



WAKISO DISTRICT LOCAL GOVERNMENT



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GRIEVANCE REDRESS COMMUNITY ENGAGEMENT COMMUNICATION STRATEGY

1.0 Introduction

This document forms the District Local Government's Grievance Redress Community Engagement Communication Strategy. It sets out:

- The role of GRM Community engagement and its importance
- How Wakiso District LG engages with the wider community on GRM related matters
- How Wakiso District LG can improve grievance handling community engagement.
- What Wakiso District LG communication channels it can use for its Grievance Redress Mechanism

1.1 Preamble

In Wakiso District, effective community engagement is essential for fostering transparency, trust and collaboration between local authorities and residents.

This communication strategy outlines our commitment to addressing grievances in a timely and constructive manner by activity involving the community in grievance handling process we aim to empower the citizens, promote accountability and enhance our service delivery. Our approach prioritises open dialogue, ensuring that every voice is heard and valued. Together, we strive to build a more responsive and inclusive governance framework that meets the needs of all community members.

The objectives of this strategy are to: -

- **Inform** – To provide the local community with balanced and objective information about services, policies, GRC decisions.
- **Consult** – To offer local people the opportunity to have their say about the Grievance Redress Mechanism
- **Involve** – To work directly with the local community to ensure that public concerns and aspirations are consistently understood and considered.
- **Collaborate** – To work in co-operation with the local community in the identification of preferred solutions or development of alternatives for Grievance Redress Mechanism
- **Communicate**- To actively communicate and engage the community in grievance related matters through feasible and viable established communication channels.

2.0 An Overview

Community Engagement is the process of giving local people a voice. It increases the potential for them to be involved in the development of their communities and the services provided in their area.

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It provides an opportunity for local people to talk to the council about their aspirations and/or needs in their community and neighbourhood. It allows the council to consult with and inform people about what services it provides, how its priorities and policies are determined and how well it is performing

2.1 Why is Grievance Handling Community Engagement Important?

Local Authorities are here to serve local people. Effective grievance handling engagement with our communities means better local government and a better served local community.

Benefits include: -

Social Benefits

- ✓ Increased trust: Builds confidence in authorities and institutions
- ✓ Improved relationships: Fosters positive interactions between communities and authorities
- ✓ Empowerment: Enables communities to voice concerns and participate in decision-making.
- ✓ Social Cohesion: Promotes unity and cooperation.

Operational Benefits

- ✓ Effective Issue Resolution: Community input ensures grievances are addressed efficiently
- ✓ Reduced Conflicts: Proactive engagement mitigates potential disputes
- ✓ Improved service Delivery: Community feedback enhances public services
- ✓ Increased accountability: Authorities are held responsible for actions
- ✓ Economic Benefits
- ✓ Improved Infrastructure: Community-led initiatives prioritize essential projects
- ✓ Economic growth: Grievance resolution promotes stable business environments
- ✓ Resource Optimization: Community engagement streamlines resource allocation
- ✓ Job Creation: Community-driven projects generate employment opportunities

Governance Benefits

- ✓ Transparency: Community engagement ensures openness in decision-making
- ✓ Accountability: Authorities are answerable to communities
- ✓ Participatory Governance: Communities contribute to policy-making
- ✓ Inclusive decision-making: Diverse perspectives are considered.

Community-Specific Benefits

- ✓ Voice and Representation: Marginalized groups have a platform
- ✓ Cultural Sensitivity: Grievance mechanisms respect community norms
- ✓ Community Ownership: Local leadership and ownership of initiatives
- ✓ Capacity Building: Communities develop problem-solving skills.

2.2 Wakiso District LG Grievance Handling Community Engagement Communication strategies

Traditional Channels

- ✓ Public meetings: Regular GRC meetings for open discussions
- ✓ Notice Boards: Displaying grievance procedures and updates



- ✓ Print Media: Newspapers, newsletters and brochures, fliers
- ✓ Radio: Radio Announcements, radio talk shows, radio spots, DJ mentions Local radio broadcasts
- ✓ Community Centres: Utilizing community centres for information dissemination

Digital Channels

- ✓ Website: Dedicated grievance redressal portal
- ✓ Social media: Facebook, X, WhatsApp, TikTok, LinkedIn, Instagram etc for updates and feedback
- ✓ Email: Designated email address for grievances
- ✓ Mobile Apps: Customized apps for grievance reporting
- ✓ Online Feedback Forms: Surveys and feedback mechanisms

Interactive Channels

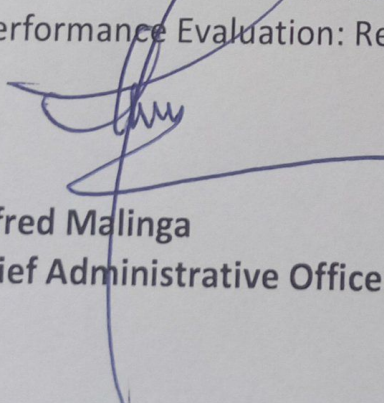
- ✓ Citizen Engagements: Digital platforms for participatory budgeting
- ✓ Live Chats: Real-time support through website or social media.
- ✓ Phone hotlines: Dedicated grievance hotline
- ✓ Community Forums: GRC and MDF WhatsApp Group platforms
- ✓ Community Outreach Programs: Barazas, proactive engagement with marginalized groups
- ✓ Partnerships: Collaborating with local organisations, NGOs
- ✓ Focus Groups: Targeted discussions on specific issues

Transparency and Feedback

- ✓ Grievance tracking: Publicly accessible tracking systems
- ✓ Regular Updates: Progress reports on grievances
- ✓ Feedback Mechanisms: Surveys, suggestion boxes
- ✓ Complaint resolution rates: Publicly sharing resolution statistics
- ✓ Annual Reports: Comprehensive GRC reports on grievance handling

Capacity Building

- ✓ Staff Training: Training for district staff
- ✓ Community Workshops: Empowering communities to utilize grievance mechanisms
- ✓ Capacity Building Programs: Enhancing community leadership
- ✓ Grievance Redressal Guidelines: Clear procedures and guidelines
- ✓ Performance Evaluation: Regular assessment of grievance handling


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