

FENIX GOLD – GRIEVANCE MANAGEMENT PROGRAM

Channel	Description
INTERPERSONAL CHANNELS	
MEETINGS	The complainant openly shares their comments during a meeting, workshop, or face-to-face conversation
PROJECT'S MAIN OFFICE	The complainant attends the Citizen Participation Office located in the Municipality of Copiapó
MEDIATED CHANNELS	
PHONE	The complainant shares their comments during a phone conversation.
PAO MAILBOX	The complainant uses the mailbox to express their observations.
EMAIL	The complainant sends an email to express their observations to gestionsocial@fenixgold.cl .

Observation Management Flowchart

