

YOUR VOICE MATTERS

**We are here
to listen.**



Call us
+260 760 385928
+260 760 531057



Email us
info@lpwsc.co.zm



Find us online
www.lpwsc.co.zm



Follow us
Luapula Water Supply and
Sanitation Company Limited

Luapula Water Supply and Sanitation Company Limited · P.O. Box
710594, Mansa, Luapula, Zambia
This brochure is also available in Bemba — ask any LpWSC officer for a
copy.

Clean Water • Safe Sanitation • Better Health



A PRIVATE WORD

**If someone has hurt you, or
made you feel unsafe**

You are believed, and you are not alone. This is handled
with care and confidentiality — only with your consent, and
never like an ordinary complaint.

24/7 NATIONAL HELPLINES

933

Adult GBV & crisis counselling
Managed by Lifeline Childline Zambia

116

Child protection & youth services
Free, confidential, 24 hours a day

999 / 10111

General emergency — police
For immediate danger or rescue



LOCAL SUPPORT IN LUAPULA



Mansa Anti-GBV Fast-Track Court

Dedicated, expedited hearings for GBV/SEA cases, Mansa District



Zambia Police Victim Support Units

At every district command — safe rescue and reporting



District Social Welfare Offices

Ministry of Community Development & Social Services (MCDSS)
— safe placement and follow-up

All of these services are free, confidential, and available to anyone who
needs them.



LUAPULA WATER SUPPLY
AND SANITATION COMPANY

GRIEVANCE REDRESS MECHANISM

Have a concern? We're listening.

A free, fair and confidential way for customers,
communities, workers and contractors to raise
concerns about LpWSC's water and sanitation work —
and see them resolved.



Free

No cost, ever

Confidential

Your identity is
protected

Safe

No retaliation for
speaking up

Mansa · Samfya · Mwense · Nchelenge · Kawambwa · Luapula Province

ABOUT THE GRM

What it is, and who it's for

The Grievance Redress Mechanism (GRM) is LpWSC's official channel for raising concerns about our water and sanitation work — from a leaking pipe or a billing dispute, to a safety concern on a project site. Every concern is logged, looked into, and answered.



Community members



Customers



LpWSC staff



Contractors & suppliers

You can also raise a concern about the environment, land, water quality, service interruptions, or how a project is being carried out near you — anonymously, if you prefer.

RAISING A CONCERN

How to reach us



Complaint box

At every LpWSC district office and active project site



Talk to someone

Any LpWSC staff member, District Manager, or Community Liaison Officer



SMS or WhatsApp

Send a message with your concern — no airtime needed to be heard



Email or letter

info@lpwsc.co.zm, or write to your district office



Community meetings

Raise it during any LpWSC sensitisation session



Traditional leaders

Zone leaders, headpersons and chiefs pass concerns to LpWSC on your behalf

You never have to give your name. Anonymous concerns are logged and acted on in exactly the same way.

WHAT HAPPENS NEXT

From concern to resolution



You raise it

Through any channel opposite — in person, by phone, in writing, or anonymously. **Logged same day**



We confirm receipt

We acknowledge your concern by your preferred method. **Within 2 working days**



We look into it

We review the facts, and speak to those involved where needed. **5-14 working days**



We tell you the outcome

You'll hear what we found, and what we're doing about it. **Same stage**



Not satisfied? Appeal

Ask for a further review — right up to independent arbitration. **14-30 working days**

Raising a concern never affects your service, your job, or your standing with LpWSC.