with a valid email address and or a phone number to submit their complaints.

PIU staff are added as GRM Users by the GRM Administrator.

A screenshot of the GRM Registration Form. At the top center is a smaller version of the Bank of Sierra Leone logo. Below it is a white registration form with four input fields: "Name", "Email", "Password", and "Confirm Password". At the bottom right of the form is a dark blue button labeled "REGISTER" and a link labeled "Already registered?".

Name

Email

Password

Confirm Password

[Already registered?](#) **REGISTER**

Figure 2: GRM Registration Form

8. COMPLAINANT REGISTRATION

A Complainant must provide the following information to create a successful registration

- Full Name
- Email Address
- Password

After successful registration, the Complainant is redirected to the Grievance submission page. The Complainant has several options. They can fill out the online Grievance Submission Form, or download a copy of the Grievance Submission Form, record their Grievance using the record option, and upload supporting documents.



Grievance

John Doe

Submit Grievance

You can either download the form, fill it offline, and upload it, or use the online form below.

Download PDF Form

Upload Filled PDF Form

Grievance Submission Form

Complaint Details

First Name

Middle Name

Last Name

Phone Number

Email

Gender

Occupation

Location

District

City/Town

Grievance Details

Summary of Grievance

Category of Grievance

PCU Staff

Contract Violation

GBV Related

Project GRM

Abuse of Power

Financial Management
Transparency

Concerns/Complaints

Information Request

Suggestions

Positive Feedback

Others (Specify)

Supporting Evidence

Add a Picture

No file chosen

Add a Voice Recording

Figure 3: Grievance Submission Form

After a complainant successfully logs in, the Web Portal opens the GRM Complaint page.

A complainant can choose from the following options to register their complaint.

1. Fill out the Grievance Complaint Form online.

The main features of the GRM Form page include the following:

- Date/Time:



- Name: (can be anonymous)
 - Location: District Name: City/Town Name
 - Phone Number
 - Gender:
 - Occupation (optional):
 - Summary of Grievance
 - Category of grievance
2. Download a PDF version of the file to fill out and upload to the system
 3. Record the grievance as an audio file

Complainants can send an email of their complaint to a specified email address that will be displayed on the Web Portal

Complainants can also send WhatsApp or text messages of their complaint to a specified phone number that will be displayed on the Web Portal

9. PASSWORD RESET

There are instances where users forget their password and cannot access the Web Portal. In such instances, the user has the opportunity to reset their password by using the “**Forgot Password**” link. The user will have to provide the username and email address they registered with. The system will validate the information to allow the user to reset their password.

A screenshot of a web portal's password reset form. At the top center is the Bank of Sierra Leone logo. Below it is a white form box with a light blue border. The form contains an 'Email' field with the text 'Jdoe@email.com', a 'Password' field with masked characters '.....', a 'Remember me' checkbox, a 'Forgot your password?' link, and a dark blue 'LOG IN' button.

Figure 4: Password Reset

nce form, they will receive
mplaint ID.



Other forms of Grievance submission will be reviewed by PIU staff who will send out the confirmation of submission email.

10.PIU STAFF LOGIN

All PIU Staff are added by the GRMA. Each staff will receive a link via email. The staff will have to register with the same email address and create a password to log to the web portal

When a PIU staff logs into the system, they only have access to Grievances that have been assigned to them. (Only the GRMA can see all grievances).

11.GRIEVANCE MANAGEMENT

The GRMA reviews, sorts, categorizes, and assigns grievances to PIU staff. The GRMA can escalate grievances to different tiers. Grievances that are outside the mandate of SLSFIP are referred to the appropriate authorities. Fraud and corruption cases will be referred to the Anti-Corruption Commission. Gender-based violence (GBV) / Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH) cases will be referred to the appropriate entities by the GRMA.

Grievance Intake by PIU Staff

The PIU staff are responsible for filling out the online grievance form from the other uptake channels. The PIU staff should listen to audio submissions to input the relevant information into the system. The PIU staff will also input the relevant information from emails, text messages, WhatsApp messages, drop boxes, suggestion boxes, and walk-in encounters into the system.

When a grievance form is completed, a Grievance Submission Confirmation is generated with a unique assigned Grievance ID that can be emailed, printed, and sent to the Complainant. Complainants who send text or WhatsApp messages can also receive confirmation messages with the unique assigned Grievance ID.

Figure 5 shows a sample Grievance submission confirmation letter. The blank spaces are placeholders for the complainant's information.



Tel: (+232-)74-228-600/+232 78-984-202/ 079-844-747
 Email:slsfip02@gmail.com
 mohamedlwurie@gmail.com



Project Implementation Unit-PIU
 Bank of Sierra Leone (BSL)
 5th Floor, Sam Bangura Building
 Gloucester Street
 Freetown

SIERRA LEONE SECOND FINANCIAL INCLUSION PROJECT (SLSFIP)

Letter of Complaint Acknowledgement

Date **Complaint ID**

Anonymous

Name

Location

District

City/Town

Submitted By

Dear Mr./Mrs/Ms

Name of Complaint

I write to confirm that the SLSFIP has received your complaint dated

The SLSFIP takes concerns relating to the project seriously and the PIU will ensure your concerns are investigated fairly as soon as possible.

The SLSFIP grievance redress mechanism will be followed to consider your complaint and determine whether it will be resolved through the SLSFIP grievance resolution process and the next steps will be communicated to you

Thank you for letting us know of your concerns and for your patience while we respond within fifteen (15) working days of receiving this letter.

Attached to this letter is the SLSFIP grievance redress mechanism procedure to learn what can be expected as we address your complaint

Yours Sincerely

Environmental and Social Safeguards Specialist
 Sierra Leone Second Financial Inclusion Project

Figure 5: Grievance Confirmation Letter

Grievance management includes Verification, Investigation, Feedback, Resolution, and Closure.

Figure 6 below provides an overview of the GRM process. The process begins with the Intake Channels. Intake channels include an Online Web Portal, Email, Walk-In Narration, Suggestion Boxes, Toll-Free, and WhatsApp.

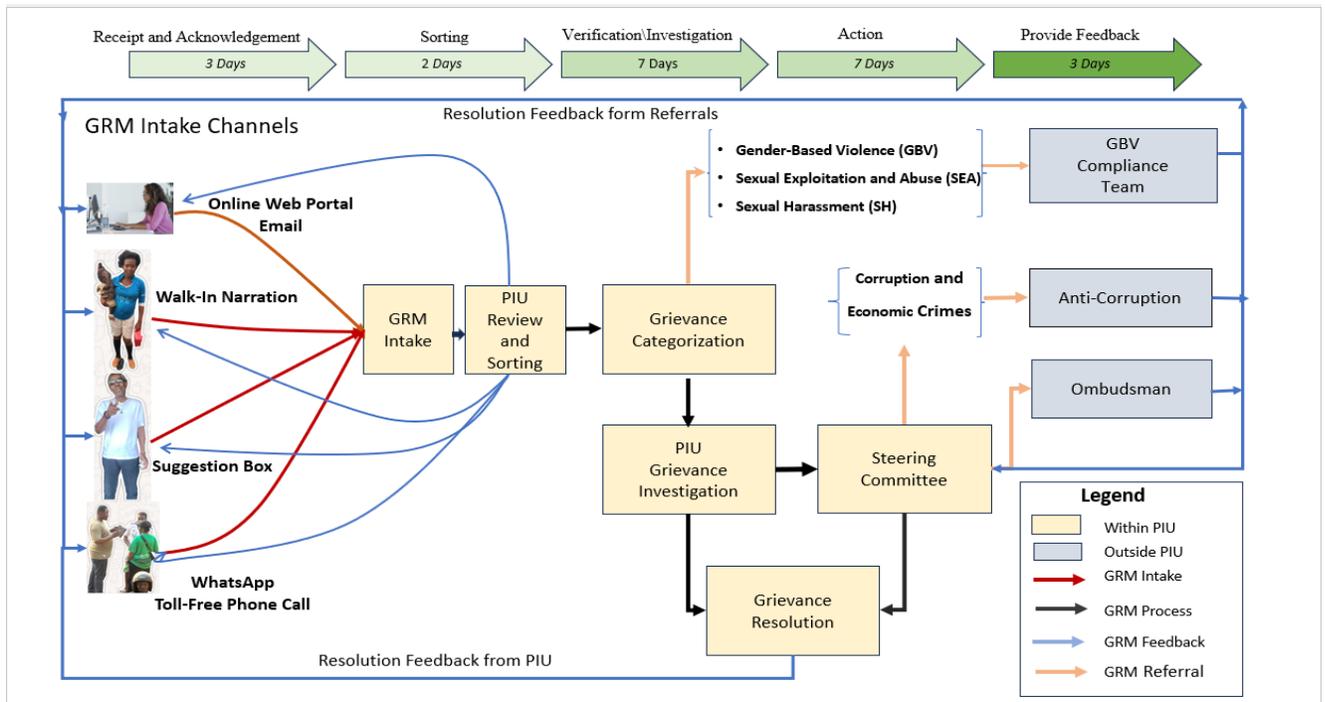


Figure 6: GRM Process Workflow

The GRMA can see all grievances submitted but other PIU can only see grievances that are assigned to them for management and redress.

After a grievance is submitted, the process requires the complainant to be notified or give feedback of acknowledgment at least three (3) days after receipt of a complaint. The online submission provides an immediate letter of acknowledgment after a successful submission of a grievance.

The GRMA sorts and reviews each grievance to determine the category of the grievance. Complaints and grievances relating to Gender-Based Violence (GBV) / Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH) are referred directly to the GBV Compliance team. All other grievances are assigned to PIU staff for investigation.

The landing page of GRMA provides options for administration. The GRMA can assign grievances to PIU staff, sort grievances based on filter criteria, and export grievances to a spreadsheet for further analysis.



Grievance User Management Register User Download Grievance Resolution Download Grievance Disclosure Nathaniel Kuyembeh

Grievance

Select Category Filter Reset Assign Complaint Report Select Status Filter

ACTIONS	COMPLAINT ID	FULL NAME	PHONE	GENDER	OCCUPATION	DISTRICT	CATEGORIES	REFERRAL STATUS	ASSIGNED USER	GRIEVANCE STATUS	DATE
View	BA448F	Am Kanneh	080493126	Female	Student	Kenema	Concerns or Complaints		Mohamed	In Progress	January 22, 2025
View	08905	Jacob Brown	111222333		Trader	Mojamba	Contract Violation		Mohamed	In Progress	January 22, 2025
View	3C4CF	Arthur Anthony	033786117	Male	Teacher	Western Area Rural	Financial Management Transparency		Unassigned	In Progress	January 22, 2025
View	14FF94	Rakley Feery	078923141	Male	Consultant	Western Area Urban	Contract Violation		Unassigned	Closed	January 22, 2025
View	ABC40E	Ansumana Sedu	078154472	Male	Bankier	Western Area Urban	Concerns or Complaints		Unassigned	Closed	January 22, 2025
View	897384	James Saanyeyr	076 443 207	Male	worker	Western Area Urban	Others		Unassigned	Pending	January 22, 2025
View	51040C	James John	333	Male	Trader	Western Area Rural	Concerns or Complaints		Unassigned	Resolved	January 23, 2025
View	209414	Amrah Kanneh	075610450	Female	Student	Kenema	Concerns or Complaints	Steering Committee	Mohamed	Open	January 25, 2025
View	612939	Ibrahim Kanneh	078997472	Male	Teacher	Bo	GBV Related	GBV Compliance Team	Unassigned	In Progress	January 25, 2025
View	55041E	Ibrahim Kanneh	075610450	Male	Teacher	Western Area Rural	GBV Related	GBV Compliance Team	Unassigned	In Progress	January 25, 2025
View	843A1E	Izta Amara	099774555	Male	Singer	Bo	Concerns or Complaints		Mohamed	Closed	January 26, 2025

Figure 7: Grievance Log

When a grievance is submitted in the system, the initial status of the grievance is “Open”. When a PIU staff or GRMA selects a grievance from the grid to view, the following information about the grievance is displayed on the Grievance Resolution form. Figure 7.

Personal Information about the Complainant including

- First Name
- Middle Name (Optional)
- Lastname
- Email Address (Optional)
- Phone Number (Optional)
- Gender
- Occupation
- District
- City

Referral Status

Status of the Grievance (Open, In-progress, Resolved, Closed)

The Complaint Summary

Investigation Section for Date and Findings of the investigation.

The PIU Staff should investigate the facts of the Complaint and update the Resolution form with the findings. The PIU staff should change the status of the grievance from open to in-progress. As more information becomes available, the PIU staff can continue to Update the findings until enough information is available to resolve the grievance. Figure 8.



Grievance Resolution Form

Update the grievance resolution details below and save changes.

Personal Information

First Name	Middle Name
Amirah	
Last Name	Phone
Kanneh	075610450
Email	Gender
	Female
Occupation	District
Student	Kenema
City	Referral Status
Kenema Town	Steering Committee

Case Status

Status
Open

Figure 8: Grievance Resolution Form (Personal Information)

When the PIU staff changes the status of the Grievance to Resolved, they should provide details on the type of action taken. Other important information on the Resolution form includes Referral Status. If the PIU staff cannot resolve the grievance, the case can be referred to the Steering Committee. The PIU Staff should provide feedback to the Complainant about the status of the Complaint and the suggested action after the investigation.



Resolution

After the PIU Staff provides feedback about the status and recommended action to be taken about the complaint, the Complainant has the choice of accepting the recommended action of resolution or appealing the case. Once the case is appealed, it is escalated to the second tier for further action. When the Complainant is satisfied with the recommended action, the Grievance goes to resolution. The Grievance Status is updated to Resolved.

Grievance Details

Date Received	2025-01-25	Complaint ID	209AF4
Complaint Summary	Grant not received.		

Investigation

Date of Investigation	01/25/2025	Findings	Student was indeed left out on first quarter's grant
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Referral

Refer Complaint	Steering Committee	Referral Date	01/25/2025
Name of Referring Officer	Ibrahim Kanneh		

Resolution

Date of Resolution	01/25/2025	Type of Action Taken	Student grant sent via orange money
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Feedback

Feedback Date	01/25/2025	Satisfaction Status	Satisfied
---------------	------------	---------------------	-----------

[Save Changes](#)

Figure 9: Grievance Resolution Form (Findings and Resolution)



The Grievance Resolution Form captures the required information for Grievance Resolution. Some of the fields of the form can be input by the PIU Staff. The PIU Staff will print out the form for signing by both the GRM officer and the Complainant. After signing the form, the Complainant is handed a copy of the form, and a scanned copy of the signed Resolution Form is uploaded to the system to be saved within the GRM System.

Disclosure

The PIU Staff can close a grievance case once the grievance has been successfully resolved and the complainant is satisfied with the outcome of the resolution. When the Status of the case changes to closed, the Grievance Disclosure form should be filled out in the system, and a copy of the Disclosure form printed for the Complainant to acknowledge and sign.

The Grievance Disclosure captures important formations like the summary and level of redress, the PIU staff, and the date of disclosure.

Referrals

Certain categories of grievances are outside the domain of the SLSFIP GRM. Such grievances are referred to the appropriate authorities. While GBV cases are referred directly by the GRMA to the GBV Compliance Team, referrals for the other categories of grievance outside the SLSFIP GRM jurisdiction are referred by the Steering Committee. The Steering Committee refers grievances including corruption and financial cases to Anti-Corruption for investigation. The Steering Committee can also refer grievances to the Ombudsman for investigation. Cases that cannot be resolved by the PIU staff can be referred to the Steering Committee.

Downloads

The system caters to offline grievance management with downloadable forms that can be filled manually and input into the system. The Grievance Submission Form, The Grievance Resolution Form, and the Grievance Disclosure Form can be downloaded from the system. The list of grievances can also be downloaded to a spreadsheet for more analysis.



APPENDIX 1: GRIEVANCE REPORTING FORM

Tel: (+232-)74-228-600/+232 78-984-202/ 079-844-747
 Email:slsfip02@gmail.com
 mohamedlwurie@gmail.com



Project Implementation Unit-PIU
 Bank of Sierra Leone (BSL)
 5th Floor, Sam Bangura Building
 Gloucester Street
 Freetown

SIERRA LEONE SECOND FINANCIAL INCLUSION PROJECT (SLSFIP)

Grievance Reporting Form

Date Time **Complaint ID**

Anonymous

First Name Occupation

Middle Name Phone Number

Last Name Gender

Location

District City/Town

Uptake Channel

Summary of Grievance

Category of grievance (Tick as appropriate)

Information Request	Concerns/ Complaints						Suggestions	Positive Feedback	Others (Specify)
	PCU staff	Contract Violation	GBV Related	Project GRM	Abuse of Power	Financial Management Transparency			

For official use only

Sector

SLSFIP Related

Sub-component Yes\No

Agribusiness Yes\No

SMEs Yes\No

Non-SLSFIP Related

Name of Officer referring case

Date of Referral

Figure 10: Grievance Reporting Form



APPENDIX 1: GRIEVANCE RESOLUTION FORM

Tel: (+232-)74-228-600/+232 78-984-202/ 079-844-747
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mohamedlwurie@gmail.com



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SIERRA LEONE SECOND FINANCIAL INCLUSION PROJECT (SLSFIP) Grievance Resolution Form

Date Received

Complaint ID

Investigation

Date of Investigation

Findings

Resolution Action Taken

Date of Resolution

Type of Action Taken

By whom action was taken

Feedback to complainant

Date(s) of feedback

Complainant satisfaction in handling/resolution Yes\No

Case Status: (Tick as appropriate)

Case closed Yes\No Ongoing Yes\No Referred Yes\No

Name \ Signature of GRM Office

Name of GRM Officer

Signature Date

Referral to Steering Committee or anti-corruption/ombudsman

Date of Referral

Name of Referring Officer

Signature

Figure 11: Grievance Resolution Form



APPENDIX 1: GRIEVANCE DISCLOSURE FORM

Tel: (+232-)74-228-600/+232 78-984-202/ 079-844-747
Email:slsfip02@gmail.com
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SIERRA LEONE SECOND FINANCIAL INCLUSION PROJECT (SLSFIP)

Grievance Disclosure

Province\District

Country

Result of Grievance Redress

Complaint ID #

Complainant Nam

Date of Complaint

Summary of Complaint

Summary of Resolution

Level of Redress

PUI

Steering Committee

Anti-Corruption

Ombudsman

Date of Grievance Redress

Name of Complainant

Signature of the complaint, indicating acceptance of the result to his/her grievance

Name of grievance handling person

Signature of grievance handling officer

Date

Figure 12: Grievance Disclosure Form