

**MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN
DEVELOPMENT**

State Department for Housing and Urban Development

Second Kenya Informal Settlements Improvement Project (KISIP2)

GRIEVANCE RESOLUTION FORM

Settlement: **Project Phone Number:**

Review/Resolution

Date of Conciliation Session:

Was Filer Present?

Was field verification of complaint conducted?

Findings of field investigation:

Issues

Was agreement reached on the issues?

If agreement was reached, detail the agreement below:

If agreement was not reached, specify the points of disagreement below:

Signed (Chairman GRC):

Signed (Filer):

Date: