

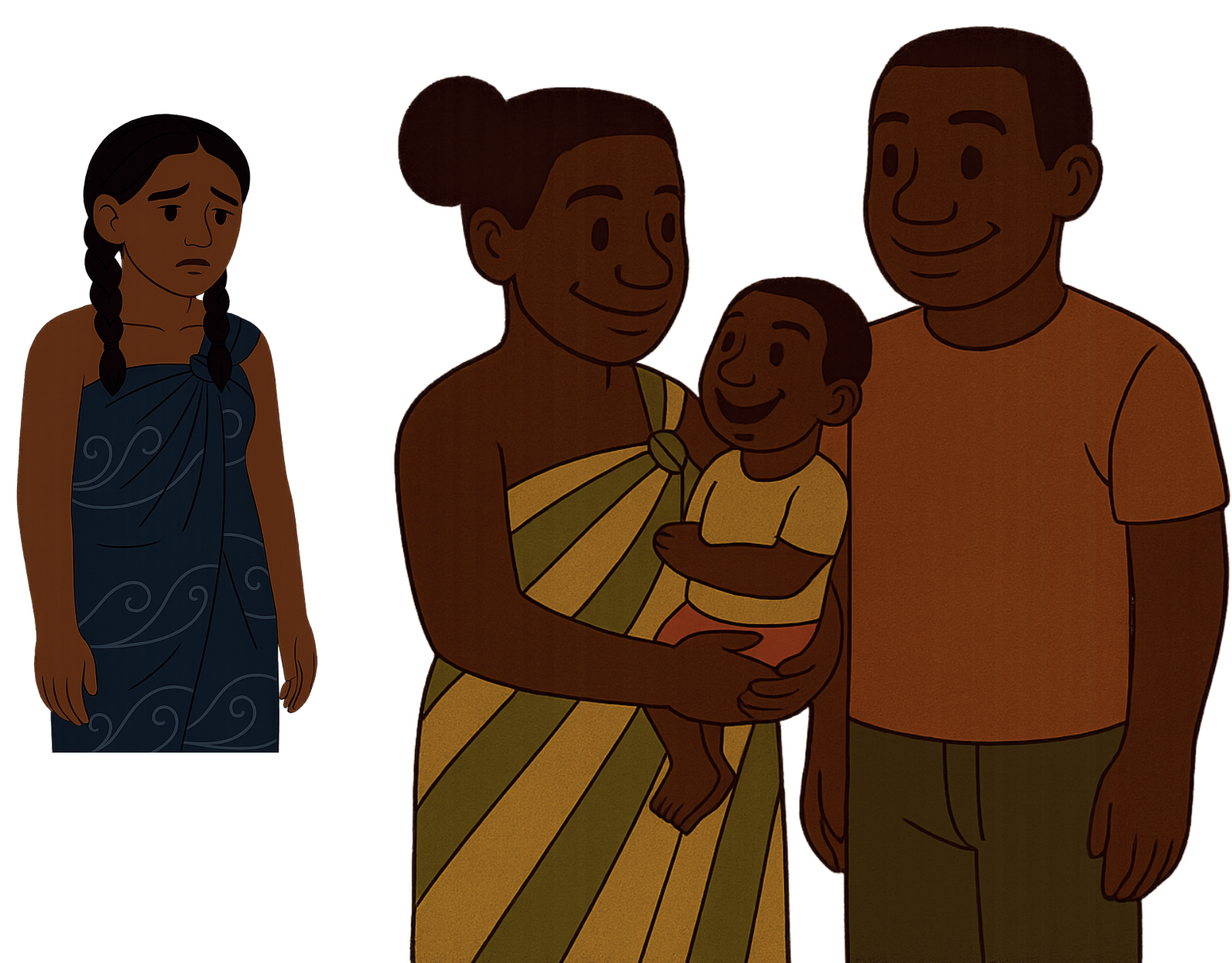
Iza avy no **afaka mametraka fitarainana?**

Ny **olona rehetra:**

- Na lahy na vavy
- Ireo tanora
- Mpikambana na tsia anaty VOI

Inona avy no **ireo karazana fitarainana afaka raisina ?**

Fitarainana mahakasika ny **tetikasa** na **fandaharan'asa** na **lahasa** hiandraiketan'ny **WCS** :



- Fifantenana ireo **mpisitraka**



- **Fampahafantarana** momba ireo **fandikan-dalàna hita ao anaty faritra arovana**



- **Fitondran-tena tsy mendrika** ataon'ny mpiasa na mpiara-miombon'antoka amin'ny WCS

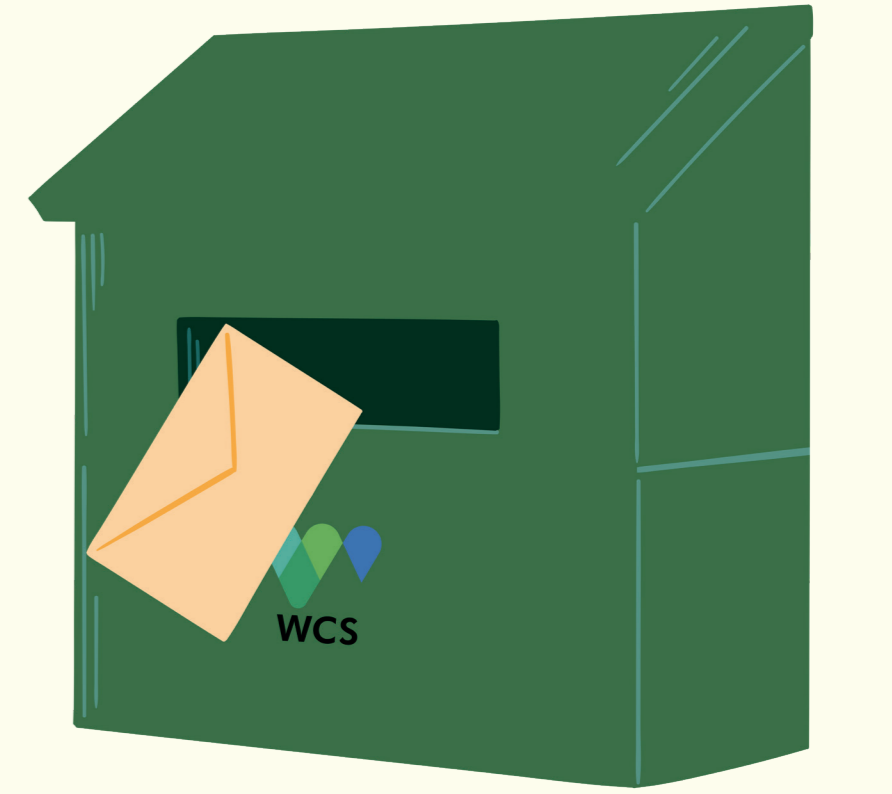
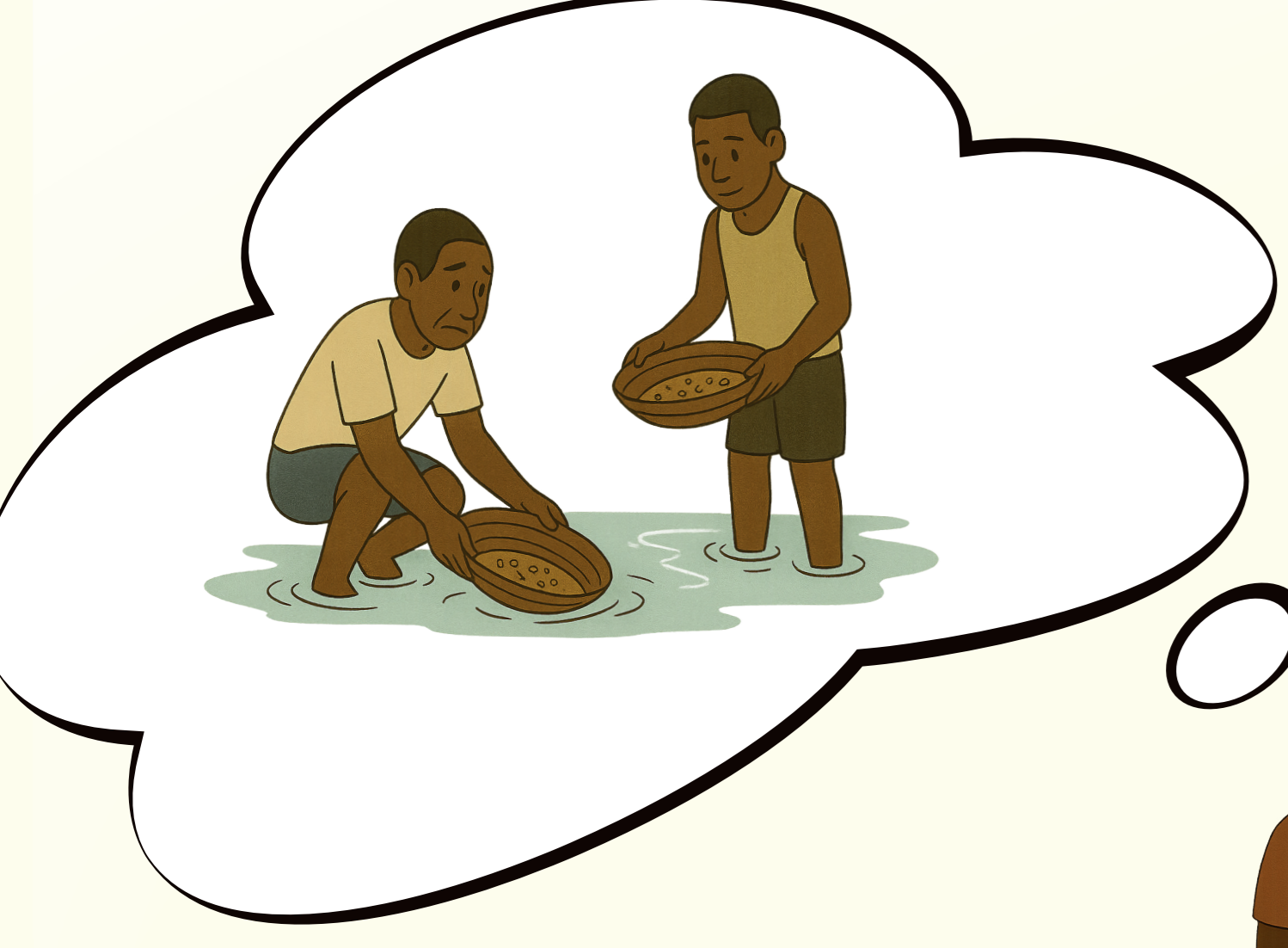


- **Voka-dratsy** eo amin'ny fiainana **mifandraika amin'ny tetikasan'ny WCS** na ny **fananganana ny faritra arovana**

Miaraka no ahitantsika vahaolana

Ireo dingana fitantanana ny fitarainana

1 Fametrahana fitarainana



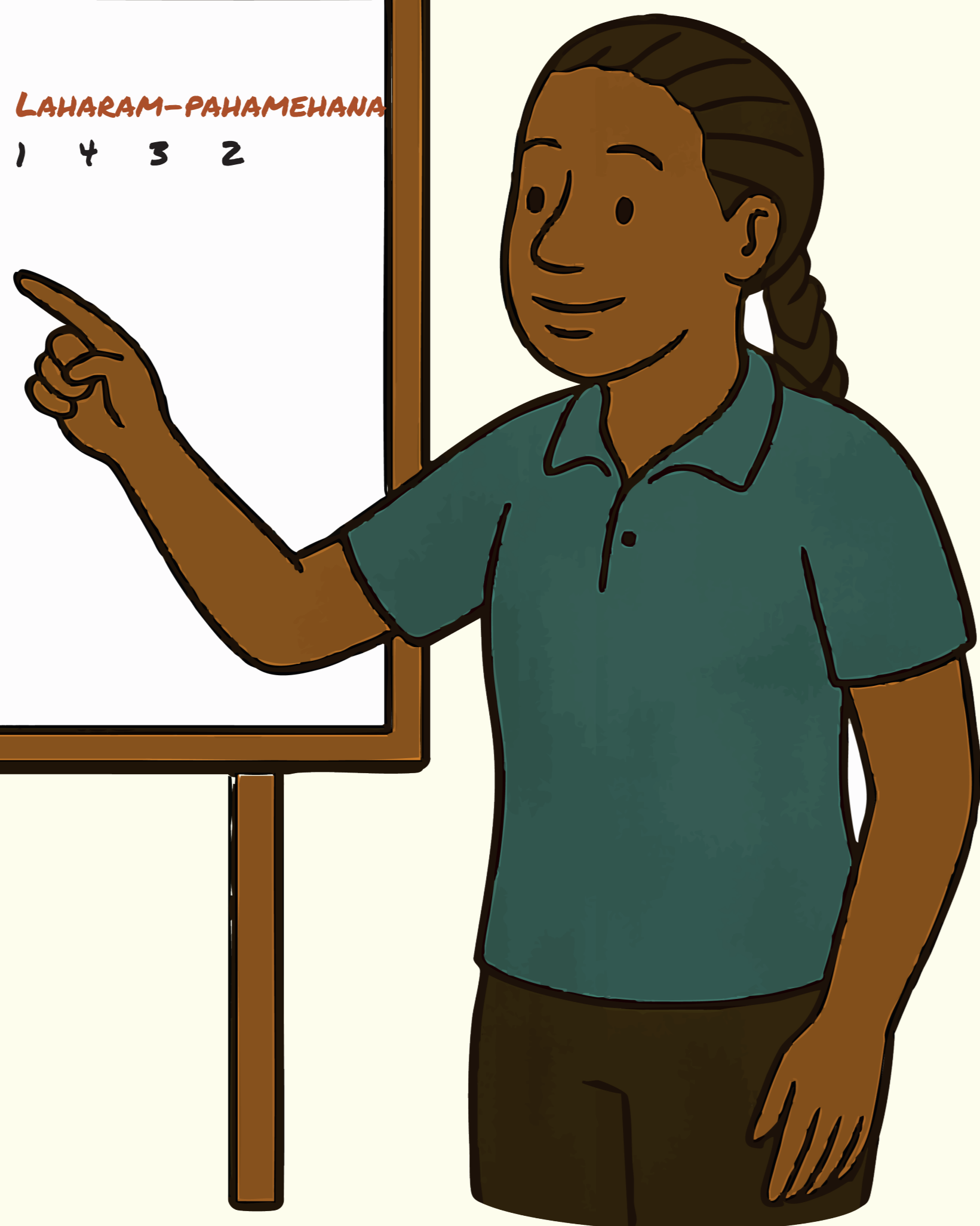
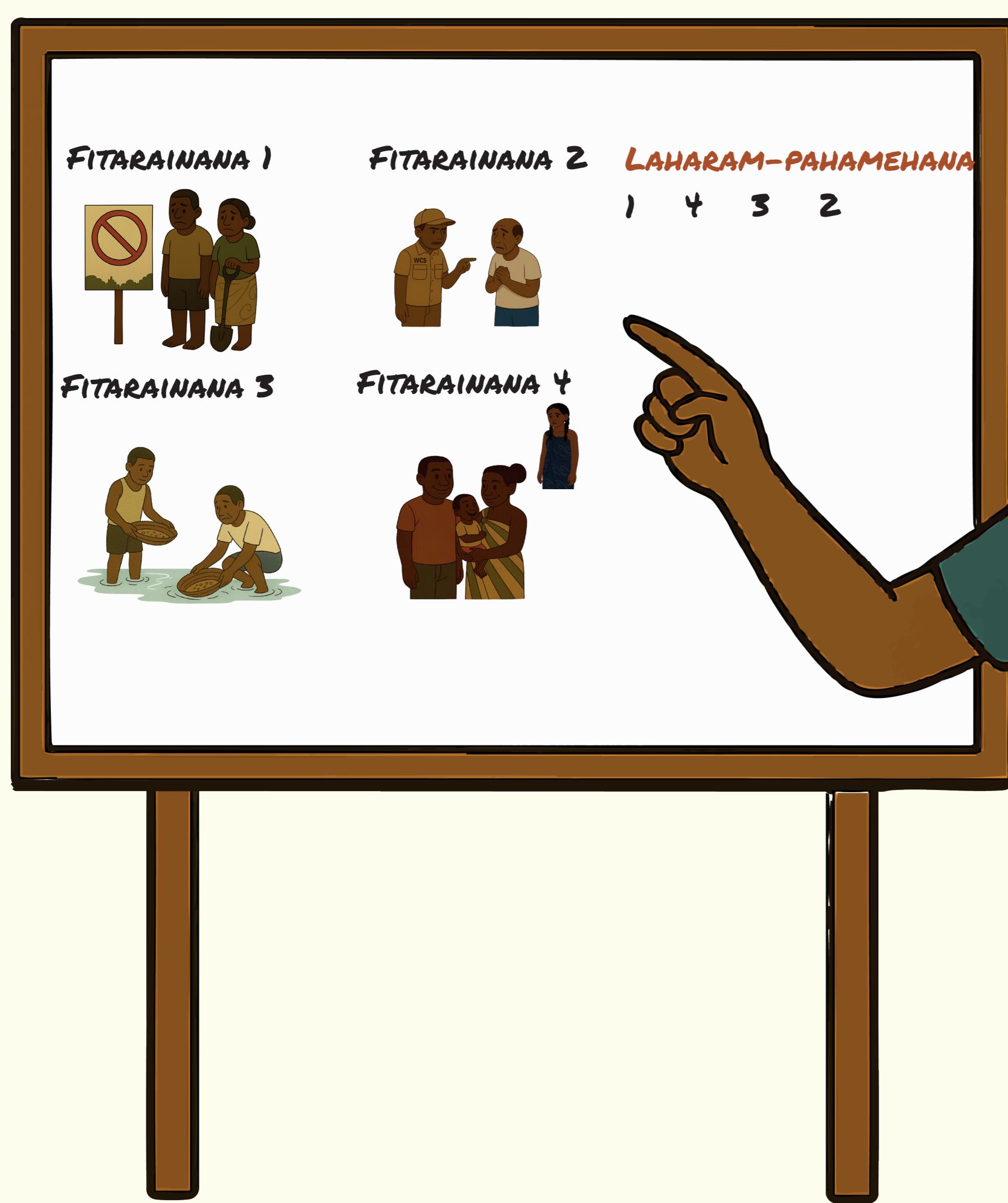
• **Firesahana mivantana** amin'ny olona ivom-pifandraisana voasafidy eny ifotony (Points focaux communautaires)

• **Antso** amin'ny **laharana maitso (maimaimpoana)** : **034 30 810 82**

• Fanoratana ao amin'ny **kahie fitarainana**

• **Boaty fametrahana fitarainana**

2 Fanasokajiana ny fitaraina sy fijerena laharam-pahamehana



3 Fanamarinana eny an-toerana



4 Fitadiavana vahaolana - komity mpamaha ny fitarainana



5 Fanampitana ny valiny amin'ny tompony fitarainana



Miaraka no ahitantsika vahaolana

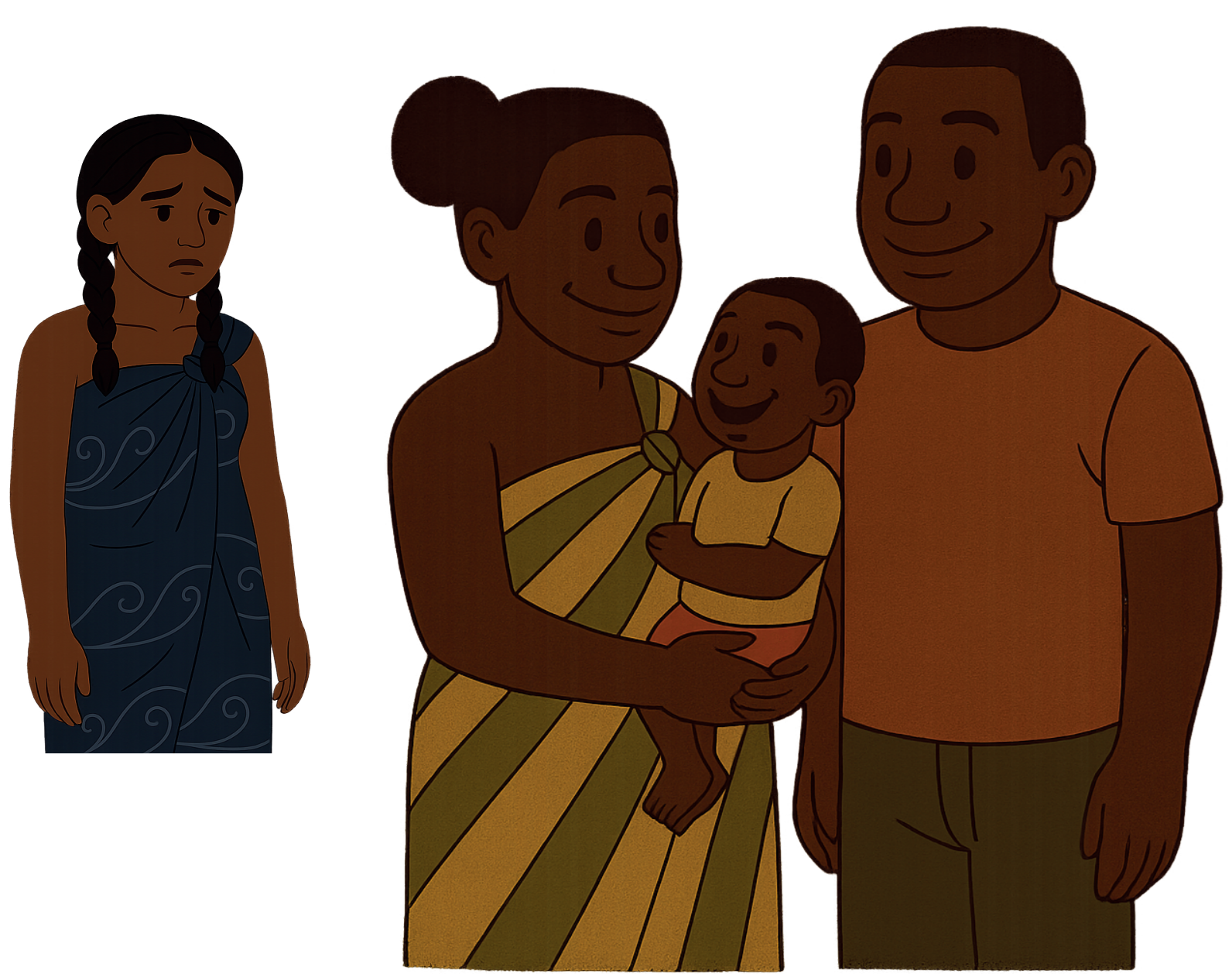
Who **can file a complaint**?

Everyone:

- Men and women
- Young people
- COBA's members or not

What **types of grievances** can be submitted?

Grievances related to **projects, programs, or activities** implemented by **WCS**:



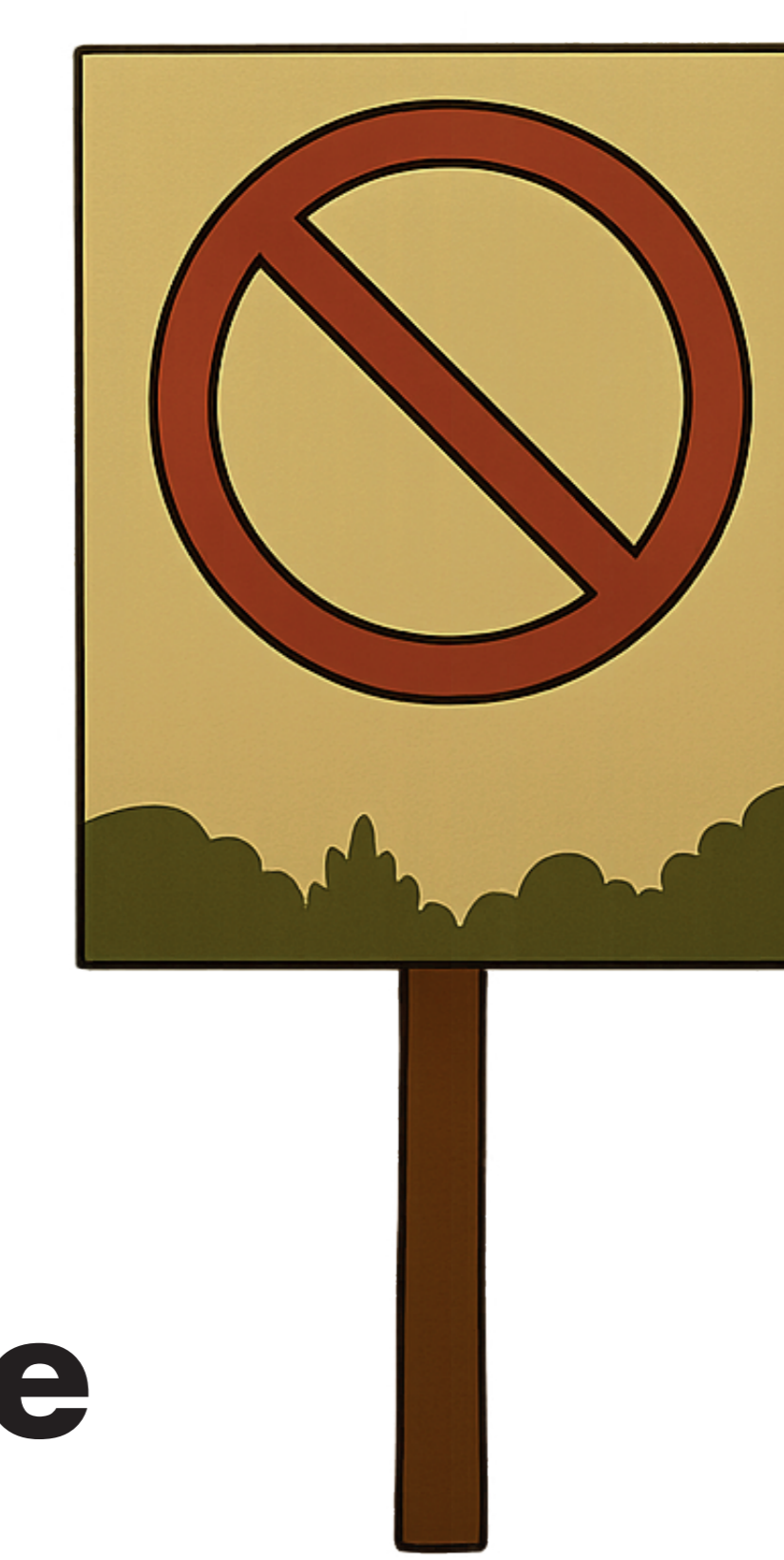
- Selection of **beneficiaries**



- Reporting of **illegal activities inside the protected area**



- **Inappropriate behavior of WCS staff or partners**

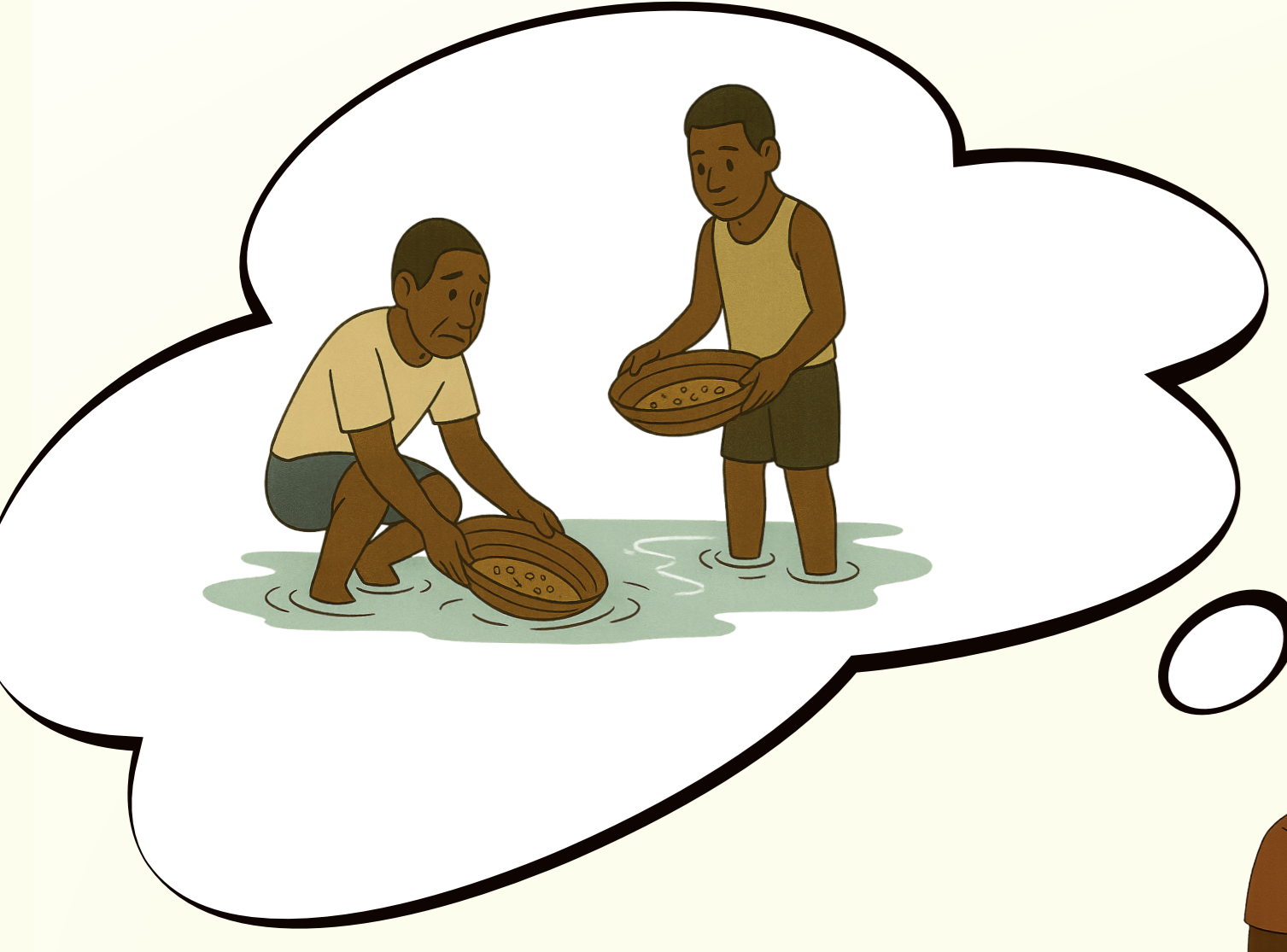


- **Negative impacts on life related to WCS projects or the creation of the protected area**

Together, we can find solutions

The grievances resolution process

1 Filing complaint



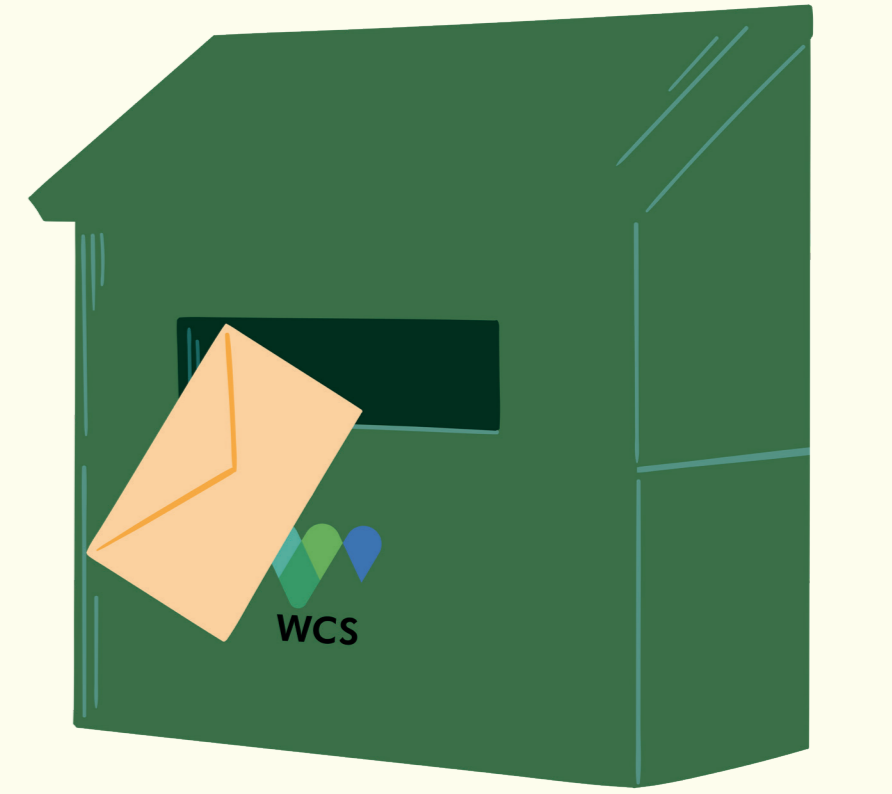
- **Direct discussion** with the WCS Social Safeguards officer or the community focal points



- **Call** to the toll-free hotline : **034 30 810 82**

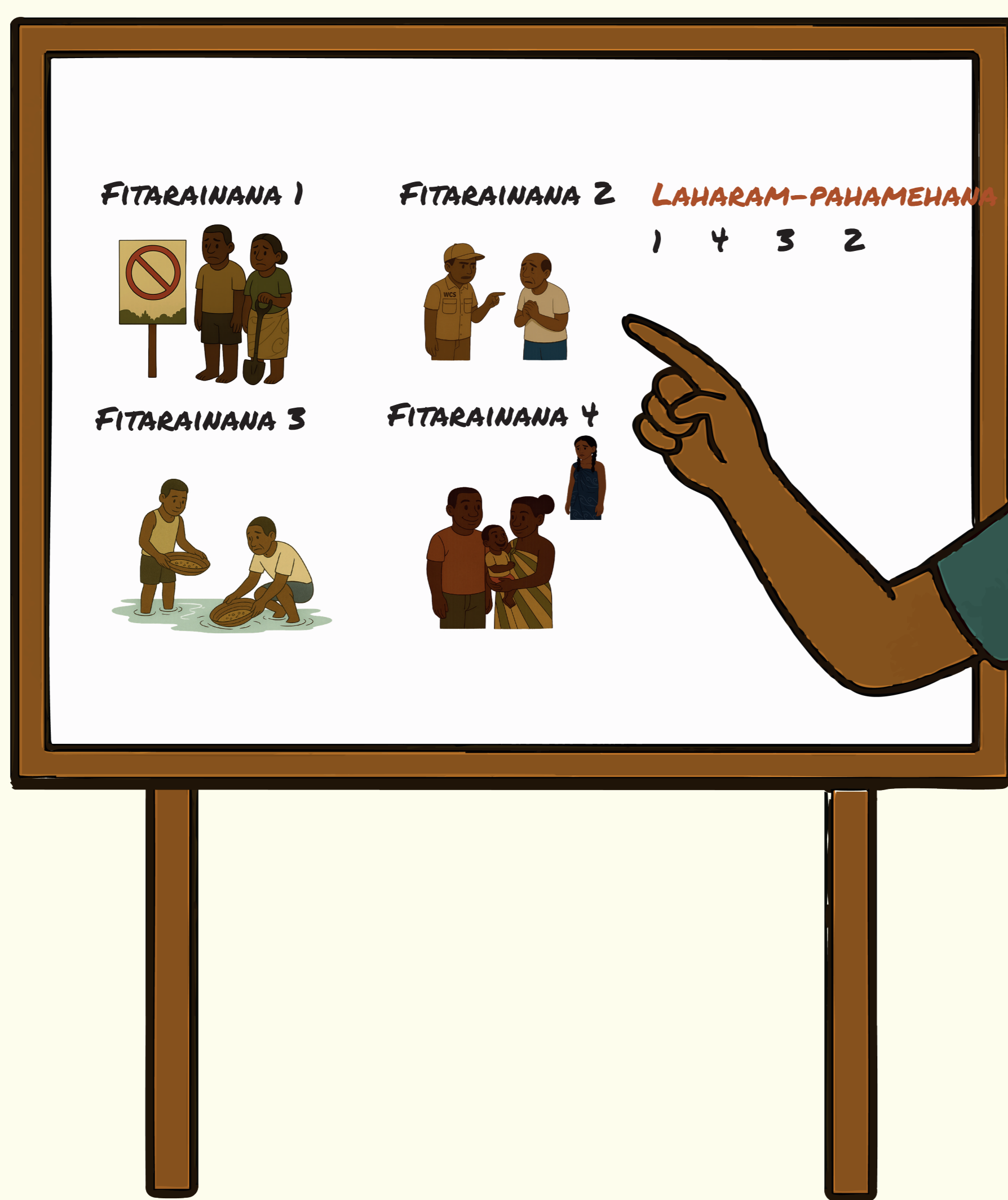


- Write in the **complaints log**



- **Complaint box**

2 Categorization and prioritization



3 On-site investigation



4 Resolution committee with the authorities



5 Communication of the decision to the complainant



Together, we can find solutions