
RMI CISPAC5 – GRIEVANCE REDRESS MECHANISM

Overview

What is Grievance Redress Mechanism (GRM)?

It is a tool comprising of transparent procedures and processes to assist and guide decision makers in resolving public complaints/concerns pertaining to intervention/activities implemented under the GCF-UNEP Programme, Enhancing Climate Information and Knowledge Services for resilience in 5 Pacific countries (UNEP CIS-Pac5).

Objectives:

- To mediate and resolve possible grievances or complaints by a person, group of persons or community who may have been or may be adversely impacted by project implementation through proper channels in a timely manner.
- To record each single complaint received and monitor the progress throughout the resolution process.
- To ensure that affected parties have access to fair resolution of their concern(s), understand the causes and ensure dialogue with affected parties.
- To enable project implementers to utilize non-judiciary processes where feasible to resolve complaint issues.

Scope of application

This Grievance Redress Mechanism will be applied to the public, beneficiaries, and stakeholder complaints and grievances, perceived or actual, which relate to the activities of RMI CIS-Pac5 programme.

The complaints may concern the following items:

- Fraud
- Corruption
- Labor and working conditions.
- Resource efficiency, pollution prevention and management
- Community health, safety, and security
- Land acquisition, restrictions on land use and involuntary resettlement
- Biodiversity conservation and sustainable management of living natural resources.
- Indigenous people and traditional local communities
- Stakeholder engagement and information disclosure.
- Sexual Harassment

Functions

The functions of the GRM will be to:

- (i) Receive, Log and Track all Grievances received;
- (ii) Provide regular status updates on Grievances to Claimants, National Coordination Committee (NCC) members and other relevant Stakeholders, as applicable;
- (iii) Engage the NCC members, Government institutions and other relevant Stakeholders in Grievance resolution;
- (iv) Process and propose solutions and ways forward related to specific Grievances *within a period not to exceed sixty (60) days* from receipt of the Grievance;
- (v) Identify growing trends in Grievances and recommend possible measures to avoid the same;
- (vi) Receive and service requests for, and suggest the use of, mediation or facilitation;
- (vii) Elaborate bi-annual reports, make said reports available to the public, and more generally work to maximize the disclosure of its work (including its reports, findings and outcomes);
- (viii) Ensure increased awareness, accessibility, predictability, transparency, legitimacy, and credibility of the GRM process;
- (ix) Collaborate with Partner Institutions, NGOs, and other entities to conduct outreach initiatives to increase awareness among Stakeholders as to the existence of the GRM and how its services can be accessed;

- (x) Ensure continuing education of NCC members and their respective institutions about the relevant laws and policies that they will need to be aware of to participate in the development of effective resolutions to Grievances likely to come before the GRM;
- (xi) Monitor follow up to Grievance resolutions, as appropriate.

Composition

UNEP-CISPac5 NCC for RMI will be take the role as the GRM committee, with the Program Implementation manager as the Secretariat.

I. Secretariat

The GRM secretariat will perform the following core functions:

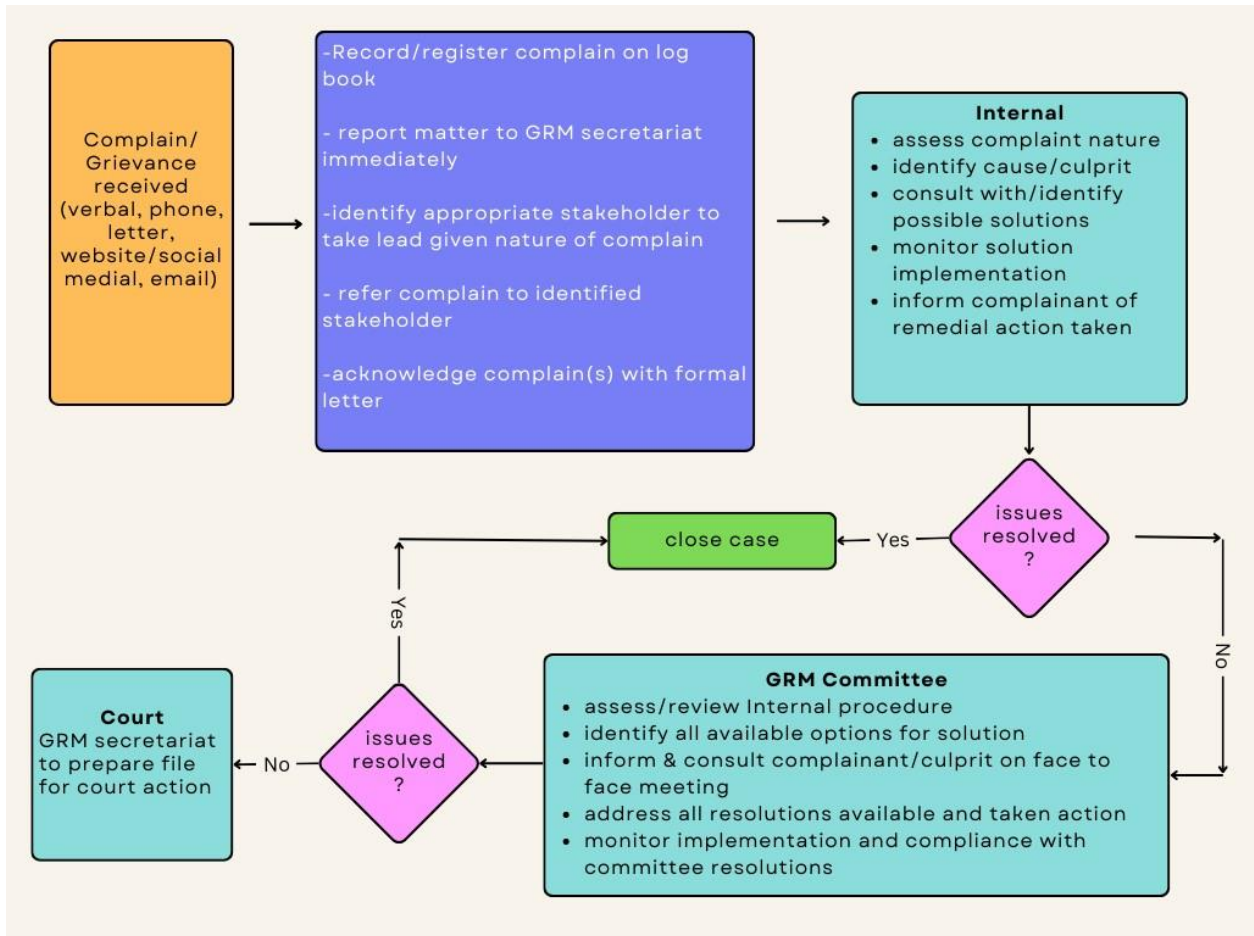
- Publicize the existence of the GRM and the procedure for using it.
- Receive and log requests for dispute resolution.
- Acknowledge receipt to the requestor.
- Assess complaint & Determine eligibility.
- Identify culprit and consult necessary parties for possible solutions
- Track and document efforts at grievance/dispute resolution and their outcomes.
- Inform complainant of remedial steps taken
- Report on any grievances to UNEP/GCF through the six monthly and annual performance reports.

II. GRM committee

The GRM Committee will perform the following core functions:

- Take the necessary remedial actions to resolve complaints/grievances unresolved internally by the Secretariat
- Refer the grievance/dispute to independent non-judiciary processes where feasible, while maintaining oversight; or
- Determine that the request was outside the scope and mandate of the NCC and refer it elsewhere (e.g. to courts).

The GRM Process



Communicating a Grievance

(i) Who can Submit a Grievance?

A Grievance can be sent by any individual or group of individuals that believes it has been or will be harmed by the Project.

If a Grievance is to be lodged by a different individual or organization on behalf of those said to be affected, the Claimant must identify the individual and/or people on behalf of who the Grievance is submitted and provide written confirmation by the individual and/or people represented that they are giving the Claimant the authority to present the Grievance on their behalf. The GRM will take reasonable steps to verify this authority.

(ii) How is the Grievance Communicated?

The GRM shall maintain a flexible approach with respect to receiving Grievances in light of known local constraints with respect to communications and access to resources for some Stakeholders. A Grievance can be transmitted to the GRM by any means available (i.e. by email, letter, phone call, meeting, SMS, etc.). To facilitate communications with and between the GRM and potential Claimants, the GRM will receive support from the NCC members' institutions, local government and civil society organizations

(iii) What information should be included in a Grievance?

The Grievance should include the following information:

- (a) the name of the individual or individuals making the Complaint (the "Claimant");
- (b) a means for contacting the Claimant (email, phone, address, other);
- (c) if the submission is on behalf of those alleging a potential or actual harm, the identity of those on whose behalf the Grievance is made, and written confirmation by those represented of the Claimant's authority to lodge the Grievance on their behalf;
- (d) the description of the potential or actual harm;
- (e) Claimant's statement of the risk of harm or actual harm (description of the risk/harm and those affected, names of the individual(s) or institutions responsible for the risk/harm, the location(s) and date(s) of harmful activity);
- (f) what has been done by Claimant thus far to resolve the matter;
- (g) whether the Claimant wishes that their identity is kept confidential; and
- (h) the specific help requested from the GRM.

However, complainants are not required to provide all of the information listed above. Initially, the complainant need only provide enough information to determine eligibility. If insufficient information is provided, the GRM has an obligation to make a substantial, good faith effort to contact the complainant to request whatever additional information is needed to determine eligibility, and if eligible, to develop a proposed response.

Logging, Acknowledgment, and Tracking

All Grievances and reports of conflict will be received, assigned a tracking number, acknowledged to Claimant, recorded electronically, and subject to periodic updates to the Claimant as well as the office file.

Within one (1) week from the receipt of a Grievance, the GRM will send a *written* acknowledgement to Claimant of the Grievance received with the assigned tracking number. Each Grievance file will contain, at a minimum:

- (i) the date of the request as received;

- (ii) the date the written acknowledgment was sent (and oral acknowledgment if also done);
- (iii) the dates and nature of all other communications or meetings with the Claimant and other relevant Stakeholders;
- (iv) any requests, offers of, or engagements of a Mediator or Facilitator;
- (v) the date and records related to the proposed solution/way forward;
- (vi) the acceptance or objections of the Claimant (or other Stakeholders);
- (vii) the proposed next steps if objections arose;
- (viii) the alternative solution if renewed dialogues were pursued;
- (ix) notes regarding implementation; and
- (x) any conclusions and recommendations arising from monitoring and follow up.

Maintaining Communication and Status Updates

Files for each Grievance will be available for review by the Claimant and other Stakeholders involved in the Grievance, or their designated representative(s). Appropriate steps will be taken to maintain the confidentiality of the Claimant if previously requested.

The GRM will provide periodic updates to the Claimant regarding the status and current actions to resolve the Grievance. Not including the acknowledgment of receipt of the Grievance, such updates will occur within reasonable intervals.

Monitoring and Evaluation

Bi-annually, the GRM will make available to the public, a report describing the work of the GRM, listing the number and nature of the Grievances received and processed in the past six months, a date and description of the Grievances received, resolutions, referrals and ongoing efforts at resolution, and status of implementation of ongoing resolutions. The level of detail provided with regards to any individual Grievance will depend on the sensitivity of the issues and Stakeholder concerns about confidentiality, while providing appropriate transparency about the activities of the GRM. The report will also highlight key trends in emerging conflicts, Grievances, and dispute resolution, and make recommendations regarding:

- (i) measures that can be taken by the Government to avoid future harms and Grievances; and
- (ii) improvements to the GRM that would enhance its effectiveness, accessibility, predictability, transparency, legitimacy, credibility, and capacity.