

Solar4Kosovo II/Solar District Heating Kosovo

## GRIEVANCE FORM

<b>Reference Number</b> (to be filled in by PIU)	
<b>Full name (optional)</b>  <input type="checkbox"/> I wish to raise my grievance anonymously. <input type="checkbox"/> I request not to disclose my identity without my consent.	
<b>Contact information</b>  Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> <b>By Post:</b> Please provide mailing address: _____ _____ <input type="checkbox"/> <b>By telephone</b> _____ <input type="checkbox"/> <b>By E-mail</b> _____
<b>Preferred language of communication</b>	<input type="checkbox"/> Albanian <input type="checkbox"/> Serbian <input type="checkbox"/> Other: _____
<b>Description of Incident for Grievance</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
<b>Date of Incident / Grievance</b>	
	<input type="checkbox"/> One-time incident/grievance (date _____ ) <input type="checkbox"/> Happened more than once (how many times? ____) <input type="checkbox"/> On-going (currently experiencing problem)
<b>What would you like to see happen?</b>	
<b>Contact information for enquiries and grievances: Subject:</b> Solar 4 Kosovo II <b>Attention:</b> TERMOKOS Sh.A.Rr. 28 Nëntori nr. 181, 10000 Prishtina, Republic of Kosovo  <a href="mailto:solar4kosova@termokos.org">solar4kosova@termokos.org</a>  phone: +383 38 541780, extension 13 or 19	Signature: _____  Date: _____