**Annex 1: Public Grievance Form**

|  |
| --- |
| PUBLIC GRIEVANCE FORM - Lana River Bank- Urban Development Project |
| Reference No: |
| Name and Surname: |  |
| Contact Information:Please mark how you would like to be contacted (mail, phone, e-mail) |  By Post: Please provide mailing address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ By Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ By E-mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Preferred language for communication | x [Albanian]x [Other: English] |
|  |
| **Description of Incident or Grievance:** What happened? Where did it happen? Who did it happen to? What is the result of the problem? |
|  |
| Date of Incident / Grievance |  |
|  |  One time incident/grievance (date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) Happened more than once (how many times? \_\_\_\_\_) On-going (currently experiencing problem) |
|  |
| What would you like to see happen to resolve the problem? |
|  |
| Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Please return this form to: Municipality of Tirana, NJZP, Henrik Hysenbegasi, DirectorAddress: Rruga e Durresit, No.4, second floor, Tirana, Albania<http://www.tirana.gov.al>Telephone: +355 4 22366340E-mail: henrik.hysenbegasi@tirana.al |