



Stakeholder Grievance Reporting Procedure

Step 1: Grievance Submission Channel

1. Identify the Grievance:

Stakeholders should clearly identify and document their grievance, ensuring they have all relevant details, including:

- A detailed description of the issue, including specific incidents.
- Dates, times, and locations related to the grievance.
- The names of any involved parties (e.g., employees, suppliers).
- Any supporting documentation (e.g., emails, contracts, photographs) that may help clarify the situation.

2. Choose a Submission Method:

Stakeholders can submit their grievances through the following channels:

- **Email Submission:** Stakeholders should send a detailed email outlining their grievance to grievances@oapil.com. The email must include:
 - A subject line indicating “Grievance Submission.”
 - Full name and contact information of the stakeholder.
 - A comprehensive description of the grievance and any supporting documents attached in digital format.
- **Written Submission:** Stakeholders can submit a written grievance by mailing it to the following address:
 - Oman Aluminium Processing Industries SPC, P O Box 324, Sohar, PC 322, Phase VI, plot 606, Industrial Estate, Sohar, Sultanate of Oman.
 - Ensure that the envelope is marked “Attention: External Stakeholder Relations Committee.”
 - The written submission should contain the same details as required for email submissions.

Step 2: Acknowledgment of Receipt

1. Receive Acknowledgment:

Upon receiving a grievance, the ESRC shall:

- Send a written acknowledgment to the stakeholder within 3 business days, confirming receipt of the grievance.



- The acknowledgment will include:
 - Confirmation of the grievance submission.
 - An outline of the grievance handling process.
 - Contact details for any follow-up inquiries.
 - An estimated timeline for an initial response and resolution.

Step 3: Grievance Review and Investigation

1. Initial Review:

The ESRC will conduct an initial review to assess the nature and severity of the grievance, which includes:

- Classifying the grievance as low, medium, or high priority based on potential impact.
- Assigning the grievance to an appropriate committee member for investigation, ensuring the assigned member is impartial.

2. Investigation Process:

The assigned committee member will:

- Gather relevant information by reviewing submitted documents and conducting interviews with the stakeholder and other involved parties.
- Maintain thorough documentation of all steps taken during the investigation process.

3. Timeline for Investigation:

The ESRC aims to complete the investigation within 15 business days. If more time is needed, the ESRC will inform the stakeholder of the reasons for the delay and the anticipated timeline for completion.

Step 4: Resolution and Communication

1. Resolution Timeline:

The ESRC aims to provide an initial response to the stakeholder regarding the outcome of the investigation within 7 business days of the investigation's conclusion.

2. Communicate the Outcome:

Once a resolution is reached, the ESRC will:

- Inform the stakeholder in writing about the findings of the investigation and the resolution reached.



- If the grievance is upheld, outline any corrective actions to be taken and the timeline for implementation.

3. **Stakeholder Feedback:**

Stakeholders will be given an opportunity to provide feedback on the resolution process and outcome. This feedback will be considered for future improvements.

Step 5: Escalation Procedures

1. **Escalation Criteria:**

If the stakeholder is dissatisfied with the resolution:

- They may request to escalate the grievance to higher management or relevant authorities.
- This request must be submitted in writing within 5 business days of receiving the resolution notification.

2. **Formal Escalation Process:**

- The ESRC will prepare a comprehensive report for management outlining the grievance, investigation findings, and previous resolutions attempted.
- A meeting will be arranged between the ESRC, management, and the stakeholder to discuss further actions.

3. **Documentation of Escalation:**

All escalated grievances will be documented, including:

- The reasons for escalation.
- Meetings held and decisions made during the escalation process.
- Communication with the stakeholder regarding the escalation.

Step 6: Conflict of Interest Management

1. **Disclosure of Conflicts:**

Stakeholders may express concerns about potential conflicts of interest related to committee members handling their grievance.

- Any such concerns should be communicated at the time of grievance submission.

2. **Recusal and Replacement:**

- If a conflict is identified, the committee member will recuse themselves from the grievance process, and another member will be appointed to ensure impartiality.



Step 7: Community Engagement and Outreach

1. Engagement Activities:

The ESRC will conduct outreach activities to understand community stakeholder concerns better, including:

- Regular community forums to discuss organizational practices and gather feedback.
- Surveys and feedback forms distributed to stakeholders to assess their perceptions of the organization and identify potential grievances.

2. Proactive Identification of Issues:

Through outreach activities, the ESRC will:

- Analyze community feedback for recurring themes or issues that may lead to grievances.
- Engage in dialogue with community leaders and representatives to understand their perspectives and concerns.

3. Follow-Up Actions:

After outreach initiatives:

- The ESRC will summarize findings and present them to management for consideration.
- Develop action plans to address community concerns proactively and prevent potential grievances.

Step 8: Record Keeping and Reporting

1. Documentation:

The ESRC will maintain detailed records of all grievances received, investigations conducted, resolutions reached, and feedback provided by stakeholders. This includes:

- All correspondence related to grievances.
- Investigation reports and findings.
- Feedback from stakeholders on the grievance process.

2. Annual Reporting:

The ESRC will prepare an annual report summarizing:

- The number and types of grievances received.
- Outcomes of investigations and resolutions.
- Trends observed and recommendations for improvement.
- This report will be made available to all stakeholders to promote transparency.