

## Accountability and Grievance Mechanism (AGM).

1. CI-GEF as a Project Agency must ensure that project design, implementation, and learning mechanisms are continuously strengthened to prevent problems and ensure compliance from the onset and to deal with the legitimate concerns of project affected people at the project and operational levels wherever possible. It is the responsibility of CI's Project Agency to monitor any mitigating measures noted from the implementation of the GEF Environmental and Social Safeguards.
2. The CI-GEF Operations Manual details the ESMF that includes the Accountability and Grievance Mechanism as part of the implementation of the safeguards.
3. This includes:
  - a. Basic information about the complaint review procedures;
  - b. Instructions for how to file a complaint;
  - c. Detailed rules of procedure;
  - d. A registry of complaints, including basic information about the complaint and the complaint's status;
  - e. Draft and final terms of reference and investigation reports as discussed above; and
  - f. Annual reports describing the compliance review activities.
4. Stakeholders may raise a grievance at all times to the Executing Agency (EA) about any actions instigated by the project and the application of its safeguard frameworks. Affected stakeholders will be informed about this possibility and the relevant provisions of the CI-GEF ESMF with corresponding contact information of IUCN-Sur and CI-Country at the start of the project. This will be made available either on-line, during the project start-up workshop and/or in project affected sites where most relevant.
5. IUCN as the project EA works within the AGM standards established and described as part of the CI-GEF Agency Ecological and Social Management Framework.
6. IUCN implements an Environmental and Social Management System (ESMS) grievance mechanism to provide people or communities fearing or suffering adverse impacts from a project with an opportunity to raise their concerns. The mechanism covers complaints related to issues where IUCN projects have failed to respect ESMS principles, standards and procedures. The mechanism and complaint procedure are described in the guidance note available at:  
[https://www.iucn.org/sites/dev/files/iucn\\_esms\\_sia\\_guidance\\_note.pdf](https://www.iucn.org/sites/dev/files/iucn_esms_sia_guidance_note.pdf)
7. A template for submitting complaints is available at:  
[https://www.iucn.org/sites/dev/files/iucn\\_esms\\_complaint\\_form\\_template.docx](https://www.iucn.org/sites/dev/files/iucn_esms_complaint_form_template.docx).
8. Guidance for signage can be found at:  
[https://www.iucn.org/sites/dev/files/iucn\\_esms\\_guidance\\_on\\_signage\\_template.docx](https://www.iucn.org/sites/dev/files/iucn_esms_guidance_on_signage_template.docx).

9. If this process does not result in resolution of the grievance at the local level with IUCN and CI-field offices, the grievant may file a claim through CI's Ethics Point Hotline at <https://secure.ethicspoint.com>. Through Ethics Point, CI will respond within 15 calendar days of receipt, and claims will be filed and included in project monitoring processes.

10. Alternatively, the grievant 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:

11. Mailing address:            Director of Compliance  
   Conservation International  
   2011 Crystal Drive, Suite 500  
   Arlington, VA 22202, USA.

12. Project level indicators for the AGM are as follows:

*Indicator AGM 1:*        Number of conflict and complaint cases reported to the project's Accountability and Grievance Mechanism.

*Indicator AGM 2:*        Percentage of conflict and complaint cases reported to the project's Accountability and Grievance Mechanism that have been resolved.