KATSINA STATE INTERNAL REVENUE SERVICE

Grievance Redress Register Template

Grievance ID	Complainant Name	Contact Information	Date of Complaint	Description of Complaint	Amount Lost	Category of Complaint	Action/Mechanism Used to Resolve	Name of Responsible Person/Team	Status (Open/Resolved/Pending)	Resolution Date	Remarks

Instructions for Use

1. **Grievance ID**: Assign a unique identification number for each grievance to ensure easy tracking and referencing.
2. **Complainant Name**: Include the full name of the complainant for proper identification.
3. **Contact Information**: Record multiple contact details (phone number, email, or address) to ensure accessibility.
4. **Date of Complaint**: Note the exact date the grievance was submitted for record-keeping.
5. **Description of Complaint**: Provide a concise yet detailed summary of the grievance, ensuring clarity for all stakeholders.
6. **Amount Lost**: If applicable, state any monetary or resource loss reported by the complainant. If not monetary, specify the type of loss (e.g., time, reputation).
7. **Category of Complaint**: Classify the complaint into standard categories (e.g., operational, financial, environmental, regulatory, etc.) for better analysis.
8. **Action/Mechanism Used to Resolve**: Detail the steps taken to address the complaint (e.g., mediation, investigation, corrective actions). Mention any frameworks or global best practices applied (e.g., IFC Performance Standards, ISO 26000 for social responsibility).
9. **Name of Responsible Person/Team**: Indicate the person(s) or department accountable for managing and resolving the grievance.
10. **Status**: Clearly label the status of the grievance as *Open*, *Pending*, or *Resolved* to reflect its current progress.
11. **Resolution Date**: If resolved, specify the exact date of resolution.
12. **Remarks**: Add any additional notes, such as follow-up actions, stakeholder feedback, or challenges encountered during resolution.

This document aligns with United Nations Guiding Principles on Business and Human Rights (UNGPs) and International Finance Corporation (IFC) guidelines.