

## **PUBLIC RELATION AND COMPLIANT COMMITTEE SENSITIZATION**

### **PROGRAMME**

Public Relation and Complaint Committee of the Asante Akim South Municipal Assembly held a sensitization program on Thursday, 14<sup>th</sup> March 2019 at Ofoase community Durbar ground. Key topics covered were:

- Membership of the PRCC
- Functions of PRCC
- Grievance address mechanism.

### **FUNCTIONS OF PRCC**

Hon. Beatrice Kyei educated participants on the functions of the PRCC.

Among some of the functions are:

- Address misconduct of Assembly staff or duty bearers in dealing with the public.
- Handle grievances or problems of the community with respect to services being rendered in the communities.
- Manage conflicts or grievances among staff in the discharge of their duties in the Assembly.
- Handle other issues relating to the relationship between the Assembly and the Public or clients of the Assembly.

### **GRIEVANCES ADDRESS MECHANISM**

The audience were informed that there should be a tendering of a letter of compliant on the issues at hand to the presiding member. In the instance where the

issues emanate from the Assembly, then the management through the Municipal Coordinating Director will submit the issue to the Presiding Member for consideration at PRCC.

The PRCC then sits on the issues and may ask for further facts of the matter and make appropriate recommendations for redress which would be communicated to the complaint and other parties by the secretary in writing.