**Annex 1: Public Grievance Form**

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| 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, Director  Address: Rruga e Durresit, No.4, second floor, Tirana, Albania  <http://www.tirana.gov.al>  Telephone: +355 4 22366340  E-mail: [henrik.hysenbegasi@tirana.al](mailto:henrik.hysenbegasi@tirana.al) | |