# GRIEVANCE FORM

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| **Reference Number**<br>(to be filled in by PIU) | |
| **Full name (optional)**<br><br>▪ I wish to raise mygrievance anonymously.<br>▪ I request not to disclose my identity without my consent. | |
| **Contact information**<br><br>Please mark how you wish to be contacted (mail, telephone, e-mail). | ▪ **By Post:** *Please provide mailing address:*<br>_____<br>_____<br>▪ **By telephone** _____<br>▪ **By E-mail** |
| **Preferred language of communication** | ▪ **Albanian**<br>▪ **Serbian**<br>▪ **Other:** _____ |

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| **Description of Incident for Grievance** | What happened? Where did it happen? Who did it happen to? What is the result of the problem? |
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| **Date of Incident / Grievance** | |
| | ▪ **One-time incident/grievance (date_____)**<br>▪ **Happened more than once (how many times?___)**<br>▪ **On-going (currently experiencing problem)** |

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| **What would you like to see happen?** |
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| ***Contact information for enquiries and grievances: Subject:***<br>*Solar 4 Kosovo II*<br>**Attention:** TERMOKOS Sh.A.Rr. 28<br>Nëntori nr. 181,<br>10000 Prishtina, Republic of Kosovo<br><br>solar4kosova@termokos.org<br>phone: +383 46 966 150 | Signature:_____<br>Date: _____ |