



Project Complaint and Feedback Redress Mechanism

Introduction

The purpose of the TREPA project's Grievance and Feedback Mechanism (GFRM) is to address concerns and complaints by stakeholders, individuals, and communities connected to its initiatives. It aims to assure stakeholders, individuals, and communities that they will be heard and assisted in a timely and consistent manner and have all grievances addressed.

IUCN believes that access to justice in response to harm or potential harm ensures accountability and strengthens the legitimacy of the wider suite of stakeholder rights, consistent with our principles on Accountability and a Rights-based Approach to conservation. This mechanism is one way of ensuring access to that justice and redress. Each complaint is reviewed to understand whether a potential breach of IUCN's code of conduct and environmental and social safeguards, principles, standards, or procedures has occurred.

The project's GFRM looks to identify the root causes of the subject of the feedback or grievance and ensures that issues of misconduct and non-compliance with IUCN's environmental and social safeguards are corrected.

What is a Grievance?

A grievance is a complaint about something that is affecting or could affect you negatively. In this case, it is a complaint about a negative impact or potential impact from an TREPA project. Some examples of potential grievances include (but are not limited to):

- i. Participation in or exclusion from a project-led consultation, or the process of free, prior, and informed consent;
- ii. Harm to persons related to the effects of Project activities (waste or water pollution, noise, dust, disruption, etc.);
- iii. Adverse risks related to community health, safety, and security (e.g., use of security personnel, road/traffic safety); and
- iv. Conflicts related to land and resource use restrictions affected by project activities;
- v. Inappropriate conduct or misconduct by TREPA project staff; employees of an implementing organization; project's consultants, volunteers, and interns; including but not limited to discrimination, harassment, sexual harassment, bullying, intimidation, verbal or physical assault, child abuse, abuse of power, theft, fraud, bribery including kickbacks, and violation of personal data confidentiality.
- vi. Any other misconduct or violation outside of IUCN's operations or workplace that creates a legal, financial, or reputational risk to the project and IUCN;

What is a Feedback?

A feedback is information provided by project participants, partners, or other affected stakeholders about their perceptions, opinions, concerns, and suggestions on behaviours, activities, project



priorities, and approaches. These include positive statements as well as critiques and suggestions for improvement.

Who can report a grievance or provide feedback?

- i. Any community member, project participant, organization, project stakeholder, or affected group or individual that believes it may be affected by TREPA's work.
- ii. Anyone who has experienced or witnessed inappropriate behaviour by an employee, contractor, or consultant of TREPA project and IUCN partners implementing the project.
- iii. Representatives can submit complaints or feedback on behalf of a community, project stakeholder, minors, or affected group.

Why should someone report a grievance or provide feedback?

If something about TREPA project is affecting or has the potential to affect you negatively, reporting it helps the Project Management Unit (PMU) to find a solution that can improve collaboration with stakeholders. This mechanism is one way to ensure that people have a voice in the work of TREPA project in Eastern Province.

Providing effective feedback in a timely manner will minimize poor performance and maximize desired performance early and also help TREPA project team prevent issues that can quickly become basis of complaints.

What is a Grievance and Feedback Redress Mechanism?

A Grievance and Feedback Redress Mechanism (GFRM) is an efficient and effective way of anticipating, collecting, recording, addressing and, where possible, resolving grievances and feedback. TREPA's GFRM ensures that an effective complaint handling system is in place, so that all the stakeholders have an appropriate means of lodging a complaint, that subsequent complaints can be addressed in a professional and effective way, from receipt through to the investigation and follow-up stage.

What will happen when I report a grievance or share feedback?

The grievance or feedback will be addressed through an open and transparent process so that you and project team may find a suitable solution to the problem or concern. You will be treated with confidentiality and protected from retaliation.

Wherever you are if you FEEL, SEE, HEAR, or is SUBJECTED TO something of concern in the workplace or in the communities in which we work - contact us by submitting a complaint or feedback in-person, electronically, or in written form through the following channels:

- I. Please contact the Project-level Grievance and Feedback Redress Mechanism through respective Project Hub grievance and feedback focal points listed below:
 - i. Gatsibo Hub Grievance Focal Point
Mr. MANIRIHO Jean-Pierre



Electronic Email Address: Jean-Pierre.MANIRIHO@iucn.org
Phone No. 0788696365

ii. Ngoma Hub Grievance Focal Point

Donatha Dukuzumuremyi

Electronic Email Address: Donatha.DUKUZUMUREMYI@iucn.org

Phone No. 0788768642

iii. Rwamagana Hub Grievance Focal Point

Frederic Hakizimana

Electronic Email Address: Frederic.Hakizimana@iucn.org

Phone No: 0788586631

2. For grievances that are unable to be resolved at the project level please contact IUCN Rwanda office at:

Electronic mail: rwanda@iucn.org

Toll Free Number: 8040 (no charge to the person placing the call)

Office Phone No. +250788315029

Mailing address: P.O BOX 6935 Kigali KNI 6 avenue House 25.

3. If no solution to the complaint or feedback is found or the claimant is not satisfied with the response, the complainant can escalate the concern to the next higher level by contacting the IUCN Regional Office at:

Electronic mail: info.esaro@iucn.org

Office Phone No. +254724256804

Mailing address: P. O BOX 68200 200 Nairobi Kenya.

Wasaa Conservation Centre, Mukoma Road.

4. If these three stages have not been successful, the complainant can forward the grievance or feedback to the centralized IUCN Project Complaints Management System at:

Electronic mail: projectcomplaints@iucn.org

Office Phone No. +4122990259

To be practical and cost-effective, resolution of complaints or response to feedbacks should be sought at the lowest possible level.

Attached is the complaint and feedback form for uses.

