

## **GRIEVANCE SUBMISSION FORM**

Although it is not mandatory to provide your name and address, it should be noted that some issues may arise due to lack of information during the feedback process regarding the grievance. Your personal data will be used to determine whether there are special circumstances regarding your grievance and will be stored and processed in accordance with the Law on the Personal Data Protection ("Official Gazette of the Republic of Serbia", No. 87/2018). You can choose whether your data will be only partially filled.

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Preferred method of communication is not mandatory, but recommended (Please provide your contact information: mail address, e-mail address, phone number, etc. if you would like to be informed about the resolution process, actions to be taken)

**Grievance** (Please note that this Grievance Redress Mechanism only applies to the implementation of the REMP-2 project funded by the World Bank. Therefore, please clearly explain the connection between your grievance and the REMP-2 project activities)

**Your proposed solution** (if any)