

Grievance Redress Mechanism

KHN's grievance redress mechanism aims at providing stakeholders, including project-affected communities, with a formal platform to raise concerns and give feedback related to our project impact. All grievances received are to be addressed fairly, transparently, and promptly in conformation with KHN's Corporate Social Policy and commitment to responsible hydropower development.

The Process



Step 1: Receive Grievance

Grievances can be received through a few channels.

- Contact Us page on KHN's website
- Physical report at KHN's office in Malinau
- KHN's Community Relations personnel



Step 2: Acknowledge the Grievance

A response to notify receive will be provided to the stakeholder within 3 business days.



Step 3: Verify, Investigate, and Respond

Reported grievance will be verified and channelled to competent parties for resolution. Grievances beyond the jurisdiction of KHN or related to internal community matters will be channelled to local village committees or local authorities or other appropriate parties. First response to the stakeholder will be within 14 business days after report was received.



Step 4: Reach Amicable Resolution

Grievances will be resolved in a mutually agreeable manner while complying with regulatory requirements.



Step 5: Appeal Process

Necessary appeals are only for grievances that did not meet amicable solutions. In such cases, an independent review may be implemented to reassess the grievance and proposed solution.

Managing Grievances in Good Faith

- **Confidentiality and Non-Retaliation:** All grievances are managed with the highest level of confidentiality, and stakeholders who raise concerns will be protected from retaliation.
- **Continuous Improvement:** All reported grievances serve as lessons learned and will be used for the continuous improvement of the process.