THE MINISTRY OF
CLIMATE RESILIENCE,
THE ENVIRONMENT & RENEWABLE ENERGY

CR-RREIIF

CARIBBEAN RESILIENT RENEWABLE ENERGY INFRASTRUCTURE INVESTMENT FACILITY (CR-REIIF) PROJECT

GRIEVANCE REDRESS MECHANISM (GRM)

How to raise a concern or make a complaint

1. Purpose

The CR-REIIF Project is financed by the World Bank and implemented in Grenada by the Ministry of Climate Resilience, the Environment and Renewable Energy through its Project Implementation Unit (PIU). The Project will strengthen Grenada's electricity network so that more clean, affordable and reliable renewable energy can reach homes and businesses. Planned works include new 33kV transmission lines, new substation at Pearls, upgrades to existing lines, a back-up grid control center, and the installation of smart electricity meters.

While these works bring long-term benefits, they may cause short-term inconvenience. The Government is committed to listening to the public and addressing concerns quickly and fairly.

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 the official, free, and accessible way for any member of the public to ask questions, give feedback, or make a complaint about the Project. It allows problems to be identified early and resolved in a timely, fair, and transparent manner, before they grow into larger disputes.

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 who is affected by, or interested in, the Project may use the GRM. This includes residents, road users, businesses, landowners, community groups, and organizations. Someone may also submit a complaint on your behalf with your consent. Examples of issues you can raise include:

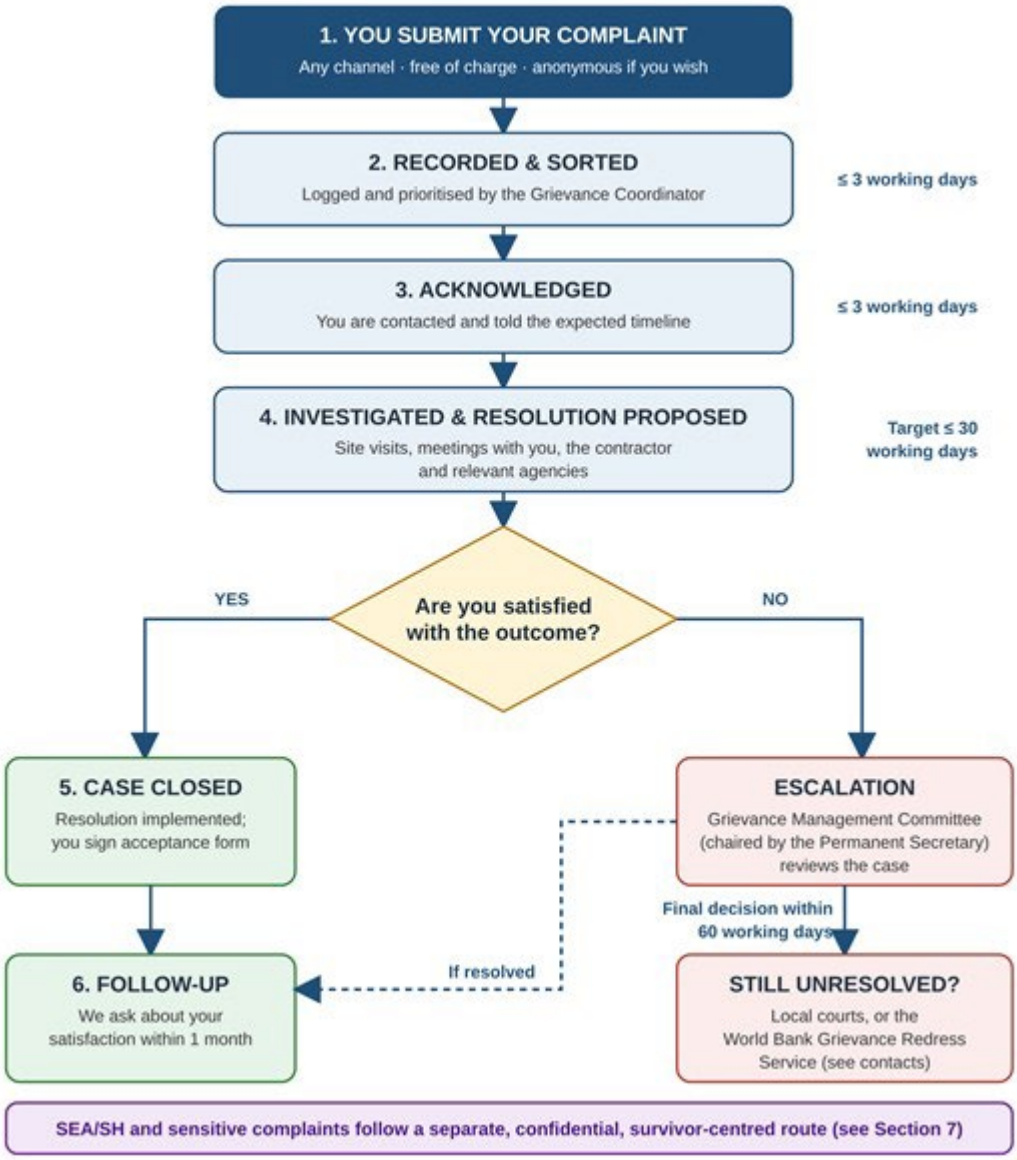
- Noise, dust, vibration, waste or pollution from project works
- Road closures, traffic disruption, or blocked access to homes and businesses
- Damage to property, crops, trees or land; land acquisition or compensation matters
- Planned power interruptions or meter installation linked to project works
- Safety hazards at or near project sites
- Conduct of project workers, contractors or staff, including sexual exploitation, abuse or harassment
- Information, consultation or employment opportunities related to the Project
- Suggestions, questions and general feedback

Concerns that are not related to the Project will be referred to the appropriate channel, and you will be told where it was sent.

Project workers (including contractors 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 raise your complaint through any channel listed in section 8.	Any time
2. Record and sort	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	The Grievance Coordinator contacts you by phone or in writing to confirm receipt and explain next steps.	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

The Project has zero tolerance for sexual exploitation, sexual abuse and sexual harassment by anyone working on the Project. This includes requests for sexual favors in exchange for jobs, services, access or money; unwanted sexual comments, advances or touching; and any sexual activity with a person under 18. 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.

Strict confidentiality: only trained, designated staff will handle the case. Your name and details will not be shared without your consent, and the case will not be discussed at public meetings.

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.

Other sensitive complaints such as threats or retaliation for raising a concern, issues involving children, or suspected fraud or corruption are also handled confidentially and outside the normal public process, directly by the Grievance Coordinator and senior Ministry officials.

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

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 CR-REIIF 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	GRM SUBMISSION - CARIBBEAN RESILIENT RENEWABLE ENERGY INFRASTRUCTURE INVESTMENT FACILITY Fill out form	Any time

Contractor work sites	Contractor's site grievance manager	During working hours
GRENLEC Focal point	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.