

GAEA CONSERVATION NETWORK SEYCHELLES

Grievance Mechanism Process



2024

1. Purpose

This Grievance Mechanism provides a fair, transparent, and accessible process for receiving, evaluating, and resolving grievances from stakeholders affected by the organization's or project's activities.

2. Guiding Principles

- Accessibility – Available to all stakeholders without discrimination.
- Transparency – Clear procedures and outcomes communicated.
- Confidentiality – Personal information protected.
- Timeliness – Complaints addressed within reasonable timeframes.
- Fairness – Decisions based on facts and impartial review.
- Non-retaliation – Complainants protected from any retribution.

3. Grievance Process

Step 1: Submission of Grievance

Grievances can be submitted through written form, email, phone, using the following contact details:

Gaea Conservation Network Seychelles (Gaea Seychelles)

Centre for Environment and Education, Anse Royale, Seychelles

+248 2502784 gaea@gaeaseychelles.sc

Complainants should provide as much detail as possible, including a description of the issue, dates, and people involved. Grievances should be acknowledged within 3–5 working days.

Step 2: Registration and Categorization

Each grievance is logged in a Grievance Register. The issue is categorized (e.g., environmental, social, administrative, safety) and assigned to the Board of Directors for review.

Step 3: Assessment and Investigation

The Board of Directors reviews the grievance, gathers information, and may conduct interviews or site visits. Investigations should be completed within 15–30 working days.

Step 4: Resolution and Response

The proposed resolution is shared with the complainant both verbally and in writing. If accepted, the case is closed. If not, the grievance may be escalated to higher management or an independent mediator. The goal is to resolve all grievances within 30–45 working days.

Step 5: Monitoring and Record-Keeping

All grievances and actions taken are documented in the Grievance Register. Regular summaries are reported to management and used to identify patterns or areas for improvement.

Step 6: Appeal

If the complainant is not satisfied with the outcome, they may appeal to an external authority. All appeal decisions should be documented and communicated promptly.

4. Communication and Awareness

The grievance mechanism should be clearly communicated to all stakeholders through available communication channels including the association's website www.gaeaseychelles.sc

5. Monitoring and Reporting

Regular reviews of grievance data should be conducted (e.g. biannually or annually) to track performance and identify recurring issues. Findings should be included in management and donor reports to support transparency and continuous improvement.

ANNEX1: Grievance mechanism process for CEPF project:

“The grantee will share all grievances received, with the CEPF Grant Director and RIT contact person within 15 days. If the claimant is not satisfied following the RIT’s response, the claimant will have the option of submitting their grievance directly to:

- The RIT and IUCN NL’s [Complaints Procedure](#) is publicly available on IUCN NLs website. All complaints may be submitted formally in writing to the IUCN NL Complaints Committee at mail@iucn.nl or use the telephone number: +31 (0)20 626 1732.

- CEPF can be reached via the CI Ethics Hotline at www.ci.ethicspoint.com or via phone to a toll-free telephone line: +1-866-294-8674.

Any complaints submitted to the CI Ethics Hotline will be investigated promptly and treated as confidential to the extent possible. CEPF and the RIT will not retaliate against any person or organisation that submit such complaints in good faith.

Any person or group of people affected by the environmental or social aspects of a project funded by the CEPF as part of its program entitled “Ecosystem-based adaptation in the Indian Ocean”, funded by the Green Climate Fund (GCF), through the French Development Agency (AFD) as an accredited entity, who would have exhausted all possibilities of dialogue with the RIT and via the “CI Ethics Hotline” » can use the environmental and social grievance mechanisms of the AFD and the GCF.

For the AFD mechanism, grievances can be sent:

- by filling out the [form](#) online on the AFD website (www.afd.fr)
- by sending an email to: reclamation@afd.fr
- by mail to the attention of:
French Development Agency
Secretariat of the Environmental and
Social Complaints Management System
5, Rue Roland Barthes
75598 Paris Cedex 12
France

For the GCF mechanism, grievances can be sent:

- by completing the online form on the GCF website (<https://irm.greenclimate.fund/>)
- by sending an email to: irm@gcfund.org
- By telephone: +82.32.458.6585
- By mail to the attention of:
Independent Redress Mechanism
Green Climate Fund
Songdo Business District
175 Art Center-daero
Yeonsu-gu, Incheon 22004
Republic of Korea

