

# CEPF Caribbean Islands Project

## Sub-project: Catalysing the recovery of threatened priority plant families of Jamaica

### External Grievance Mechanism (GM)

The GM for the project to address the concerns of IUCN's external stakeholders. Grievances that relate to project workers will be handled by a separate mechanism which is included as part of the project's Stakeholder Engagement Plan.

This GM is streamlined, considering the limited scope of project activities at the community level and the low risk of adverse social impacts. The key measures will be to explain the purpose of any visit to stakeholders, explain the existence of the GM and make available contact information of IUCN and the CEPF Secretariat. This will be done through a printed handout or other locally appropriate means.

A grievance can be an issue, concern or problem that is related to the implementation of the project. We have put this grievance redress mechanism (GRM) in place to formally receive and record complaints and solve problems. Anyone who has a concern about any aspect of a CEPF-funded project in the Caribbean Islands Biodiversity Hotspot, including the Regional Implementation Team (RIT), should make a report so we can collectively improve the way we work.

## First Level of Redress

### Step 1: Submit Complaint

Submit your complaint to the Human Resources Officer at IUCN by telephone (see contact information below). All information received will be treated as confidential. Reports can be anonymous.

All grievances received by IUCN staff should be forwarded to the Human Resources Officer at IUCN North America Regional Office within 24 hours of receipt.

### Step 3: Record & Notice

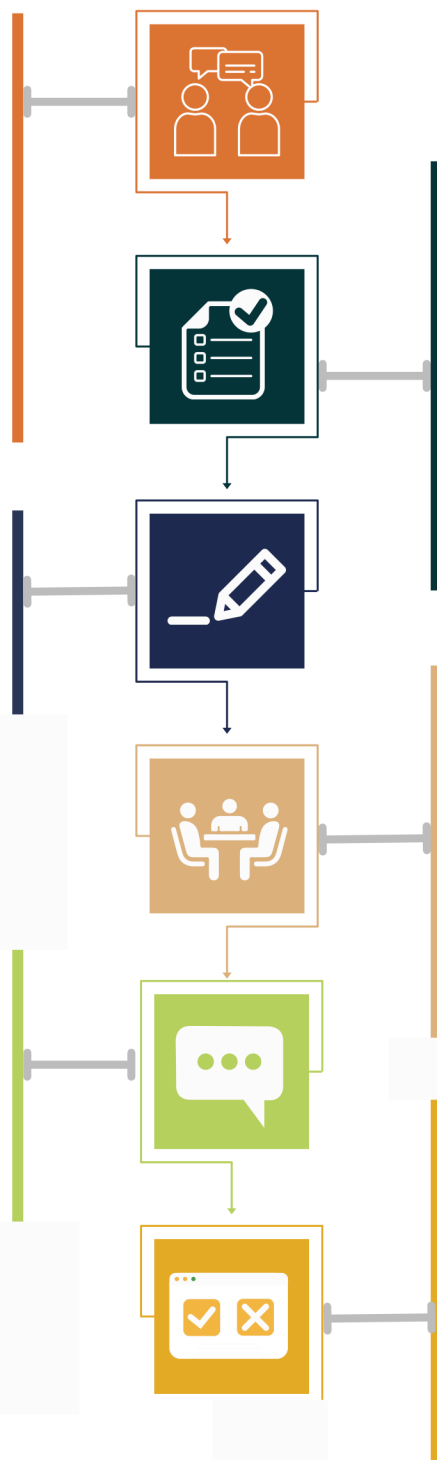
Complaint registered in IUCN's grievance file, including relevant documents, and depending on type a notification may be sent to (a) Manager, IUCN-CI Biodiversity Assessment Unit at IUCN North America Regional Office (b) CEPF Grant Director and Regional Implementation Team Manager, within 15 days, and (c) Human Resources Officer at IUCN North America Regional Office.

### Step 5: Resolution

Based on findings of the investigation:

(a) a resolution is proposed immediately (complaint rejected, response agreed or complaint referred as appropriate)

(b) a resolution cannot be achieved, and the case is presented to the CEPF Grant Director or IUCN's Grievance Committee for further input.



### Step 2: Receipt of Complaint

You will receive a response from Human Resources Officer at IUCN North America Regional Office within 48 hours, by telephone or in writing.

If the matter cannot be resolved immediately, the Human Resources Officer will give you a timeline for addressing the issue. If the grievance cannot be resolved at this level, it is taken to the next level.

### Step 4: Assess & Investigate

We will assess and investigate the issue, while documenting the process. The investigation will involve an impartial party and may include a review of any relevant documents.

You, and other relevant stakeholders, may be invited to meet with the team leading the investigation. Community representatives or representatives of the complainant will be allowed to sit in on these meetings. Minutes of meetings and documents will be added to the grievance file.

### Step 6: Agreement or Appeal

Once a resolution has been reached, the decision is communicated to you in writing.

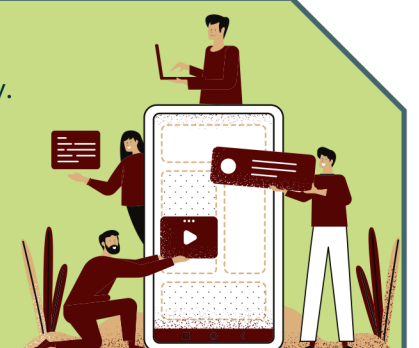
If you are not satisfied with the response, the issue can be transferred to the second level of redress.

In either case, documents are added to the grievance file.

**NB: The complainant may request that the issue be transferred to the second level of redress if he/she does not feel that the grievance is being adequately addressed by the Grant Director for the Caribbean Islands Biodiversity Hotspot.**

At the project level, all complaints should be received by the Human Resources Officer at IUCN North America Regional Office. Complaints can be made in person, in writing, verbally over the phone, by email or any other suitable medium. Complaints can be filed anonymously. The point of receipt of complaints is listed below:

**Title:** Human Resources Officer at IUCN North America Regional Office  
**Telephone:** +1 (202)-984-7523  
**Email address:** telephone should be used.  
**Physical address:** IUCN North America Regional Office, Washington D.C. Office, 1630 Connecticut Ave., NW, Suite 300, Washington, D.C. 20009, U.S.A



# CEPF Caribbean Islands Project Grievance Mechanism

- If the complainant is not satisfied by IUCN's response, it can be taken to the second level of redress. At all stages, documents are added to the grievance file.

**NB: The complainant may request that the issue be transferred to the second level of redress if he/she does not feel that the grievance is being adequately addressed**

## Second Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at the first level, they will be given the opportunity to raise it directly with the Manager of the Regional Implementation Team (CANARI), who can be contacted as follows:

**Title:** Manager of the Regional Implementation Team

**Telephone:** +1-868-638-6062, +1-868-674-1558

**Email address:** [executive.director@canari.org](mailto:executive.director@canari.org)

**Physical address:** #105 Twelfth Street, Barataria, Trinidad and Tobago

## Third Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at the second level of redress, they can raise it directly with the CEPF Grant Director for the Caribbean Islands Biodiversity Hotspot, who can be contacted as follows:

**Title:** Grant Director for the Caribbean Islands Biodiversity Hotspot

**Telephone:** +1-703-341-2400

**Email address:** [cepf@cepf.net](mailto:cepf@cepf.net)

**Physical address:** Critical Ecosystem Partnership Fund, 2011 Crystal Drive, Suite 600, Arlington, VA 22202, USA

## Fourth Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at the third level of redress, they can raise it directly with the CEPF Executive Director via the CI Ethics Hotline.

**Title:** CEPF Executive Director

**Telephone:** +1-866-294-8673

**Web portal:** <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>

If the complainant does not accept the solution offered by the CEPF Executive Director, then the complaint is passed on to the fourth level. Alternatively, the complainant can access the fourth level at any point. It is expected that the complaint will be resolved at this level within 35 working days of receipt of the original complaint. However, if both parties agree that meaningful progress towards resolution is being made, the matter may be retained at this level for a maximum of 60 working days.

