

Annex 6: Grievance Log October – December 2021¹

SN	Reg No.	Complaint Received			Grievance Summary	Category	Redress Activities						Referred	
		Channel used	Name and address of complainant	Date of complaint			GRM Level			Rectification of Issues				Resolved
							(AHUs/RCU/EB)	Not Commenced	In Progress	Completed				
	1	RSIF Pre-Conference	Cohort III scholars from UFHB	16/11/2021	The scholars raised grievances regarding the delayed reporting date to UFHB	Scholarship		X				X	This was discussed and resolved. The scholars reported in January 2022	
	2	Email	Ms Rogia Gomez RSIF Cohort II scholar at SUA rogiagomez20@gmail.com	25/10/2021	The scholar raised a grievance regarding a delay in the disbursement of her research funds. She further complained that a follow-up with the university officials had gone unattended for two weeks	Research Funds	X					X	This was discussed and resolved in a zoom meeting with the RCU, AHU Coordinator and the scholar. She received her research funds and the AHU will improve on the disbursement including sensitization of scholars on the disbursement process	
	3	Email	RSIF Cohort III scholars funded by Nigeria	Various Follow-up Emails from scholars in different times Oct-Dec 2021	The Scholars would like to know when they will sign their contracts	Scholarship		X			X		In Progress There are discussions spearheaded by RCU with the Nigerian Government	

¹ The period of July to September is included in the pervious report and not included here.