



# DON'T BE SILENT!!

## RAISE COMPLAINTS

The Recurrent Cost and Reform Financing Project supports the FGS & FMS to strengthen resource management systems, the inter-governmental fiscal framework, and service delivery systems in health and education

**Hotline Number**  
7575



**WhatsApp Number**  
+252614756599



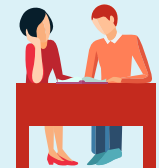
**Send Email To**  
rcrfgrm@gmail.com or  
rcrfgender@gmail.com



**Letter**  
You can write a letter  
and share your  
grievances



**Personal talk**  
Talk in person with  
GBV expert,  
female health supervisors,  
and teacher



The GM is designed to maintain complete confidentiality, allowing complainants to raise concerns anonymously without fear of retaliation.



### AGGREGATED CASES RESOLVED



“ The project established a simple, accessible, and impartial GRM that enabled project beneficiaries to raise complaints for redressal, ask for information, make suggestions, and provide feedback via multiple channels to improve the quality of services, timeliness of payment, and public trust.”

“Additionally, the government received valuable feedback from citizens across the country regarding the services provided by community workers and considered corrective measures.”