

BNKR External Grievance Form

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BNKR is committed to ensuring open and transparent communication with our stakeholders. As such, we need you to know that:

- Raising a question, comment, concern or grievance with BNKR is voluntary.
- You can submit your grievance anonymously, or choose to have your identity known to BNKR – and either keep your entire grievance confidential, or elect to have certain information contained therein, be held confidential.
- There is no cost to you to submit a grievance.
- You will not be discriminated against or suffer retribution for submitting your grievance.
- You can withdraw your grievance at any time.
- All normal legal remedies remain available to you.
- Only credible grievance shall be investigated – unfounded, spurious, or too marginal / trivial grievances will not be investigated.

Confidentiality

I hereby submit this grievance *(tick desired option(s))*:

Anonymous: <i>(if anonymous, please do not provide personal details below)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Keep my personal details confidential (except for legal reasons):	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Keep the details of this grievance confidential:	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Complainant Details

Name / organization name:		Date:	
Address:			
Telephone no.:		Email address:	
I can be contacted by:	<input type="checkbox"/> Letter	<input type="checkbox"/> Telephone	<input type="checkbox"/> mail <input type="checkbox"/> Other <i>(specify please)</i> :
My language preference is:			

Grievance Details

Location:		Date:	
Nature of the incident / grievance:	<input type="checkbox"/> Once off	<input type="checkbox"/> Ongoing / current	<input type="checkbox"/> Happened more than once <i>Specify please:</i>

Please provide details of what happened:

GRIEVANCE FORM



Please provide details of who were / may have been impacted:

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Please provide details of how they were impacted, and what their current status / situation is:

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Please provide details of how you think this matter could be resolved:

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Please provide any additional information that may assist us:

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I confirm that this information provided, is honest, truthful and accurate.

Signature:		Date:	
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