



NATIONAL
TOSHAOS
COUNCIL

GRIEVANCE REPORTING SYSTEM



Background

“ *...a structured, transparent, and accountable way to report and resolve issues...* ”



The National Toshaos Council (NTC) established the Grievance Reporting System to provide Indigenous leaders and community members with a structured, transparent, and accountable way to report and resolve issues affecting their villages.

Under the Amerindian Act No. 6 of 2006, the NTC plays a key role in promoting good governance, protecting village lands and natural resources, and supporting sustainable development in Indigenous communities across Guyana. This reporting system strengthens that mandate by ensuring that grievances are formally recorded, monitored, and addressed in a timely manner.





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Purpose & Rationale



Previously, villages reported concerns through informal or multiple channels, which limited coordination, follow-up, and transparency. The NTC developed this system to:

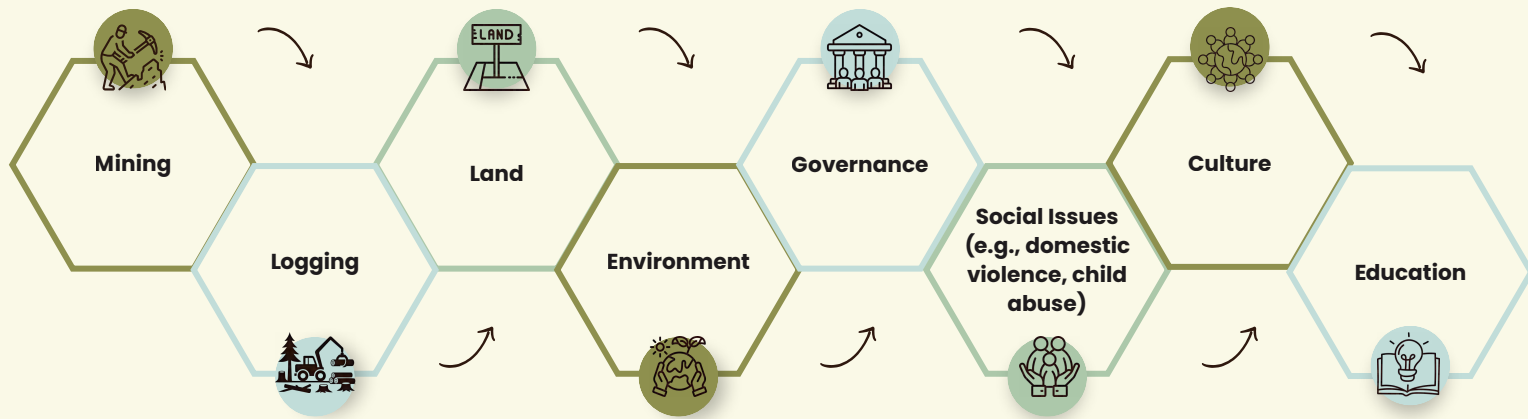
- ☀️ Centralize the reporting of grievances.
- ☀️ Improve communication between villages and relevant authorities.
- ☀️ Ensure timely follow-up and resolution of issues.
- ☀️ Promote accountability and responsiveness.
- ☀️ Strengthen support to Village Councils and Indigenous communities.

The system serves all Amerindian communities and targets Tshaos, Village Councils, District Councils, Community Development Councils, and individual residents.



Priority Areas Covered

The Grievance Reporting System captures issues including, but not limited to:



These issues may involve land titling and demarcation, environmental degradation, mining and logging encroachment, governance and accountability concerns, social protection matters, and threats to cultural identity.

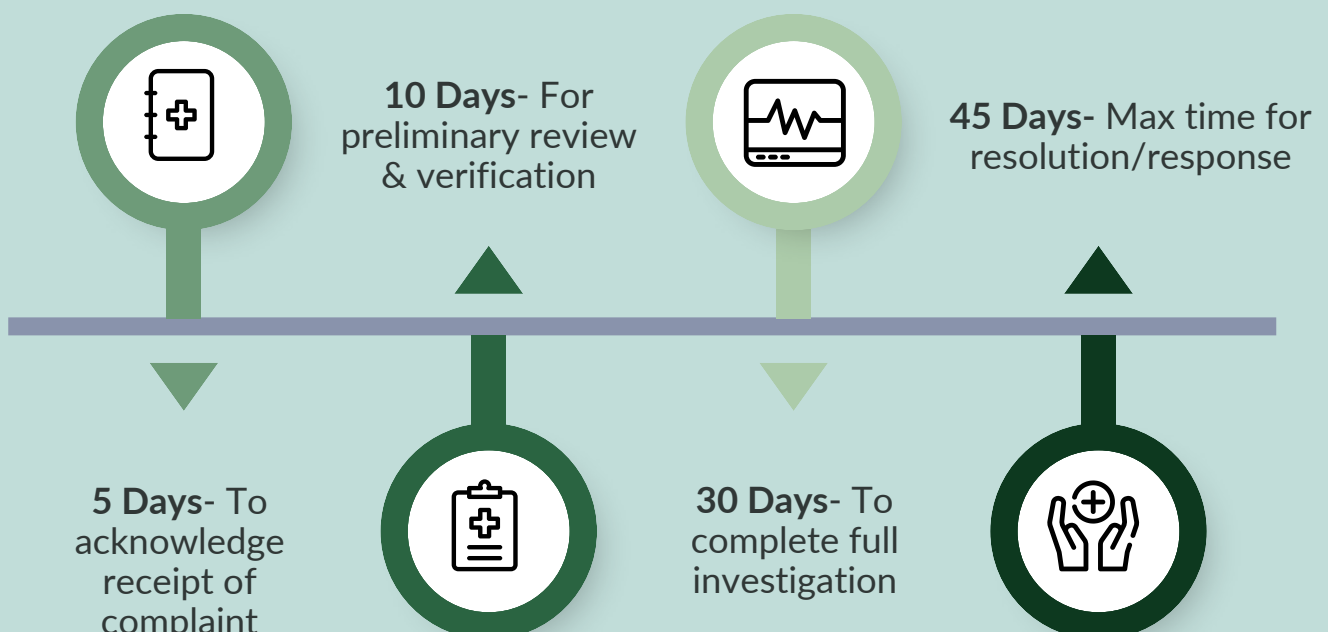


How the Reporting System Works

THE REPORTING PATHWAY



RESPONSE TIMELINES



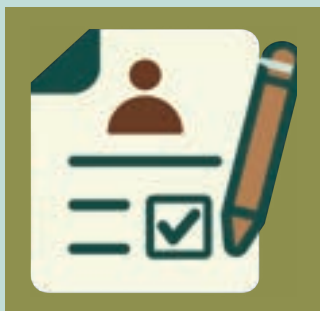
How the Reporting System Works



01 Submission

Anyone with a grievance may submit a complaint through:

- 📞 The NTC Website: <https://ntcgy.com/about-us/>
 - 📞 The NTC Facebook: <https://www.facebook.com/profile>
 - 📞 The NTC Grievance Hotline: +592 601 5435 – 24/7
 - 📞 Email: grievance@ntcgy.com
 - 📞 In-person visit to the NTC Office: Block B, Plantation Sophia
 - 📞 Submission to the Monitoring & Evaluation (M&E) Officer via Postage to: **National Tshaos Council Block B, National Exhibition Centre, Plantation Sophia Georgetown**
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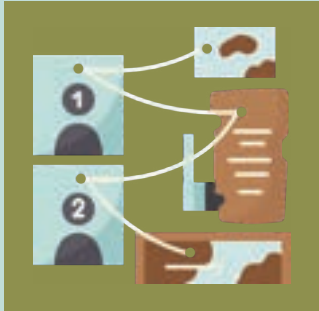
02 Registration & Acknowledgment

The M&E Officer:

- 📞 Registers the complaint
- 📞 Assigns a tracking number
- 📞 Acknowledges receipt
- 📞 Classifies the complaint by priority level.

High-priority matters are referred to the Complaints Committee.

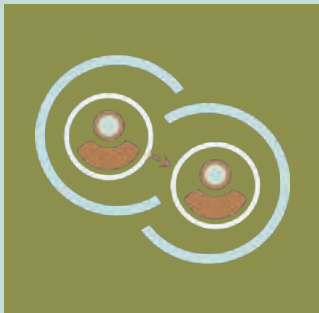
How the Reporting System Works



03 Investigation & Resolution

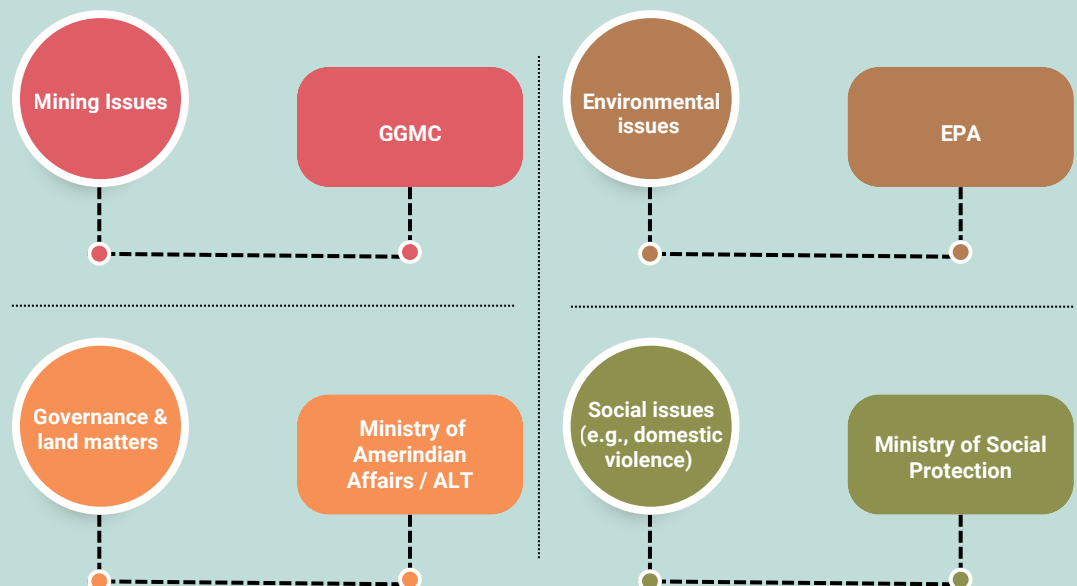
The responsible officer or Complaints Committee:

- 🔍 Verifies the complaint
- 🔍 Conducts an investigation
- 🔍 Develops a proposed resolution.
- 🔍 Communicates the proposed solution to the complainant.
- 🔍 Concludes resolution process once complainant is satisfied.
- 🔍 If the complainant is not satisfied, they may file an appeal, which is reviewed by the Complaints Committee



04 Referral to Relevant Authorities

When necessary, the NTC forwards verified complaints to the appropriate agency, such as:



The NTC conducts regular follow-ups and provides feedback to complainants.

Data Management & Reporting

The NTC collects grievances using a standardized Grievance Reporting Form and stores all information in an electronic database. The system tracks:

-  Number and type of complaints
-  Verification status
-  Geographic distribution
-  Referrals made
-  Resolution outcomes
-  Timeliness of response

The NTC prepares quarterly summary reports and annual reports to share with the NTC Executive Body, District Councils, the Ministry of Amerindian Affairs, and other stakeholders. This information will be available on the NTC website.

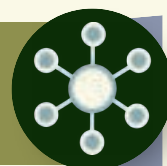
Objectives & Expected Outcomes



The Grievance Reporting System aims to:

01

Establish the NTC as a central platform for reporting Indigenous community concerns.



02

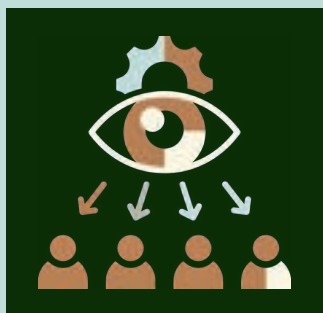
Provide timely support, guidance, and coordinated action.



Expected outcomes include:

-  Increased reporting of community issues.
-  Greater transparency and accountability.
-  Improved resolution rates.
-  Faster response times.

Governance & Oversight

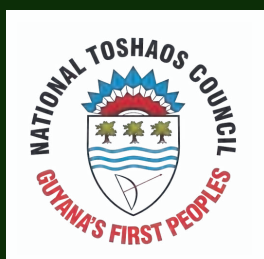
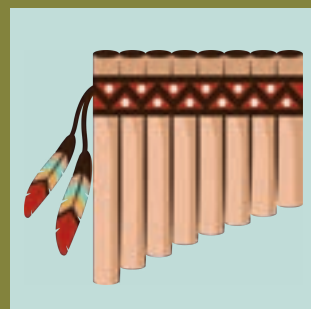


The Executive Director oversees the system, and the Monitoring & Evaluation Officer manages registration, tracking, analysis, and follow-up. The NTC Executive Body approved the system and supports its implementation.

Commitment to the Future



Through this Grievance Reporting System, the National Toshaos Council strengthens Indigenous leadership, improves coordination with government agencies, and ensures that the voices of Indigenous Peoples are heard, documented, and acted upon.



Contact

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Plantation Sophia,
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Report a Grievance

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