

**REPUBLIC OF CAMEROON**

*Peace – Work – Fatherland*

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**MINISTRY OF ECONOMY, PLANNING AND REGIONAL DEVELOPMENT**  
**COCOA AND COFFEE VALUE CHAINS DEVELOPMENT FUND (FODECC)**  
**RACINE PROJECT**

**GRIEVANCE REDRESS MECHANISM**

July 2026

**DRAFT —**

## **I. BACKGROUND AND PURPOSE**

The RACINE project operates in five regions of Cameroon, working with cocoa- and coffee-producing households, cooperatives, municipalities and neighbouring communities. Any development activity of this scale may give rise to concerns, disputes or, in the most serious cases, incidents of sexual exploitation, abuse or harassment. Communities' trust in the project depends on their certainty that they can report such situations without fear and obtain a response.

This mechanism establishes, at project level, an accessible, safe, confidential and retaliation-free grievance redress mechanism. It is available to any person or community affected by the project and covers all of its areas and activities. It is articulated with the institutional mechanism of MINEPAT, the Accredited Entity, and with the Independent Redress Mechanism of the Green Climate Fund.

## **II. FOUNDATIONS**

This mechanism falls within the FODECC grievance framework set out in its Environmental and Social Management System (Annex 5), which provides that each activity financed by FODECC operates its own grievance redress mechanism. It constitutes the RACINE-specific application of that framework, enriched with the SEAH dimension.

The mechanism also builds on MINEPAT's institutional SEAH framework — four instruments signed by the Minister on 18 March 2026: the SEAH Prevention and Response Policy (POLI-SEAH), Implementing Circular No. 000084 (CIRC-SEAH), the SEAH Code of Conduct (CODE-SEAH) and the SEAH Prevention and Response Action Plan (PLAN-SEAH). It meets the requirements of the Green Climate Fund set out in paragraph 4.4.4 of its SEAH Action Plan (March 2022) and in paragraphs 21(a) and 21(b) concerning grievance redress mechanisms and the provision of services to survivors.

## **III. GUIDING PRINCIPLES**

The mechanism is governed by the following principles, aligned with paragraph 8 of the GCF Revised SEAH Policy and with POLI-SEAH:

- Zero tolerance for any form of SEAH.
- Survivor-centred approach: safety, dignity, informed consent, non-discrimination.
- Confidentiality at every stage, reinforced for SEAH cases.
- Freedom from retaliation against any good-faith complainant or witness.
- Accessibility and free of charge: multiple channels, covering low-connectivity areas and non-literate persons.
- Admissibility of anonymous complaints.
- Traceability and accountability: registration, follow-up through to closure, and information to the complainant.

## **IV. THREE-LEVEL ARCHITECTURE**

Three levels of recourse are open to any affected person. Recourse to one level is never a precondition for accessing another: a complainant may at any time bring a grievance to the Accredited Entity level or directly to the GCF Independent Redress Mechanism.

Level 1 — Project mechanism (FODECC). Operated by FODECC's Environmental and Social Safeguards Unit, it handles grievances through a four-tier internal escalation: local agricultural advisor or municipality; regional focal point; central Safeguards Unit; project Steering Committee for complex or unresolved cases.

Level 2 — Accredited Entity mechanism (MINEPAT). An operational institutional mechanism, grounded in the four signed SEAH instruments, MINEPAT's five reporting channels, investigations by IGEFS and sanctions issued by the CELCOR/SEAH Unit.

Level 3 — GCF Independent Redress Mechanism (IRM). Direct referral is possible, without exhausting the lower levels; its contact details are set out in the grievance brochure and displayed at the sites.

## **V. REPORTING NETWORK AND ACCESS MODALITIES**

The mechanism is accessible through the channels below, free of charge to the complainant, whose contact details are displayed at all intervention sites and reproduced in a trilingual grievance brochure (French, English, local languages).

| Channel                  | Description                                                    | Contact details |
|--------------------------|----------------------------------------------------------------|-----------------|
| Toll-free telephone line | Dedicated toll-free number, operated during working hours      | _____           |
| SMS short code           | Reporting by SMS, useful in low-connectivity areas             | _____           |
| Dedicated e-mail address | Written intake, with possible attachments                      | _____           |
| Mobile application       | Reporting application shared with MINEPAT                      | Available       |
| Physical registers       | Paper forms in municipalities, cooperatives and FODECC offices | On site         |
| GRM focal points         | Oral submission to a focal point designated in each region     | _____           |
| Public meetings          | Collection during periodic community meetings                  | Local schedule  |

Anonymous complaints are admissible through all channels.

## **VI. HANDLING PROCEDURE**

The procedure below describes the full pathway of a grievance, from receipt to archiving. SEAH-related complaints follow the dedicated pathway set out in Section VII and do not pass through the community tiers where these would expose the survivor.

| Step | Stage                      | Content                                                                          | Responsible     | Timeframe         |
|------|----------------------------|----------------------------------------------------------------------------------|-----------------|-------------------|
| 1    | Admissibility              | Verification that the complaint falls within the project's scope.                | GRM focal point | 24 h              |
| 2    | Registration               | Recording in the single register; separate confidential register for SEAH.       | GRM focal point | 24 h              |
| 3    | Acknowledgement of receipt | Issued through the chosen channel, with reference number and timeframe.          | GRM focal point | 24 h              |
| 4    | Sorting and assignment     | Categorisation (ordinary / sensitive / SEAH) and immediate switch of SEAH cases. | Safeguards Unit | 48 h              |
| 5    | Investigation              | Examination of the facts, in confidence; escalation where necessary.             | Competent tier  | ≤ 20 working days |
| 6    | Reasoned decision          | Written response: measures or grounds for rejection, and avenues of recourse.    | Competent tier  | ≤ 30 working days |
| 7    | Recourse                   | Referral to the AE level or the IRM, without mandatory exhaustion.               | Complainant     | Open              |
| 8    | Closure and archiving      | Closure; archiving under restricted access for SEAH.                             | Safeguards Unit | —                 |

## **VII. DEDICATED SEAH PATHWAY**

Any complaint relating to sexual exploitation, abuse and harassment is handled through a separate, survivor-centred pathway guaranteeing confidentiality, informed consent and freedom from retaliation. Response is triggered within 72 hours (POLI-SEAH §VIII.1.a) and includes referral to medical, psychosocial and legal services, community-based protection measures (local relays and mediators, women leaders), and support for the survivor's socio-economic reintegration. Investigation is conducted by IGEFS and sanctions by the

CELCOR/SEAH Unit. Any breach by a worker or contractor constitutes serious misconduct, which may extend to termination of the contract and referral to the courts.

## **VIII. TIMEFRAMES**

| Stage                        | Timeframe            | Reference           |
|------------------------------|----------------------|---------------------|
| Acknowledgement of receipt   | 24 hours             | POLI-SEAH §VII.2    |
| Response to a SEAH complaint | 72 hours             | POLI-SEAH §VIII.1.a |
| Substantive response         | 30 working days max. | CIRC-SEAH §VIII     |

## **IX. ROLES AND RESPONSIBILITIES**

- FODECC Safeguards Unit: management of the mechanism, register, coordination of tiers, reporting.
- Regional GRM focal points: intake, registration, acknowledgement, referral.
- Steering Committee: complex or unresolved cases.
- IGEFS (AE level): investigations, in particular SEAH.
- CELCOR (AE level): sanctions.

## **X. MONITORING, PUBLIC INDICATORS AND ACCOUNTABILITY**

All complaints are recorded electronically in a single register; SEAH files are kept under restricted access. A functioning report is made public periodically, comprising at least: the number and type of complaints received, the percentage of complaints resolved, the percentage resolved within the timeframe, the percentage that were mediated or referred to a third party, and complainants' level of satisfaction. Data are disaggregated by sex and age. This report feeds into the project's environmental and social monitoring.

## **XI. IMPLEMENTATION TIMELINE**

The mechanism is made functional from September–October 2026, before the start of activities liable to give rise to grievances, in line with the GCF's expectations. The detailed timeline — designation of focal points, activation of channels, training, publication of the brochure, first review — is set out in the associated training and implementation plan.

## **ANNEX — COMPLAINT FORM**

*This form may be completed by the complainant or, at their request, by a focal point. It is not mandatory: an oral or anonymous complaint is admissible.*

Date of receipt: .....

Channel of receipt: .....

Reference number: .....

Anonymous complaint: yes / no .....

Complainant's name (optional): .....

Contact (optional): .....

Region / locality: .....

Subject of the complaint: .....

Description of the facts: .....

Persons or entities concerned: .....

Complainant's expectation: .....

SEAH nature: yes / no (if yes, dedicated pathway — reinforced confidentiality)

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Action taken: .....

Date of closure: .....