

**EXTERNAL STAKEHOLDERS' GRIEVANCE FORM**

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We will handle your grievance as soon as possible. Within three (3) working days after submission, we will decide whether the grievance falls within our outlined scope. Within 30 days after admissibility, we will come to a final decision. If an appeal is lodged against our decision, we will decide on this within ten (10) working days.

**Your name (first and last name): \***

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I wish to raise my grievance anonymously.

I request you not to disclose my identity without my signed written consent.

**Contact information: \***

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By post: please provide your full address.

By telephone:

By E-mail:

**Company / Organization (name, address, and country): \***

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**Your position within the company / organization: \***

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**Description of grievance or incident: \***

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**Date of grievance / incident: \***

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One time incident / grievance date:

Happened more than once (how many times):

On-going (currently experiencing problem):

**Do you have any recommendations that can solve the problem?**

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Note:

Please attach additional pages if this page is not sufficient, file(s), and photographs that provide evidence for the grievance.

Please send the filled-in form to [contactus@powercity.ph](mailto:contactus@powercity.ph). Your grievance is subject to our policy and procedures.

\*These fields need to be filled in.