**Remediation Plan**

**Purpose**

The Remediation plan is used to record data about the grievance reported, and the immediate and root cause measures that are applied to remediate a grievance.

If the HRDD committee records the data in these tables, it will be able to report on:

* Whether each grievance report is responded to according to the procedure
* The age and gender of people who report a grievance
* The type of human rights issues being reported
* How remediation is delivered, by whom and with what resources and expertise
* Whether remediation is effective in putting right the harm experienced

Note that the use of a reference for the grievance means it is not necessary to share personal information about the person who made the complaint.

**Remediation plan**

Use this table to record information about what remediation measures are planned and how they will be delivered, and whether they are effective.

Below is the template and a worked example.

**Remediation plan**

|  |  |
| --- | --- |
| REMEDIATION PLAN | NOTES |
| **GRIEVANCE RECORD** |  |
| Grievance reference |  |
| Description |  |
| Date received |  |
| Date verified |  |
| Human rights issue |  |
| Gender of person affected |  |
| Age of person affected |  |
| **IMMEDIATE RESPONSE** | |
| **PLAN** |  |
| Description of measures |  |
| Grievance team member responsible |  |
| Who delivers or implements |  |
| Resources needed |  |
| Stakeholder support |  |
| Timeline |  |
| **OUTCOMES** |  |
| Activities completed |  |
| Outcomes recorded |  |
| **ROOT CAUSE RESPONSE** |  |
| **PLAN** |  |
| Description of measures |  |
| Grievance team member responsible |  |
| Who delivers or implements |  |
| Resources needed |  |
| Stakeholder support |  |
| Timeline |  |
| **OUTCOMES** |  |
| Activities completed |  |
| Outcomes recorded |  |

**Example**

Below is an example to illustrate how this form can be used.

Users adapt this table and use it in a manner that is relevant to their local situation.

|  |  |
| --- | --- |
| REMEDIATION PLAN | NOTES |
| **GRIEVANCE RECORD** |  |
| Grievance reference | A2.01.01.2024 |
| Description | Child missing school to work in mine doing extremely hazardous work |
| Date received | 01 January 2024 |
| Date verified | 3 January 2024 |
| Human rights issue | Child labour |
| Gender of person affected | Female |
| Age of person affected | 14 |
| **IMMEDIATE RESPONSE** | |
| **PLAN** |  |
| Description of measures | Household visit to safeguard child and emergency measures for welfare. |
| Grievance team member responsible | [name] |
| Who delivers or implements | [name] and HRDD manager and child protection officer |
| Resources needed | Travel to visit household  Awareness raising materials to explain banned tasks for children  Medical care  Emergency cash/income support |
| Stakeholder supporting | Child protection officer  Charity x |
| Timeline | Priority – emergency case |
| **OUTCOMES** |  |
| Activities completed | Household visit conducted on 03.01.24 to assess if child needs safeguarding, and explain why children are banned from working in mines |
| Outcomes recorded | Child is not working in the mine  Emergency food support provided by charity x |
| **ROOT CAUSE RESPONSE** |  |
| **PLAN** |  |
| Description of measures | Support for school attendance (school meal)  Program to support spouse (and other women at mine) to diversify livelihood and improve household income  Awareness raising with mining households about child labour  Monitoring at mine site |
| Grievance team member responsible | [name] and child protection officer |
| Who delivers or implements | Charity x, child protection officer, grievance team |
| Resources needed | Stakeholders –  Capacity building program for spouse to diversify household income  Support for school meal program at school  Association –  Monitoring of child labour at the mine site |
| Stakeholder support | Charity x, child protection officer, |
| Timeline | Within 52 weeks   * Monitoring and awareness raising ongoing * school meal support starts xx * capacity building training starts xx |
| **OUTCOMES** |  |
| Activities completed | -Regular monitoring of child labour at the mine   * school meal program in place * capacity building program provided to group of 12 women at the mine |
| Outcomes recorded | Child identified is attending school and doing light work with mother on farm after school  12 women, including mother of child, have diversified income with trees and cocoa  Ongoing support and monitoring required |

END