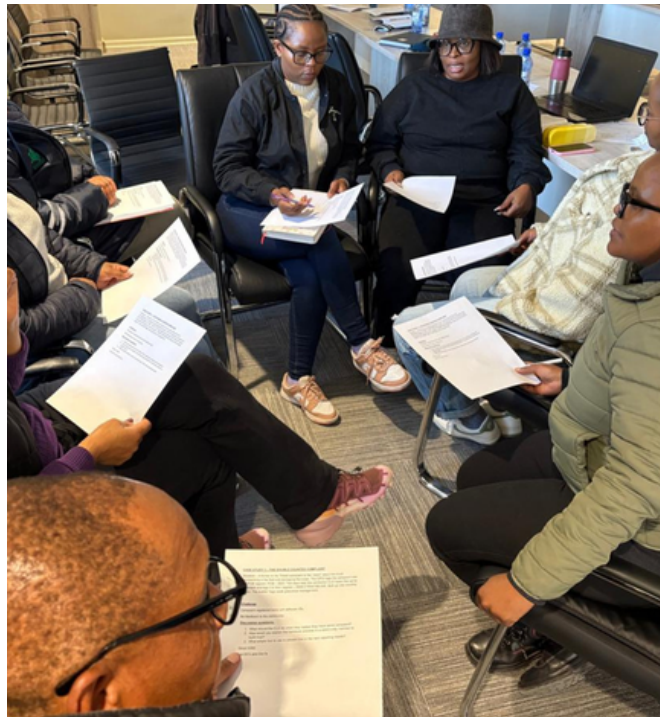


LHDA STRENGTHENS COMMUNITY ENGAGEMENTS THROUGH EFFECTIVE COMPLAINTS MANAGEMENT



As part of its ongoing commitment to meaningful stakeholder engagement and responsible project implementation, the Lesotho Highlands Development Authority (LHDA) Polihali Operations Branch recently conducted a refresher training workshop for Community Liaison Officers (CLOs) representing Phase II contractors and consultants of the Lesotho Highlands Water Project (LHWP).



Organised by the LHDA Community Participation Office, the workshop aimed to strengthen compliance with the project's community complaints management procedures and ensure that all stakeholders continue to uphold the highest standards of community engagement throughout the implementation of Phase II.

The training provided participants with a comprehensive understanding of the LHDA's complaints management framework, community engagement mechanisms, and effective complaint resolution processes. These areas are critical in ensuring that community concerns are addressed promptly, fairly, and transparently, while maintaining positive relationships between project stakeholders and affected communities.



Community Liaison Officers serve as an important link between project implementers and local communities. Their role in facilitating communication, managing expectations, and supporting the resolution of concerns contributes significantly to the successful delivery of project activities and the promotion of social harmony within project-affected areas.

The workshop also reinforced the importance of collaboration among all structures involved in community engagement, including local leadership such as area chiefs, Community Area Liaison Committees (CALCs), and other community-based stakeholders. Through these structures, the LHDA continues to foster dialogue, participation, and mutual understanding in all areas affected by the project.

As the LHDA celebrates 40 years of delivering water and development infrastructure that transforms lives in Lesotho and South Africa, the Authority remains steadfast in its commitment to listening to communities and resolving complaints through inclusive, transparent, and participatory processes.

By continuously building the capacity of frontline engagement personnel, the LHDA is strengthening trust, promoting accountability, and ensuring that communities remain active partners in the successful implementation of Phase II of the Lesotho Highlands Water Project.