GOVERNMENT OF GRENADA
Ministry of Climate Resilience, the Environment and Renewable Energy (MCRERE)

CARIBBEAN EFFICIENT AND GREEN-ENERGY BUILDINGS PROJECT (CEGEB)

GRIEVANCE REDRESS MECHANISM (GRM)

How to raise a concern or make a complaint

1. Purpose

The Government of Grenada, through the Ministry of Climate Resilience, the Environment and Renewable Energy (MCRERE) and its Project Implementation Unit (PIU), is implementing the Caribbean Efficient and Green-Energy Buildings Project (CEGEB) with financing from the World Bank. The project will make public buildings such as schools, health facilities and government offices more energy efficient, install solar power, and build a battery storage system, substation and transmission lines at the Maurice Bishop International Airport (MBIA) area with GRENLEC.

This document explains how any member of the public or workers on the project can raise a question, concern or complaint about the project, and what will happen once they do. The Grievance Redress Mechanism (GRM) is free, open to everyone, and available throughout the life of the project.

2. What the GRM Means for You

- **You have a voice**. You can tell us when project activities affect you, your family, your workplace or your community.
- **You will be heard and answered**. Every concern is recorded, acknowledged, and followed up within set timeframes.
- **It is easy to use**. You can contact us in person, by phone, SMS, WhatsApp, email, in writing or online.
- **You are protected.** You may complain anonymously, your identity is kept confidential on request, and no one will face retaliation for raising a concern.
- **Problems are fixed early**. Your feedback helps us correct problems quickly and improve how the project is delivered.

3. Who Can Use the GRM and What It Covers

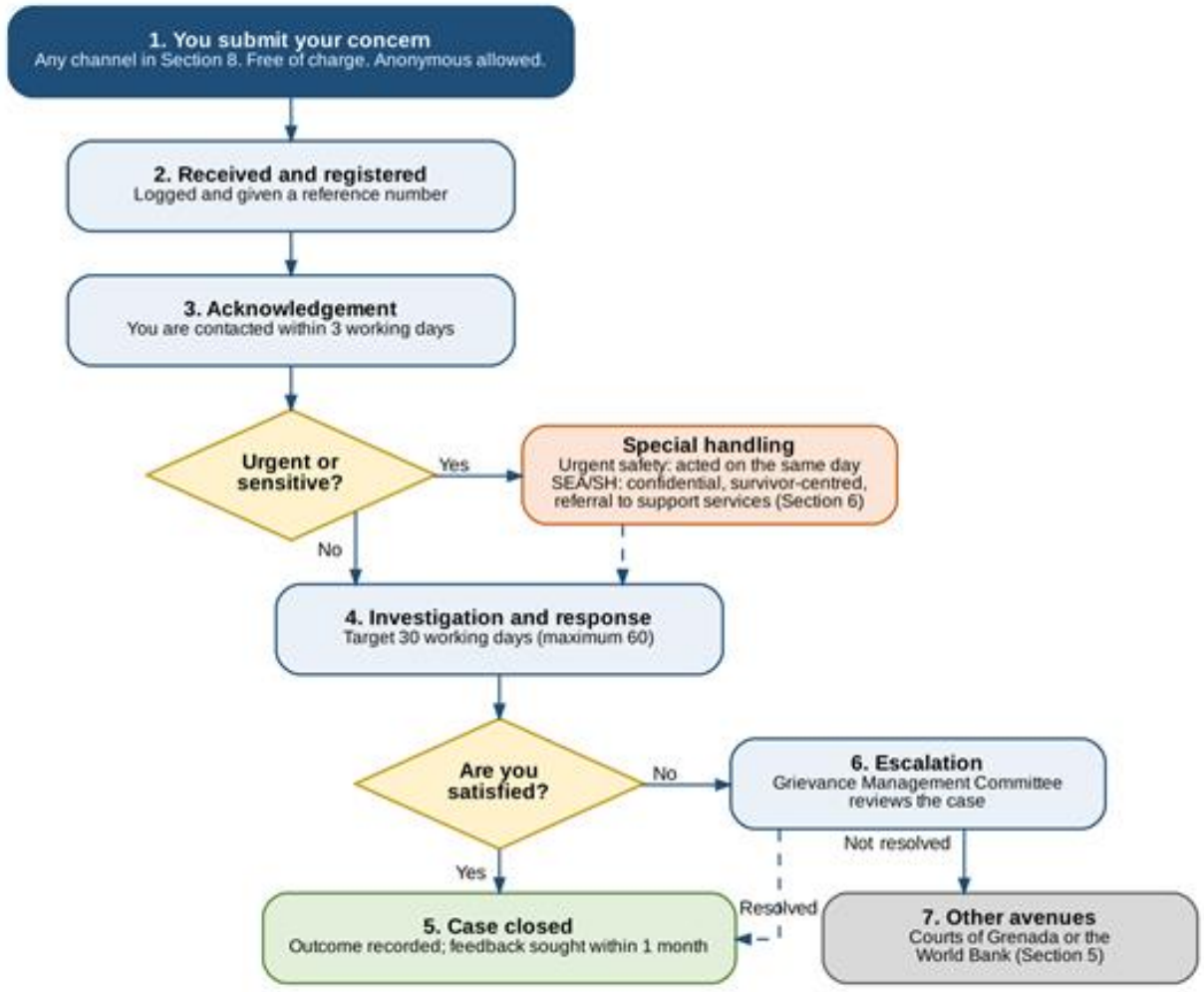
Anyone affected by or interested in the project may use the GRM, including building staff and users, students and parents, patients, vendors, nearby residents and businesses, fishers, airport users, community groups and workers. It covers all parts of the project in Grenada:

Project activity	Examples of concerns you may raise
Public building upgrades (energy efficiency and solar)	Disruption to building services, noise, dust, waste, safety of users and workers, information about the works
MBIA battery storage, substation, transmission lines and solar sites (with GRENLEC)	Traffic, road closures and diversions, electricity interruptions, glare, fishers' access, coastal runoff, worker conduct
Policy, regulation and capacity building activities	Access to consultations and information, selection for training, consultant conduct, procurement decisions

Project workers (including contractor and consultant staff) can raise work-related complaints through the Workers' Grievance Mechanism, via their contractor's designated grievance manager or directly with the PIU Grievance Coordinator. Routine worker complaints are addressed within one week and are escalated to the PIU if unresolved.

4. How Your Complaint Is Handled

The diagram below shows each step from the time you submit a concern until it is closed.



Step	What happens	Timeframe
1. Submission	You contact the project through any channel in Section 8.	Any time
2. Registration	Your concern is logged and given a reference number. Complaints received by contractors or GRENLEC are passed to the PIU Grievance Coordinator.	Within 3 working days
3. Acknowledgement	You are contacted by phone or in writing and told the expected time for a response.	Within 3 working days

4. Investigation and response	The Grievance Coordinator looks into the matter (site visits, interviews, records) and proposes a solution.	Target 30 working days; no more than 60
Urgent safety matters	Injuries, hazards or road safety risks are referred for action on site.	Same day
5. Closure	If you accept the outcome, the case is closed and you are asked for feedback on how it was handled.	Within 1 month of resolution

5. If You Are Not Satisfied (Escalation)

- **Grievance Management Committee:** If you do not accept the proposed solution, or your case is not resolved, it is referred to the Grievance Management Committee for review. Serious matters such as harassment, intimidation, abuse, violence or discrimination may be brought to the Committee directly.
- **Courts of Grenada:** If your case remains unresolved, or exceeds 60 working days, you retain the right to seek legal recourse through the local courts at any time.
- **World Bank:** Communities and individuals who believe they are adversely affected by a World Bank-supported project may submit complaints to the World Bank's Grievance Redress Service (GRS) at www.worldbank.org/grs. They may also submit complaints to the World Bank's independent Inspection Panel at www.inspectionpanel.org, after the matter has been brought to the attention of World Bank Management and Management has been given an opportunity to respond.

Using the project GRM does not prevent you from using any of these other avenues.

6. Sexual Exploitation and Abuse, Sexual Harassment (SEA/SH) and Other Sensitive Complaints

Complaints of sexual exploitation, abuse or harassment, or other sensitive matters, are handled with special care, using a safe, confidential and survivor-centered approach:

- You may report anonymously, through any channel, and to someone other than your immediate supervisor.
- SEA/SH complaints are not investigated at the work site. They are referred immediately to the PIU Grievance Coordinator.
- With your consent, you will be referred to gender-based violence support services (medical, psychosocial and legal).
- Your details are recorded with restricted access and are never shared or published. Reports only show anonymous numbers.

- The project is required to inform the World Bank within 48 hours of becoming aware of an SEA/SH incident, without disclosing your identity.

7. What to Include in Your Complaint

To help us respond quickly, please share as much of the following as you can. Only a description of the concern is required.

- A description of the concern, and where and when it happened (site, community or work area).
- Your name and contact details, if you want a reply (you may remain anonymous; tick "keep my name confidential" on the form if you wish).
- Any photos, documents or names of witnesses that may help.
- What you would like to see happen to resolve the matter.

Grievance Submission Forms are available at project sites and from the Grievance Coordinator. Assistance is available to anyone who needs help completing a form.

8. How to Submit a Concern (Uptake Channels)

You may use any of the channels below. All channels are free and accept anonymous complaints.

Channel	Contact details	Availability
Telephone / SMS / WhatsApp	Grievance Coordinator: 1 473 404 4850	Non emergencies – Mondays to Fridays 8:00am to 4:00pm Emergencies – 24/7
Email	Grievance Coordinator: gc@cre.gov.gd	Any time
In person	Grievance Coordinator CEGEB's project office Frequente Industrial Park Grand Anse, St. George Site focal points and Community Liaison Officers at project sites	Mondays to Fridays 8:00am to 4:00pm
Written form	Grievance Submission Form, available at each project site Once filled out return in person, by email or by WhatsApp photo	In person at the project sites/ office during working hours. Electronically at anytime

Online	GRIEVANCE SUBMISSION FORM FOR THE CARIBBEAN EFFICIENT AND GREEN-ENERGY BUILDINGS PROJECT – Fill out form	Any time
Contractor work sites	Contractor's site grievance manager	During working hours
MBIA works (GRENLEC)	GRENLEC contact point: klalsingh@grenlec.com 1 473 405 3766	Non emergencies – Mondays to Fridays 8:00am to 4:00pm Emergencies – 24/7

Your concerns matter. Raising a complaint is free, confidential, and will never be held against you.