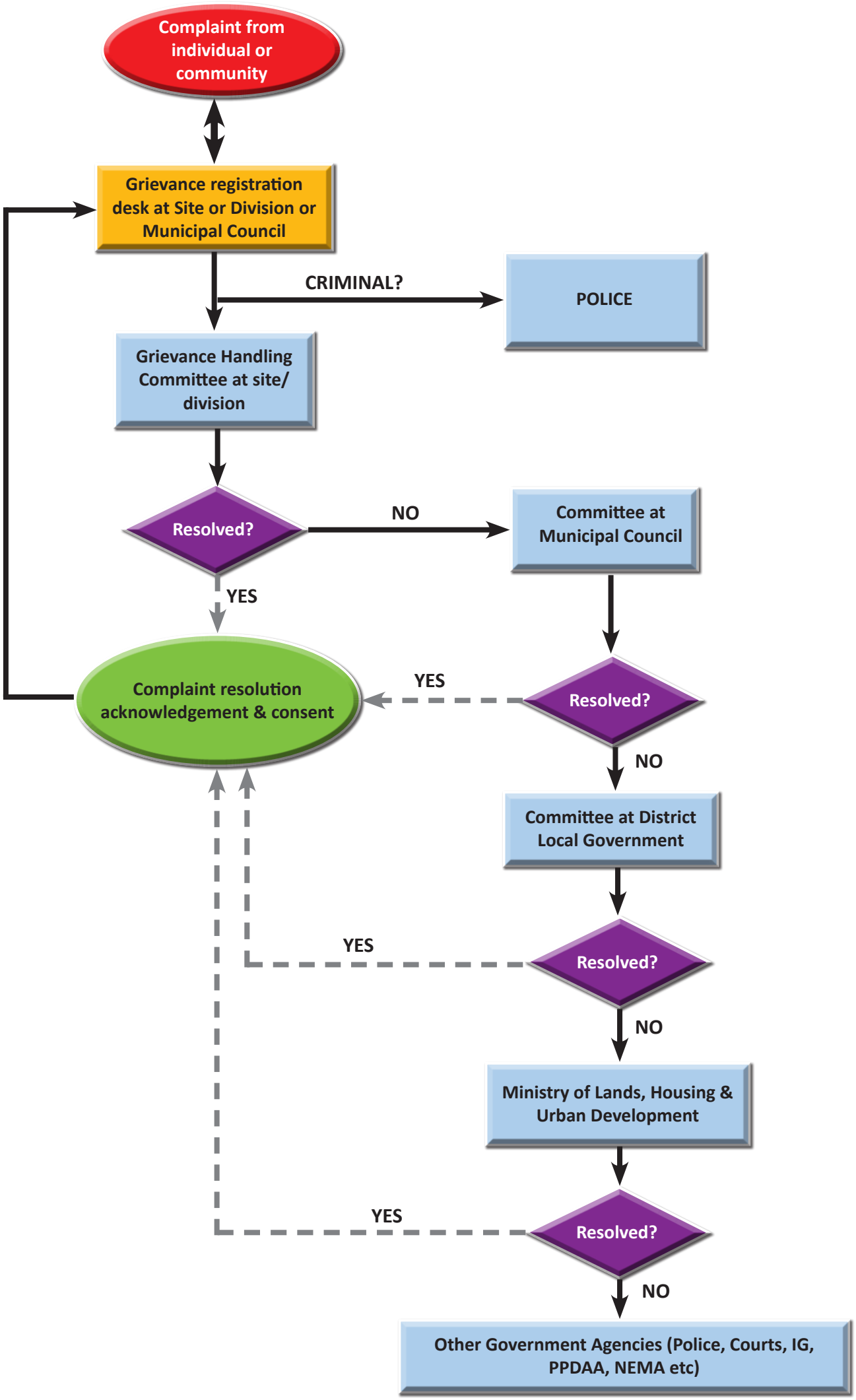
Complaint from individual or community
Grievance registration desk at Site or Division or Municipal Council
CRIMINAL?
POLICE
Grievance Handling Committee at site/ division
Resolved?
NO
Committee at Municipal Council
YES
Complaint resolution acknowledgement & consent
YES
Resolved?
NO
Committee at District Local Government
YES
Resolved?
NO
Ministry of Lands, Housing & Urban Development
YES
Resolved?
NO
Other Government Agencies (Police, Courts, IG, PPDAA, NEMA etc)