

## **APPENDIX VII: Compliance Plan for the Accountability and Grievance Mechanism**

The stakeholder consultation standards as outlined under requirements 1.2.12, 1.2.14 and Section 3 of the E&S Guidelines, will ensure that the Fund's GP will be able to identify, assess and report on any conflicts with affected local populations. As outlined in Appendix VII, community consultation and buy-in is a critical aspect of Rare's Fish Forever site selection methodology, however, disputes may still arise during the roll-out of specific investments.

It is important that any complaints or claims of those affected by Meloy Fund investments are heard, investigated and resolved, and any cases of fraud, corruption or misconduct are reported, investigated and sanctioned as appropriate. The Meloy Fund requires its investee companies to have a policy and procedure in place to report any conflicts to the GP within a timely fashion, and as referenced under requirement 1.2.15 of the E&S Guidelines, will work with the Fund to resolve relevant conflicts and/or complaints that are formally submitted to the Meloy Fund's Accountability and Grievance Mechanism (MFAGM). The MFAGM will also be embedded within the Fund's Operations Manual.

The Fund's GP will act as the first point of contact for the Accountability and Grievance Mechanism, and in partnership with the investees, will be responsible for informing the affected communities about the Meloy Fund investments and ESMF provisions. Contact information for the GP, CI and the GEF will be made publicly available to all involved stakeholders in a language, manner and means that best suits the local context – including through stakeholder consultations and relevant outreach materials/publications (i.e. Meloy Fund webpage, newsletters etc.). Complaints regarding Meloy Fund investments can be made to Rare through different channels including, but not limited to face-to-face meetings, written complaints, telephone conversations or e-mail.

Grievances related to any aspect of the Meloy Fund will be handled through negotiations, which will be aimed at achieving consensus following the procedures outlined below:

1. Grievances will be filed by the person affected the GP, which will respond within 15 days of receipt thereof.
  - All complaints received in writing (or written when received verbally) will be documented.
  - A copy of the grievance and associated response will be sent to the CI-GEF Project Agency Team. This response should propose a process for resolving the conflict.
2. If no understanding or amicable solution can be reached, or if the affected person does not receive a response from Rare within 15 days of the registry of the complaint, he/she can appeal to CI's EthicsPoint Hotline at <https://secure.ethicspoint.com>, which should act on the complaint/grievance within 15 days of the day of its filing.
  - Alternatively, the claimant may file a claim with the Director of Compliance (DOC) who is responsible for the CI Accountability and Grievance Mechanism and who can be reached at: Director of Compliance, Conservation International, 2011 Crystal Drive, Suite 500, Arlington, VA 22202, USA.
3. If the claimant is not satisfied with the decision response from CI, the grievance may be submitted to the GEF Conflict Resolution Commissioner.

The Meloy Fund will maintain full records for any complaints filed with regards to the Fund and its activities, and will keep track of the number of conflict and complaint cases reported to the MFAGM, as well as the percent of reported complaints that have been addressed.

As outlined in the Project Monitoring Plan, the Fund will report annually on the:

- Number of conflict and complaint cases reported to the project's Accountability and Grievance Mechanism; and
- Percentage of conflict and complaint cases reported to the project's Accountability and Grievance Mechanism that have been addressed.