

## **Grievance Mechanism**

### **Component 1**

Each subgrant project within Component 1 will be required to set up and monitor a grievance mechanism in order to properly address and resolve community and other stakeholder grievances at the subgrantee project level. Affected local communities will be informed about the ESMF provisions, including its grievance mechanism. Contact information of the subgrantee, the Executive Team members, or CI-GEF Project Agency will be made publicly available. As part of this mechanism local communities and other interested stakeholders may raise a grievance at all times to the subgrantee, the Executive Team members, or CI-GEF Project Agency. However, as a first stage, grievances should be made to the subgrantee, who will be required to respond to grievances in writing within 15 calendar days of receipt. Claims should be filed, included in project monitoring, and a full copy of the grievance must in turn be forwarded to the Executive Team. If the claimant is not satisfied with the response, the grievance may be submitted to Conservation International Japan (CI Japan), the chair of the Executive Team, directly at: [GEF-Satoyama@conservation.or.jp](mailto:GEF-Satoyama@conservation.or.jp). CI Japan will respond within 15 calendar days of receipt, and claims will be filed and included in project monitoring. If the claimant is not satisfied with the response from the CI Japan, the grievance may be submitted to the CI-GEF Project Agency.

Subgrantees are to describe further specifics of the grievance mechanism, as necessary, to suit whatever local-specific circumstances as part of the overall proposal and in accordance with CI-GEF Project Agency Accountability and Grievance Mechanism.

### **Components 2 and 3**

Although it is expected that grievances are less likely for Component 2 and 3, grievances are possible. For instance, stakeholders may have issues with the way information is gathered for case studies under Component 2 because key stakeholder groups are not contacted, or with the ways of information-sharing prior to and following workshops under Component 3. CI Japan sees addressing such grievances important not only because it is matter of safeguard, but also because it could lead to improving the outcomes of project activities.

Grievances should be submitted to CI Japan directly at: [GEF-Satoyama@conservation.or.jp](mailto:GEF-Satoyama@conservation.or.jp). CI Japan will respond within 15 calendar days of receipt, and claims will be filed and included in project monitoring. If the claimant is not satisfied with the response from the CI Japan, the grievance may be submitted to the CI-GEF Project Agency.