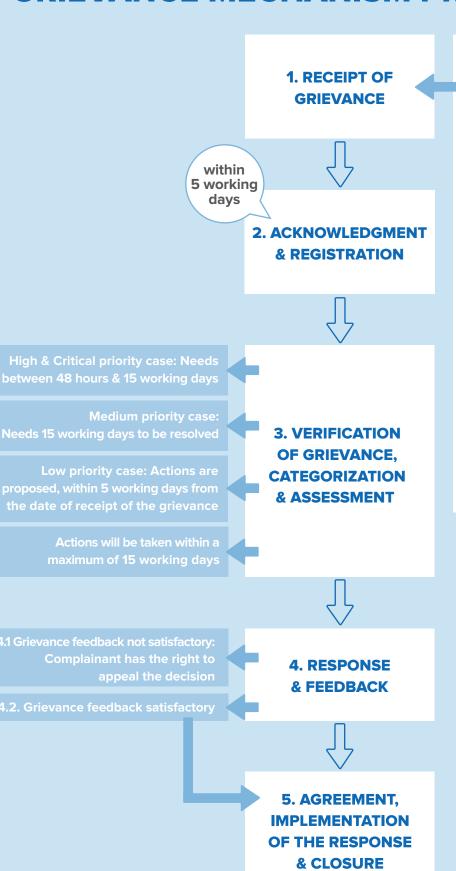






GRIEVANCE MECHANISM PROCEDURE



CHANNELS FOR COMPLAINT SUBMISSION

Email Address: elissa.ghaoui@undp.org org

Phone call/WhatsApp & Text Messages: 81 550753

Physical Address:

Office 1: Country office of the United Nations Development Programme (UNDP), Qubic business center, Daoud Ammoun Street, 12th floor, Sin el Fil

Office 2: Ministry of Environment, Room 7-15, Azarieh Building, 7th Floor, Block 2A, Downtown Beirut

Available for Receipt of Grievance: From 9:00 am to 5:00 pm From Monday to Friday

Complaints will be dealt with in a confidential manner that is respectful to the complainant