

THE FULL GRIEVANCE REDRESS MECHANISM DOCUMENT OF THE G-CREWS PROJECT CAN BE FOUND ON THE PROJECT'S WEB PAGE

Procedure and Guidelines for Grievance Mechanism – Climate Resilience Portal

THE GRIEVANCE MECHANISM ACCOUNTS FOR:

- Any complaints regarding the implementation of the overall project and its activities
- Persons affected by land acquisition and temporary land occupation
- Persons affected by construction nuisances which is to be managed by NAWASA and Ministry of Finance
- Grievances of construction workers which is to be managed by Ministry of Finance

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PROCEDURES & GUIDELINES FOR THE
**GRIEVANCE
REDRESS
MECHANISM**

for the **PROJECT CLIMATE-RESILIENT WATER
SECTOR IN GRENADA (G-CREWS)**



G-CREWS

ABOUT G-CREWS

The Climate-Resilient Water Sector in Grenada (G-CREWS) project is jointly financed by the Green Climate Fund (GCF) and the German Federal Ministry for the Environment, Nature Conservation, Nuclear Safety and Consumer Protection (BMUV) under its International Climate Initiative (IKI), and the Government of Grenada.

Over 7 years, the Government of Grenada, the Grenada Development Bank and the National Water and Sewerage Authority (NAWASA) in partnership with the German Development Corporation (GIZ) will implement the project's five components.

The primary objective of the project is to increase climate change resilience in Grenada's water sector.

WHAT IS A GRIEVANCE MECHANISM?

The Grievance Mechanism Document is a formal process to manage complaints and minimize social risk linked to the Climate-Resilient Water Sector in Grenada (G-CREWS) Project.

WHOM TO REPORT THE GRIEVANCE TO?

Office of the Permanent Secretary with responsibility for Infrastructure, Public Utilities, Civil Aviation
Ministry of Infrastructure, Public Utilities, Civil Aviation & Transportation
Telephone: +1 473 – 440 – 2217 / 2181
Email: ps@moiid.gov.gd

COMPLAINT GUIDELINES:

- Must be in ENGLISH
- Can be submitted written, verbal via telephone, fax email or Project's facebook page [@GCREWS473](https://www.facebook.com/GCREWS473)
- Can also be anonymous
- Must include the name, location, nature of activity caused or may cause adverse impacts
- Must include a brief explanation as to how the complainant has been or may be adversely affected by the G-CREWS Project

HOW WILL YOUR COMPLAINT/ GRIEVANCE BE MANAGED?

1st

TIER OF REDRESSAL

Stakeholders submit their grievances through the available grievance channels. The project manager registers and documents the complaint using a standard template. The complaint is then investigated. The concerned individual/people are contacted to redress the grievances within 14 working days. If not redressed within 14-21 working days, it is moved onto tier 2, except where the complaint agrees to an extension of the timeline.

2nd

TIER OF REDRESSAL

The project manager will coordinate the conveying of the meetings with the Grievance Redressal Committee (GRC) and will brief them on the deliberations of the first level of redressal along with the views of both parties. The GRC will host the necessary meetings with the affected persons in an attempt to find a solution acceptable at all levels. If not redressed within 60 working days, it is moved onto tier 3.

3rd

TIER OF REDRESSAL

If the affected party/complainant does not agree for the resolution of the 2nd level, or there is a time delay of more than 60 working days in solving the issue, the complainant can opt to consider taking it to the courts.