
GRIEVANCE REDRESS MECHANISM

VIEUX FORT WATER SUPPLY REDEVELOPMENT PROJECT

Project Management Unit / WASCO



WASCO

- **What is the Grievance Redress Mechanism (GRM)?**

The GRM outlines a process for documenting and addressing project grievances and complaints that are raised by project affected parties (PAP) or community stakeholders about specific project activities, unanticipated social and environmental impacts, and the stakeholder engagement process. It describes the scope and procedural steps as well as the roles and responsibilities of the interested parties. Where appropriate, the GRM for this project shall utilise existing formal and/or informal grievance mechanisms, supplemented as required with project-specific arrangements. The GRM will be at no cost and without retribution to PAP in addressing social and environmental issues during implementation. The GRM is a living document, which is subject to revision based on experience and feedback from stakeholders.

- **Grievance Redress Committee**

The Grievance Redress Committee (GRC) represents one of the key features of the GRM. The proposed composition of the GRC is detailed in Table 20.

The GRC is responsible for the objective and constructive resolution of all queries, concerns or complaints raised by PAP. The general responsibilities of the GRC include:

- dissemination of information concerning the grievance management procedures.
- adjudication of grievances.
- monitoring and evaluating all parties' compliance with agreements achieved through the GRM.
- keeping track of grievances.

- **Grievance Procedures**

The grievance redress mechanism designed for this project is intended to facilitate the prompt resolution of disputes and to discourage the referral of matters to the judicial system. Table 1 outlines the process for registering and addressing grievances; and provides specific information concerning the recording of complaints, response time, and means of communication.

Table 1: Grievance Redress Procedures

REQUIRED ACTION	PROCEDURE	ADDITIONAL INFORMATION AND RECOMMENDATIONS
<p>1. Establishment of a GRC</p>	<p>The members of the GRC shall comprise the following:</p> <ul style="list-style-type: none"> - The Project Coordinator (PC) - head of the PMU or his/her designated representative. - Legal Officer (WASCO). - CLO (PMU). - Social Transformation Officer for Vieux Fort or Laborie (depending on the source of the grievance). - A member of at least one recognised community-based organisation in Vieux Fort North, Vieux Fort South or Laborie - Augier (depending on the source of the grievance). - Representatives of the Ministry of Agriculture, Fisheries, Food Security and Rural Development. - Representatives of the Department of Physical Planning and Urban Renewal. <p>The PC or his/her designated representative shall serve as the chairperson of the GRC.</p>	<ul style="list-style-type: none"> - Representation from the Ministry of Agriculture, Fisheries, Food Security and Rural Development will depend on the nature of the grievance. In that regard, the following sections / units / divisions should be alerted to the potential need for their participation in the process: <ul style="list-style-type: none"> o Agricultural Extension. o Department of Forest and Land Resources. o Water Resources Management Agency. - Representation from the Department of Physical Planning and Urban Renewal will depend on the nature of the grievance. In that regard, the following officers /sections should be alerted to the potential need for their participation in the process: <ul style="list-style-type: none"> o Authorised Officer¹; o Office of the Commissioner of Crown Lands. o Valuations Section.

¹ The Authorized officer is responsible for the management of land acquisition matters.

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		<ul style="list-style-type: none"> ○ Survey and Mapping Section. <p>The input of the officers / sections named is particularly critical, as the Government has acquired land for the establishment of the Grace Water Treatment Plant and the water storage facility in Laborie.</p>
<p>2. Reporting, Recording and Transmission of Grievances.</p>	<ul style="list-style-type: none"> - Grievance reports must be filed with the PMU, through the CLO. In the absence of the CLO, any member of the project team may receive a grievance report. The template for the grievance report is provided as Appendix 1. - Grievance reports can be made verbally or in writing (e.g. via letter, text, email). - Written reports must be signed and dated by the PAP or his/her representative. - Grievance reports received verbally must be documented, verified and signed by the PAP and the officer receiving the report. - The CLO will establish a grievance log. All reports must be categorised by type and recorded in the log. 	<ul style="list-style-type: none"> - Anyone with a grievance should contact the CLO - Joanna Raynold Arthurton via the following media. <ul style="list-style-type: none"> ○ Telephone: 482 0092 or 453 2790 ○ Email: clo@wascosaintlucia.com - Where a grievance report is received by another team member, the information must be immediately communicated to the CLO. - Should the party initiating a grievance wish to remain anonymous, this request will be honoured by all parties with access to the grievance report or log. - The grievance log will be used to track the status of a grievance, to analyse the frequency of concerns / complaints arising,

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	<ul style="list-style-type: none"> - The CLO will submit the grievance reports to the chairperson of the GRC within two (2) working days of receipt. The reports will also be copied to the GM. - Acknowledgement of the grievance should be issued by the PMU to the PAP in writing, within three (3) working days of receipt. The PAP will be informed of the steps in the investigation and the anticipated duration. 	<p>their geographic distribution, gender impacts, typical sources and causes of complaints; as well as to identify prevailing issues, topics and any recurrent trends.</p>
<p>3. Assessment of the Grievance and Timeframe for Response.</p> <p>4. Mechanisms for Adjudicating Grievances and Appealing Judgments</p>	<ul style="list-style-type: none"> - All grievances should be dealt with efficiently and according to International Finance Corporation (IFC) Performance Standards on Environmental and Social Sustainability². - The first assessment of the grievance will be conducted by the GRC. - The nature of the grievance would ascertain the period (not exceeding fifteen [15] calendar days) necessary for the GRC to address the grievance. - The fifteen (15) day timeframe will not apply in the case of complaints that specifically pertain to the valuation of affected assets, since these may be 	<ul style="list-style-type: none"> - The GRC will develop an implementation plan for the resolution of grievances in collaboration with the CLO. - The Social Transformation Officer and the representatives from the community-based organisations will assist with conflict resolution issues. - On the spot resolution is encouraged; however, the procedures and outcome must be documented.

² International Finance Corporation (IFC) / World Bank Group 2012, IFC Performance Standards on Environmental and Social Sustainability, available at https://www.ifc.org/wps/wcm/connect/c02c2e86-e6cd-4b55-95a2-b3395d204279/IFC_Performance_Standards.pdf?MOD=AJPERES&CVID=kTjHBzk

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	<p>determined by e.g. a Board of Assessment or the courts.</p> <ul style="list-style-type: none"> - Where resolution is not reached at the level of the GRC or if the PAP does not receive a response or is not satisfied with the outcome within the agreed time, he/she can appeal to the GM. - If the PAP is not satisfied with the decision of the GRC or the response to the appeal to the GM, he/she may submit the complaint to a court of law. - If the PAP is still not satisfied after having exhausted all options for redress through the local system (i.e. GRC, GM and/or court of law), he/she may submit the complaint to the CDB. - The PAP will be exempt from all administrative and legal fees incurred pursuant to the grievance redress procedures. - The CLO will contact the party reporting a grievance, within a month of the grievance being resolved, to verify that the outcome was satisfactory and to gather feedback on the grievance process. Notes of the meeting with will be recorded. 	<p>The Bank's GRM can be accessed through the following media:</p> <p>Telephone: 1 246 431 1777 Email: ica@caribank.org projectcomplaints@caribank.org</p>