



Accountability and Grievance Mechanism **FIDES Foundation-Ecuador, GEF-Satoyama subgrant project:**

Improvement of the livelihoods of the communities through the sustainable management of productive landscapes and biodiversity conservation in mangrove (Estuaries Chone and Portoviejo), the dry forest (Cordillera del Balsamo) and rainforest (Comune Playa de Oro).

The project has a system of accountability that is the Project Management Committee consisting of two representatives of the organizations of Rio Chone estuary, two representatives of the organizations Portoviejo River Estuary, two representatives of the Cordillera del Balsamo and two representatives of Commune Playa de Oro, which together with a FIDES delegate will be the governing body of the project. The management committee that will be tasked with monitoring the agreements and monitoring the progress of the project will meet every three months.

The representation of community organizations in this space ensures transparency and reduces the possibility of complaints; however, if there are complaints, they will be treated as follows:

A member of a participating organization of the project will do it through its community organization, community organization to FIDES Foundation, if FIDES cannot solve it, it will go to the Project Management Committee.

The detailed procedure is as follows:

I. Complaints and claims

The complaints and claims will be handled internally in three instances:

First Instance: Will be expressed orally or in writing to the Project Coordinator, Ms. Maria Dolores Vera to the following address: proyectos-fides@transtelco.ec, who will answer and will give immediate solution if the issue falls directly to their functions.

All grievances reported or submitted to the Project Coordinator will be documented with details regarding the name and contact details of the claimant, date of complaint and the detailed description of the complaint/ grievance, as well as any comments or suggestions of how to address the complaint. The Project Coordinator will respond in writing to any claimant within 10 days and take immediate action to address those grievances in consultation with the claimant.

Second Instance: Complaints or claims that cannot resolve the Project Coordinator, will be passed to the Executive Director of FIDES to take appropriate action. They will be expressed orally or in writing to the following address: fundacion-fides@transtelco.ec

The Executive Director of FIDES will respond in writing to any claimant within 15 days and take immediate action to address those grievances in consultation with the claimant.

Third and last instance: If the Executive Director of FIDES cannot resolve the complaint or claim, the issue will be put to the Project Management Committee. This committee should be able to deal and/or cut through difficult issues raised that could not be resolved at lower levels. All comments and conflicts will be documented along their resolution.

In this instance (Management Committee) may appeal all participating organizations (beneficiaries) of the project which are not satisfied with the answers given by the lower courts. The complainant organization will be received with a delegate at the meeting to present their complaint and will then be notified in writing of the decision taken by the Committee (Maximum 3 days)

II. Unsatisfied complaints:

If the claimant is not satisfied with the response locally, the grievance may be submitted to the chair of the Executive Team, Conservation International Japan (CI Japan), directly at:

GEF-Satoyama@conservation.or.jp
Conservation International Japan
6-7-1-507 Shinjuku, Shinjuku-ku, Tokyo
160-0022 JAPAN
TEL: +81-3-5315-4790

In this case CI Japan may directly involve the local and responsible authorities at the Fundación para la Investigación y Desarrollo Social, such as the Executive Director:

Jairo Díaz Obando
Executive Director
Calle Granda Centeno, Segunda Transversal, entre Avenida Manabi y 5 de Junio
Portoviejo, Manabí, Ecuador
Email: fundación-fides@transtelco.ec
Phone: 593 05 2564415

III. Escalating complaints:

For escalating a complaint, the complainant can file a report to CI using the following link: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>