

## **Guidelines for Submitting a Complaint**

In order for a complaint to be considered by Massader's team, it is necessary to follow the below guidelines:

1. The complaint should be directly related to a project's components and/or to the project's implementation or management.
2. The complainant should submit full details and any relevant supporting documents related to their complaint.
3. Complaints shall be filed using one of the following methods:
  - **Verbally** by calling Massader's office to file a complaint with Massader's staff member.
  - **In person** by visiting Massader's office in Ramallah (Address provided) where you can complete the complaint form and sign it in person.