

CI-GEF/GCF AGENCIES Grievance Redress Mechanism (GRM)

In line with CI- GCF requirements, the project establishes an Grievance Redress Mechanism (GRM) to ensure that project-affected communities and other stakeholders can raise concerns or grievances at any stage of project implementation, particularly regarding potential non-compliance with the Environmental and Social Management Framework (ESMF).

Affected communities and stakeholders will be informed about the availability of the GRM, including the different channels through which grievances can be submitted to the Executing Entity, Conservation International (CI), and, where applicable, to the GCF. Relevant contact information will be made publicly accessible.

The mechanism ensures that all grievances are addressed in a timely manner and guarantees the option to request confidentiality, as well as protection against any form of retaliation for submitting a grievance.

SECTION I: Project Information

PROJECT TITLE:	Building Water Resilience in Bogotá and the Region		
GCF PROJECT ID:		PROJECT DURATION:	5 years
EXECUTING AGENCY/ENTITY:	Conservation International Colombia (CI Colombia)		
PROJECT START DATE:	2027	PROJECT END DATE:	2032
GRM PREPARED BY:	CI Colombia		
GRM APPROVED BY:	Ian Kissoon, Senior Director, CI-GEF/GCF Agencies		
DATE OF APPROVAL:	May 08, 2026		
The project aims to strengthen water resilience in the Bogotá Region by demonstrating that watershed restoration, ecosystem conservation, and climate-resilient productive transformation can be financed as investments that generate measurable Volumetric Water Benefits. It focuses on strategic high Andean ecosystems that play a critical role in water provision and regulation for urban and rural populations. However, these ecosystems are increasingly threatened by land-use change, agricultural expansion, and climate variability, which reduce their capacity to regulate water flows and maintain ecosystem services. Through an integrated approach, the initiative will generate environmental and socio-economic benefits, including the following: • Conservation and restoration of high Andean ecosystems critical for water regulation • Improved livelihoods through climate-resilient productive practices • Strengthened water governance and efficiency in community water systems This approach will demonstrate a watershed transformation model that links ecosystem-based adaptation with sustainable financing mechanisms, enabling the replication and scaling of water-resilience investments across the Bogotá Region. The project objective is: The project is designed to demonstrate that watershed restoration, ecosystem conservation, and climate-resilient productive transformation can be financed not only as environmental measures, but as investments that produce measurable and valuable water-resilience outcomes for vulnerable communities and for the broader Bogotá-Region.			

Project Components and Main Activities Proposed:

The project comprises two mutually reinforcing components: Component 1 will generate measurable hydrological improvements through direct investments in strategic ecosystems, productive systems, and local water management; and Component 2 will translate those results into financing pathways that can sustain and scale water-resilience investments beyond the initial project areas.

At the outcome level, the project is expected to deliver two core results: first, a Watershed Transformation Model proved to achieve the highest Volumetric Water Benefits; and second, Finance to replicate and scale the watershed transformation model. Together, these outcomes contribute to the broader project result of strengthened water resilience in the Bogotá-Region, with avoided or reduced runoff serving as the main project indicator of hydrological performance. This framing is important because it links direct adaptation action in priority watersheds with the financial architecture required to sustain those gains over time.

At the output level, the project is organized around three results that connect field implementation with long-term scale-up. Output 1.1 will deliver the restoration and conservation of strategic high Andean ecosystems to yield hydrological benefits; Output 1.2 will support the climate-resilient transformation of productive practices to yield hydrological benefits and resilient livelihoods; and Output 2.1 will establish financing instruments and mechanisms for scaling water volumetric benefits. This structure ensures that ecological restoration, resilient livelihoods, and finance mobilization are pursued as part of one integrated adaptation model rather than as separate lines of action.

Component 1. Proof of concept to achieve the highest Volumetric Water Benefits at the Watershed scale

Component 1 is designed to demonstrate that integrated watershed interventions can improve hydrological performance while strengthening climate resilience and livelihoods in priority supplying watersheds. Under this component, the project will conserve and restore strategic high Andean ecosystems in public protected areas, private protected areas, Civil Society Natural Reserves, and other priority public and private lands. Activities will include conservation agreements, monitoring and surveillance, climate-focused capacity building, and passive and active restoration of degraded lands in headwater and riparian areas that are critical for water provision and regulation.

The project will also support the transformation of productive practices in prioritized agricultural areas through silvopastoral systems, agroecological practices in traditional potato systems, efficient water uses and water-saving measures, and diversification of agrifood systems. These measures are intended to reduce land-use pressure on strategic ecosystems while improving farm-level resilience, soil moisture retention, and local livelihoods. In parallel, the project will strengthen commercialization and market access for products associated with climate-resilient production and improved water regulation, while also improving efficiency and service quality in community-run water systems through macrometering, loss reduction, efficient use practices, and drinking-water treatment improvements.

This component is particularly relevant for vulnerable rural actors whose livelihoods are closely tied to climate-sensitive ecosystems and water availability, including smallholder farmers, producer associations, community-run water providers, women, Indigenous peoples, and other local stakeholders exposed to climate variability and water insecurity. By combining ecosystem restoration with productive transformation and local water-efficiency measures, the project aims to deliver immediate adaptation benefits while reducing the structural drivers of ecosystem degradation in priority sub-basins. The main activities under Component 1 will include:

Output 1.1. Strategic High Andean ecosystems restored and conserved to yield hydrological benefits:

- Activity 1.1.1. Conservation of strategic high Andean ecosystems through monitoring, surveillance, and conservation agreements in public and private lands.
- Activity 1.1.2. Passive and active restoration of degraded headwater, riparian, and other hydrologically strategic areas.

Output 1.2. Climate-resilient transformation of productive practices to yield hydrological benefits and resilient livelihoods.

- Activity 1.2.1. Farm-level implementation of silvopastoral systems, agroecological practices, water-saving

measures, and diversified agrifood systems.

- Activity 1.2.2. Strengthening of business models, market access, and commercialization for water-resilient products through producer associations.
- Activity 1.2.3. Improvement of community-run water systems through macrometering, loss reduction, efficient use practices, and better drinking-water treatment.

Component 2. Finance mobilization and scale-up

Component 2 is designed to convert the hydrological evidence generated under Component 1 into sustained investment flows for water resilience. It focuses on financing instruments and mechanisms capable of scaling water volumetric benefits under existing regulatory and institutional pathways. The first pathway will support the incorporation of an environmental fee into the Bogotá water tariff by defining and validating methodologies and indicators, establishing systematic reporting of hydrological outcomes, and developing replication models for other water utilities.

The second pathway will establish a long-term mechanism for private investment in water resilience by developing tools for spatial prioritization, monitoring, and quantification of Volumetric Water Benefits, setting up the operational and financial structure of the mechanism, and mobilizing and deploying investments in priority watershed interventions. This approach is intended to align upstream ecosystem and land-use investments with the interests of utilities, municipalities, and private companies seeking measurable water stewardship and resilience outcomes. In this way, the project seeks to move from grant-funded demonstration toward long-term, scalable investment in watershed transformation. The main activities under Component 2 will include:

Output 2.1. Financing instruments and mechanisms for scaling water volumetric benefits

- Activity 2.1.1. Development of methodologies, indicators, and reporting systems to support tariff-based financing of water-resilience investments.
- Activity 2.1.2. Design and operationalization of a long-term mechanism for private investment linked to verified Volumetric Water Benefits, including mobilization and deployment of investments into priority watershed interventions with measurable hydrological results.

The project is expected to deliver two principal results: first, a watershed transformation model that demonstrates verifiable hydrological improvements in priority supplying watersheds; and second, financing pathways capable of replicating and scaling that model over time. At impact level, the main expected result is strengthened water resilience, measured through avoided or reduced runoff. The project is also expected to generate important co-benefits, including restoration and conservation of habitats that enhance biodiversity connectivity, avoided water treatment costs through reductions in sediment load and lower use of energy and chemical inputs, and increased carbon sequestration in soils and biomass associated with restoration in páramos and high-mountain ecosystems.

SECTION II: Scope

Specifically, the GRM enables: (i) individuals and groups participating in or affected by the project to exercise their right to be heard and to receive timely and meaningful responses; (ii) the project team to adjust practices and measures when unforeseen risks or impacts are identified; and (iii) the strengthening of trust and dialogue with stakeholders, using local conflict-resolution practices and, where appropriate, the formal grievance pathways defined under the mechanism.

The objective of this GRM is to ensure a clear, safe, and timely channel through which individuals, project-affected communities, organizations, beneficiaries, project personnel, implementing partners, contractors, consultants, sub-grantees, and other stakeholders can submit requests for information, suggestions, inquiries, and complaints related to project implementation, and receive an appropriate and meaningful response.

Anticipated Grievances

It is anticipated that concerns may arise regarding the equitable distribution of financial resources and benefits derived from grant-funded activities, as well as the transparency and fairness of the selection process. Additional grievances may include limited stakeholder engagement, exclusion of vulnerable groups (e.g., smallholder farmers, women, or community-based organizations), or lack of clarity in eligibility criteria and decision-making processes.

Conflicts may also emerge related to land and water resource use, particularly where project interventions (e.g., restoration, conservation agreements, or productive system transitions) overlap with existing land uses or community expectations. Other anticipated grievances include dissatisfaction with project implementation timelines, unmet expectations regarding incentives or payments, and potential environmental or social impacts derived from project activities.

These grievances will be considered eligible if they are related to the fulfillment of project objectives, the execution of activities, the allocation and management of resources, or any unintended impacts on communities and ecosystems within the project intervention areas, and directly linked to project activities/implementation.

The GRM will also receive and address grievances submitted by internal project stakeholders, including project personnel, implementing partners, contractors, consultants, and sub-grantees. These may include concerns related to labor and working conditions, occupational health and safety, workplace conduct, retaliation, implementation practices, ethical misconduct, environmental and social compliance, or other issues directly related to project implementation.

Eligible Grievances

The project will establish a grievance mechanism aligned with CI institutional framework, adapted to the local context of the Bogotá-region landscape. The mechanism will receive the following types of requests:

- Requests for information regarding project activities, funding decisions, or implementation progress.
- Suggestions or recommendations to improve project design, implementation, or outcomes.
- Clarification requests related to eligibility criteria, selection processes, or participation requirements.
- Complaints regarding exclusion from consultations, decision-making processes, or access to funding opportunities.
- Concerns related to the distribution of benefits, including payments for ecosystem services or support to productive systems.
- Inquiries (technical or operational): questions about how specific components of the projects are implemented
- Concerns about impact (actual or potential): concerns regarding possible negative environmental, social or economic effects of the project, even if no damage has yet occurred, including effects on water resources, land use conflicts, or unintended impacts on livelihoods.
- Complaints or grievances: allegations of harm or non-compliance attributable to the project, including but not limited to:
 - Economic displacement

- Restrictions on access to or use of resources
- Damage caused by project activities to people and/or the environment
- Harm to third parties resulting from the project
- Non-compliance with environmental and social safeguards (including the Gender Action Plan)
- • GBV and SEAH: Gender-based violence; sexual exploitation, abuse and harassment, when caused by project personnel or individuals linked to the project.
- • Complaints submitted by internal project stakeholders (including project personnel, implementing partners, contractors, consultants, and sub-grantees) regarding labor and working conditions, occupational health and safety, workplace conduct, retaliation, ethical misconduct, implementation practices, or environmental and social compliance.

Anonymous Grievances

The mechanism will accept anonymous grievances. These will be reviewed and addressed with the same level of rigor and confidentiality as identified complaints. However, they will be investigated to the extent possible, recognizing that in some cases the information provided may be limited and follow-up with the complainant may not be feasible. This approach ensures a safe and accessible channel for stakeholders who may fear retaliation or prefer to remain unidentified.

SECTION III: Awareness and Accessibility

The project will ensure that all stakeholders are informed about the GRM through multiple culturally appropriate and accessible channels, with particular attention to vulnerable and marginalized groups.

Where Indigenous Peoples are present, the dissemination of the GRM will be carried out in coordination with Indigenous authorities and governance structures identified during the FPIC process. Information about the mechanism will be shared through culturally appropriate communication methods, including community assemblies, oral explanations, visual materials, and other communication approaches agreed with Indigenous authorities to ensure meaningful access and understanding. Dissemination of the GRM will occur prior and throughout the FPIC process, consultation activities, during implementation of agreed measures, and throughout project implementation, ensuring that Indigenous Peoples are continuously informed about their right to raise concerns or grievances.

Method of Socialization	Intended Audience	Accessibility adaptations	Frequency of the action/channel	Budget
Community meetings and workshops introducing the GRM	Local communities, farmers, community-based organizations	Use of simple language, visual materials (infographics), oral explanations for low literacy populations, gender-sensitive facilitation. Where Indigenous Peoples are present, dissemination will be coordinated with Indigenous authorities through culturally appropriate communication methods identified during FPIC.	At project inception and periodically during implementation	Included in engagement activities
Posters and printed materials displayed in community centers and water user associations	Rural communities, water user groups	Visual formats, easy-to-understand language, placement in high-traffic areas	Permanent display, updated as needed	Included in communication materials
WhatsApp messages and SMS notifications	Local beneficiaries and participants	Short, clear messages adapted to mobile access; use of voice notes where needed	Periodically throughout implementation	Minimal / included in project operations

Project website and institutional platforms	Government stakeholders, NGOs, general public	Standard formats, downloadable materials, contact links	Continuous	No additional cost, it's already published in CI-Col's web page
Training sessions and capacity-building activities	Community leaders, local organizations, women and youth groups	Targeted sessions for vulnerable groups, inclusive participation approaches	During capacity-building phases	Included in training budget
Integration of GRM information in all project presentations and outreach events	All stakeholders	Verbal explanation + visual slide with contact information	Continuous throughout project lifecycle	No additional cost

Are the people responsible for the GRM aware and knowledgeable of the commitment of the mechanism to be gender responsive and inclusive of those in disadvantaged groups? Explain your answer.

Yes. The grievance mechanism will be implemented through the PQRS protocol of Conservation International Colombia (CI Colombia), which includes defined roles and responsibilities for grievance handling, including a dedicated Grievance Mechanism Committee. Personnel involved in the process will be informed of the mechanism's commitment to confidentiality, transparency, and non-retaliation, and will be sensitized to ensure respectful and inclusive handling of grievances, including those involving vulnerable or disadvantaged groups.

In addition, they will receive guidance and training to appropriately handle grievances related to gender-based violence (GBV) and sexual exploitation, abuse, and harassment (SEAH), ensuring a survivor-centered approach that prioritizes confidentiality, safety, and the well-being of the affected person. GBV and SEAH-related grievances will follow a differentiated, confidential procedure and, with the complainant's consent, will be referred to competent institutions and specialized support services, as detailed in the GBV/SEAH referral pathways annex aligned with the Gender Action Plan.

Identifiable information will be accessible only to designated focal points and, where strictly necessary, to specific members of the Grievance Mechanism Committee with appropriate training, and an immediate safety assessment will be conducted to identify urgent risks and agree on feasible safety measures with the survivor. The mechanism will not require survivors to confront the alleged perpetrator, participate in mediation, or engage in processes that could expose them to further harm, and any retaliation against individuals who report GBV/SEAH or participate in related processes is strictly prohibited and subject to disciplinary action. With the survivor's informed consent, the GRM will activate the GBV/SEAH referral pathways, connecting the survivor to specialized services (health care, psychosocial support, legal aid, protection services) and, where applicable, competent authorities; where the alleged perpetrator is project staff or a person acting on behalf of the project, the case will also be referred to CI's internal ethics and compliance mechanisms for review under CI's Codes of Conduct.

Are the formats in place and channels available gender-sensitive and inclusive of those in disadvantaged groups?

Yes. The formats and channels in place are designed to be gender sensitive and inclusive of disadvantaged groups. The PQRS mechanism allows for both identified and anonymous submissions through an accessible online platform and other communication channels (like WhatsApp or grievance inbox), encouraging clear and detailed descriptions of grievances while ensuring confidentiality throughout the process and protection against retaliation.

In addition, the project will complement the institutional mechanism by promoting accessible communication channels and formats adapted to local contexts (e.g. simplified language, visual materials, and support through community-level engagement and, where relevant, indigenous organizations), to ensure that disadvantaged and vulnerable groups, including women, youth, older persons and indigenous people, can effectively submit grievances.

For grievances related to sexual exploitation, abuse and harassment (SEAH), Ethics Point will be the prioritized intake channel, providing a separate, dedicated, confidential and survivor-centered reporting route that is managed through differentiated procedures independently of the general PQRS channels. At the same time, the project-level GRM focal point (Safeguards expert of the project and at least one other specialist) will be trained to handle SEAH and gender-based violence (GBV) grievances should any be received through the other GRM channels, ensuring that every case is managed safely and confidentially, including secure referral to EthicsPoint and to appropriate specialized support services, where applicable and based on the informed consent of the affected person.

The project will ensure that at least one trained GRM focal point of each gender is available (directly or through a referral pathway, including remote engagement), so that a survivor's preference to speak with a woman or a man, as offered at disclosure (Step 1), can be accommodated in practice.

SECTION IV: Channels for Receiving/Reporting/Registering Grievances

Channel	Description
Physical address(es) of project office or location(s) of grievance reporting point	Grievances may be submitted through the CI Colombia institutional platform or facilitated during project field activities and community engagement spaces, where project staff can support stakeholders in accessing the mechanism.
Mailing address(es)	N/A
Telephone/Fax Number(s)	N/A
Email address(es)	N/A (submissions are managed through the institutional platform)
Website(s)/software application(s)	https://www.conservation.org.co/pqrs/
Radio Frequency, if applicable	Not applicable
Other	- Grievances may be submitted directly through the CI Colombia online PQRS platform. - A WhatsApp option will also be implemented during project implementation. - Anonymous submissions are accepted. - Project staff may provide support to stakeholders to submit grievances when needed. - All channels are free of cost for the complainant. - Other accessible channels will be implemented in a way that is relevant to each prioritized area context, as needed. - Where relevant, Indigenous Peoples may also communicate grievances through culturally appropriate community spaces and Indigenous authorities identified during the FPIC process. Project staff will ensure that these grievances are formally registered in the institutional GRM without requiring written submissions. Project staff will also aid Indigenous Peoples requiring support to access the GRM or submit grievances.

* The described channels are free of cost for the grievant.

SECTION V: Processing and Documentation

Processing

The grievance mechanism will be implemented through the PQRS protocol of Conservation International Colombia (CI Colombia), adapted to the project context.

Requests, Complaints, Grievances, and Inquiries (PQRS) may be submitted through the institutional website at: www.conservation.org.co/Contacto

For proper processing, it is recommended to:

- Provide name and contact details when applicable (submissions may also be anonymous).
- Describe the case clearly and in detail.
- Indicate the location, program, and/or related area.

Important: Cases that do not contain sufficient information may be closed.

All grievances will be screened upon receipt to confirm their relation to project activities. Non-eligible grievances will be redirected to the appropriate channels, or the complainant will be informed accordingly.

For grievances submitted by Indigenous Peoples, the project will recognize culturally appropriate communication methods, including oral submissions, collective discussions, and community assemblies. Such grievances will be documented by the project team in the institutional GRM while respecting Indigenous governance systems and any agreements established through the FPIC process. The GRM complements, but does not replace, the Free, Prior and Informed Consent (FPIC) process. Grievances related to consultation outcomes, implementation of FPIC agreements or culturally appropriate mitigation measures may be submitted through the GRM and will be managed in coordination with Indigenous authorities.

The GRM will recognize and respect the customary norms, customary laws, Indigenous justice systems, governance structures, and traditional conflict-resolution practices of Indigenous Peoples, including those of the Resguardo Indígena Mhuysqa Chuta Fa Aba – Los Hijos del Maíz. Where appropriate and agreed with Indigenous authorities, grievances may be addressed through culturally recognized dialogue, mediation, or consensus-building mechanisms before or alongside their registration and processing within the formal GRM. The use of customary laws, Indigenous justice systems, and traditional dispute-resolution mechanisms will be voluntary, culturally appropriate, and without prejudice to the complainant's right to access the formal project GRM at any stage of the process.

When grievance involve culturally sensitive matters, sacred sites, traditional knowledge, territorial rights or other issues requiring specialized cultural understanding, the project may seek the participation of independent Indigenous experts or advisors, identified in coordination with indigenous authorities, to support culturally appropriate review and resolution processes.

The People, Culture, and Administration Directorate (CI-Colombia staff) receives and reviews the PQRS and proceeds as follows:

- General requests: If the PQRS concerns general information and/or calls for proposals a direct response is sent to the requester with the required information.
- Specific cases: If the PQRS relates to a specific area or program, it is forwarded to the Grievance Mechanism Committee and to the responsible area.

Receipt of grievances will be acknowledged within a maximum of 3 working days. Eligibility will be assessed within 8 working days, and the complainant will be informed of the outcome and next steps. The Committee meets to review and analyze the PQRS, determines the appropriate actions to be taken, and records the case in the platform to ensure proper tracking and follow-up. Based on this analysis, the Committee prepares the official response, which is then sent to the user through the communication channel provided.

Grievances will be addressed in a timely manner, depending on their complexity. In cases that require further investigation, the complainant will be kept informed on a regular basis throughout the process.

A tiered approach will be applied to ensure that grievances are addressed at the most appropriate level and escalated when necessary:

Tier 1 – Community and local project level

At the first level, grievances can be raised through local channels linked to the project's PQRS mechanism, including community meetings, project outreach events, local focal points and the online PQRS platform of CI Colombia. The priority at this level is to provide timely, accessible responses, clarify information, and address operational issues in a way that is understandable to communities, with special attention to women, youth, indigenous peoples and other disadvantaged groups.

Where Indigenous Peoples are present, Tier 1 grievance intake may be facilitated through Indigenous authorities or other governance structures recognized by the community, provided this has been agreed during the FPIC process. This does not replace the institutional GRM but rather facilitates culturally appropriate access to the mechanism, while maintaining the integrity of Indigenous governance systems and respecting community decision-making processes.

For GBV/SEAH and other highly sensitive grievances, Tier 1 serves as a safe entry point rather than a space for resolution through dialogue or mediation; such cases are immediately channeled to the designated GRM focal points, who activate the differentiated survivor-centered procedure and referral pathways described in this mechanism.

Tier 2 – CI Colombia project and institutional level

If a grievance cannot be resolved at community or local project level, or if the complainant prefers to bypass Tier 1, it can be escalated to the CI Colombia institutional level. At this level, the Grievance Mechanism Committee and relevant project managers review the case, ensure that it has been properly recorded and analyzed, and coordinate corrective measures within CI Colombia's mandate (e.g. adjustments in project implementation, clarification of eligibility criteria, corrective actions with partners, or internal HR and compliance processes when staff are implicated).

For GBV/SEAH grievances involving project staff or individuals acting on behalf of the project, Tier 2 includes referral to CI's internal ethics and compliance mechanisms (such as the EthicsPoint Hotline and the Compliance Office), which manage investigations and disciplinary measures under CI's Codes of Conduct, while respecting confidentiality and the survivor's informed consent.

Tier 3 – CI global accountability mechanisms

If the complainant is not satisfied with the response at Tier 2, does not consider it safe to use these channels, or wishes to address concerns directly at the global level, they may submit a complaint to CI's global accountability mechanisms. These include CI's EthicsPoint Hotline and other global-level channels that allow individuals and communities to raise concerns about non-compliance with CI's environmental and social safeguards and policies, including the Gender Equality and Gender-based Violence policies. CI's global mechanisms review the case independently, may request further information from CI Colombia, and can recommend additional corrective and preventive actions.

Tier 4 – Green Climate Fund Redress Mechanism

As a final escalation option, individuals, communities or their representatives who believe that the project has caused or may cause harm as a result of non-compliance with GCF policies may submit a complaint to the GCF's Independent Redress Mechanism (IRM). The IRM provides an independent avenue to seek redress when concerns cannot be resolved satisfactorily at CI or project level, including in relation to gender-related harms, GBV/SEAH, and other social and environmental impacts.

Information on how to access each tier, including contact details, languages available, and accessible formats, will be disseminated through project communication materials and during community engagement activities, so that affected people, particularly women and other disadvantaged groups, understand their options to seek resolution or escalate grievances up to CI's global mechanisms and the GCF IRM.

Activation and escalation of tiers

Grievances may enter the Grievance Redress Mechanism (GRM) through any available project or institutional channel. Upon receipt, each case is formally registered, acknowledged, and screened to assess its eligibility, level of risk, sensitivity, urgency, and the complainant's preferences.

Based on this assessment, grievances are assigned to the most appropriate tier for resolution. The mechanism follows a risk-based and non-linear approach, meaning that cases do not need to progress sequentially across tiers. Instead, they may be addressed directly at the level that best corresponds to their complexity, sensitivity, and potential impact, ensuring timely, proportionate, and effective responses.

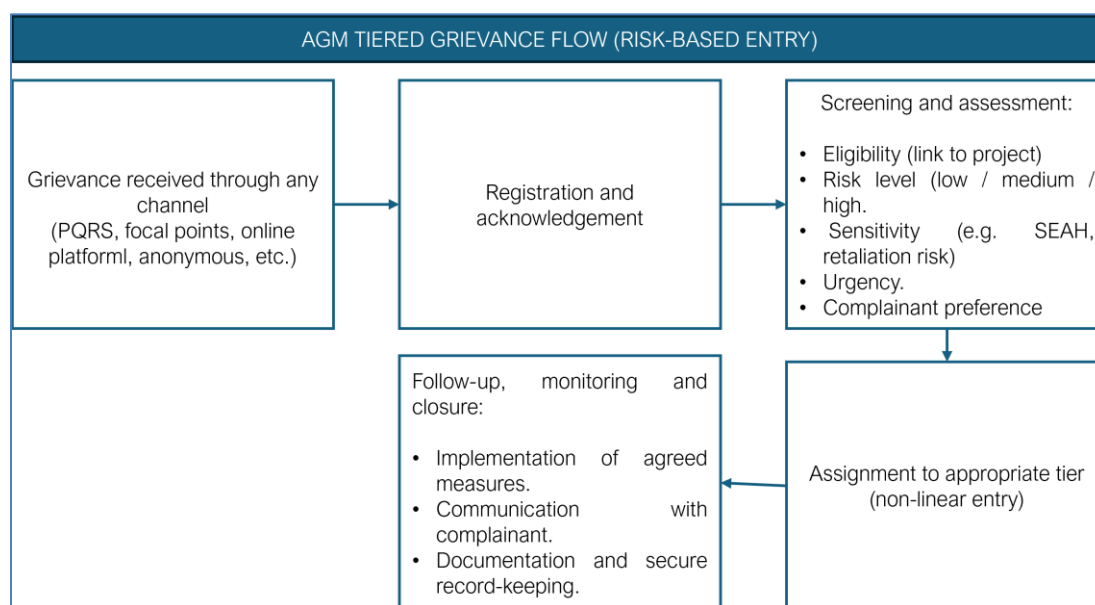


Figure 1. Grievance mechanism flow with risk-based tier assignment

Grievances are screened and assigned to the most appropriate tier based on their eligibility, level of risk, sensitivity, urgency, and the complainant's preference. Based on this assessment, each case is assigned to the most appropriate tier for resolution. The mechanism follows a risk-based and non-linear approach, meaning that grievances do not need to pass sequentially through all tiers. Instead, they are addressed at the level that best corresponds to their complexity and potential impact, ensuring timely, proportionate, and effective responses.

Lower-risk and operational issues are typically managed at the community or local project level, while cases requiring institutional decision-making, coordination with partners, or safeguards analysis may be addressed directly at the project or institutional level. High-risk or sensitive grievances, including those involving potential misconduct, compliance concerns, or situations where local channels may not be considered safe, can be escalated to global accountability mechanisms. As a final option, grievances related to actual or potential harm resulting from non-compliance with GCF policies may be submitted to the GCF Independent Redress Mechanism.

Sensitive grievances, particularly those related to gender-based violence, sexual exploitation, abuse and harassment, or risks of retaliation, are not subject to the standard escalation pathway and are immediately referred to designated safe and survivor-centered channels, ensuring confidentiality, informed consent, and protection from harm.

The implementation of the PQRS process is guided by a set of core principles that reflect Conservation International's commitment to accountability, inclusion, and respect for stakeholders. These principles ensure that all requests, complaints, and inquiries are managed in a fair, transparent, and effective manner, fostering trust, promoting constructive dialogue, and supporting continuous improvement in project implementation while upholding environmental and social safeguards. CI's principles:

- Confidentiality: All submissions will be handled with strict confidentiality to protect the identity, privacy, and safety of individuals and organizations. Information will be shared only with authorized personnel on a need-to-know basis, in line with Conservation International's safeguards and ethical standards.
- Timeliness: PQRS will be acknowledged, assessed, and addressed within defined timeframes to ensure prompt and effective responses, recognizing the importance of timely action in preventing escalation of concerns and impacts.
- Transparency: The process will be transparent and clearly communicated, providing complainants with accessible information about procedures, decision-making steps, and outcomes, while maintaining confidentiality and data protection.
- Solution-oriented approach: The mechanism will prioritize constructive dialogue and practical solutions, focusing on preventing, mitigating, or resolving issues in a fair and culturally appropriate manner, and using feedback to improve project implementation and relationships with stakeholders.

Documentation

All grievances, including those received verbally, will be recorded through the CI Colombia PQRS system. Project staff may support stakeholders in registering grievances when needed. Collective grievances submitted through Indigenous representative institutions or traditional authorities will be documented while respecting customary decision-making processes, Indigenous governance systems and applicable customary norms recognized by the community.

A centralized digital registry will be maintained to track grievances, actions taken, and resolution status. Records will be securely stored in accordance with institutional policies and retained for a period of up to 7 years after project completion.

Personal Identifiable Information (PII) will be handled confidentially and accessed only by authorized personnel involved in grievance management.

External Escalation Mechanisms

Please note that if the process does not result in resolution of the grievance, or if the grievant prefers, they may choose to file a claim through CI's EthicsPoint Hotline at <https://secure.ethicspoint.com>. Alternatively, the grievant may file a claim with the Director of Compliance (DOC), who is responsible for the CI Accountability and Grievance Mechanism and can be reached at: Director of Compliance, Conservation International, 2011 Crystal Drive, Suite 600, Arlington, VA 22202, USA.

For GCF projects, the grievant may also access the Independent Redress Mechanism (IRM). Available channels can be found at: <https://irm.greenclimate.fund/>

Access to external grievance mechanisms will not affect the right of Indigenous Peoples to continue participating in the FPIC process or other project dialogue mechanisms.

SECTION VI: Monitoring and Reporting

The project will track the performance of the Grievance Redress Mechanism (GRM) through the CI Colombia PQRS system, which allows for the systematic registration and monitoring of all grievances received, actions taken, and resolution status.

Monitoring of the GRM will include periodic verification that Indigenous Peoples have effective and culturally appropriate access to the mechanism. Lessons learned from FPIC implementation and Indigenous feedback will be incorporated into continuous improvements of the GRM throughout project implementation. Monitoring will also include follow-up on grievances related to FPIC commitments and agreements reached with Indigenous Peoples, including verification of the effectiveness of corrective actions adopted.

To ensure the mechanism is functioning effectively, the project will monitor not only the number of grievances received, but also patterns of use, resolution rates, and feedback from stakeholders during community engagement activities. It is recognized that a low number of grievances does not necessarily indicate absence of issues, but may reflect barriers to access; therefore, continuous awareness-raising and accessibility efforts will be implemented and adjusted as needed.

The project will report on the implementation of the GRM twice a year, using CI-GCF reporting templates, including information on the number of grievances received and their resolution status, except for high-risk and sensitive grievances, which will be reported to the CI-GCF Agency as soon as they are screened for eligibility and tier. On an annual basis, progress will be reported through the APR, including the following indicators:

Indicator	Baseline	Target
Number of times the Grievance Redress Mechanism is communicated/disseminated to stakeholders	0	12–18 times throughout project implementation (2–3 times per year)
Percentage of grievances and complaints received that are resolved	0	100% of grievances addressed
Number of awareness sessions on the GRM conducted with Indigenous Peoples through culturally appropriate communication methods.	0	100%
Percentage of grievances submitted by Indigenous Peoples resolved through culturally appropriate procedures and within agreed timeframes	0	100%

Budget for the implementation of the GRM

Expense Category	Indicative Budget allocated (USD)	Is this included in the general project budget? (Yes, No, TBD)
Staff time dedicated to GRM implementation	Dedication from Project Leader, Director of Component 1 and 2, Safeguards Manager and Gender Manager.	Yes (Included as part of the responsibilities of the mentioned staff)
Materials/methods to disseminate the GRM (flyers, posters, banners, etc).	\$900	Yes
Costs to have effective and accessible GRM channels, free of cost for the grievant	No additional cost for the project, included in the usual instances of CI-Col	Yes
Adaptations to improve accessibility (installing grievance boxes) (GRM field supplies)	\$259	Yes
Small budget for investigating grievances if required.	\$2,167	Yes
Training to partner organizations (sub-grantees) with provision of informational materials about the mechanism (to be incorporate into their training and field activities)	No additional cost for the project, included in the usual instances of CI-Col	Yes
Total budget allocated to implement the GRM: USD \$3,326		

SECTION VII: Post-project approval timeline for GRM operationalization

Following project approval, the project-specific GRM will be operationalized during the Project Inception Phase. Since CI-Colombia's institutional PQRS platform is already operational, the project will build upon this existing mechanism by activating additional project-specific grievance channels, including grievance boxes and a dedicated WhatsApp reporting channel, and by training project personnel and implementing partners on the operation of the mechanism. The project-specific GRM is expected to be fully operational within the first three months after project approval and prior to the commencement of stakeholder engagement, field implementation, grant implementation and grant disbursement activities.

GRM Operationalization Timeline (Post-project approval)

Timing (post-project approval)	Key activities	Expected output
Month 0–1 (Project Inception Phase)	Designate GRM focal points within the Executing Entities; formally adopt the project-specific GRM procedures; activate the existing CI-Colombia institutional PQRS platform for the project; initiate procurement and installation of project-specific grievance channels (e.g. grievance boxes and dedicated WhatsApp channel).	Project-specific GRM established and implementation process initiated.
Month 1–2	Finalize installation of grievance boxes and activation of the WhatsApp reporting channel; prepare and disclose communication materials; finalize case management procedures, referral pathways and record-keeping systems.	All project-specific grievance intake channels established and operational.
Month 2–3	Deliver GRM training to project personnel, implementing partners, contractors, consultants and sub-grantees; disseminate the GRM to project stakeholders and communities through the project's communication and engagement activities.	Project stakeholders informed and implementing entities trained on the operation of the GRM.
No later than Month 3	Verify that all reporting channels, case management procedures, referral pathways and communication mechanisms are fully functional before project implementation activities begin.	The project-specific GRM is fully operational prior to stakeholder engagement, field implementation, grant implementation and grant disbursement.
Throughout project implementation	Operate, monitor and periodically review the GRM; update communication materials as needed and provide refresher training to newly incorporated personnel and partners.	GRM remains operational, accessible and effective throughout the project lifecycle.

Annex 1. GBV/SEAH Procedures and Referral Pathways

1 Purpose and scope

This Annex sets out the specific procedures and referral pathways for handling cases/grievances related to gender-based violence (GBV) and sexual exploitation, abuse and harassment (SEAH) within the Grievance Redress Mechanism (GRM) of the project. It complements the general GRM procedures, the Environmental and Social Management Plan and the Gender Action Plan and applies to any GBV/SEAH concern/case involving project activities, personnel, contractors, or individuals acting on behalf of the project, as well as incidents that occur in project-related spaces or contexts.

The aim of this Annex is to ensure that GBV/SEAH cases/grievances are handled in a safe, confidential, survivor-centered and trauma-informed manner and that survivors are supported to access appropriate specialized services and, where applicable, competent authorities and CI's internal accountability mechanisms.

2 Principles for handling GBV/SEAH grievances

The handling of GBV/SEAH grievances under the GRM is guided by the following principles:

- **Survivor-centered approach:** The safety, dignity, rights and expressed wishes of the survivor are paramount at all times.
- **Confidentiality:** Information is shared strictly on a need-to-know basis and only with the survivor's informed consent, except where required by law or in cases of imminent risk to life.
- **Do no harm:** The mechanism will avoid any action that could expose the survivor or others to further harm, stigma or retaliation.
- **Non-discrimination:** All survivors are treated with respect and without discrimination on any grounds, including gender, age, ethnicity, disability, sexual orientation or other status.
- **Informed consent and choice:** Survivors decide which information to share, which services to access, and whether to pursue internal and/or external complaints mechanisms.
- **Non-retaliation:** Any retaliation against individuals who report GBV/SEAH or participate in related processes is strictly prohibited and may trigger disciplinary and other corrective measures.
- **Cultural appropriateness:** The GRM will respect Indigenous governance systems, customary decision-making processes and culturally appropriate communication methods when handling grievances involving Indigenous Peoples.

3 Roles and responsibilities

- **GRM Focal Points**
 - Act as safe and confidential entry points for GBV/SEAH grievances.
 - Receive disclosures, conduct an initial safety assessment, provide basic information and support, and explain available options and referral pathways.
 - Register cases using secure and confidential procedures and coordinate referrals in line with the survivor's choices.
- **Grievance Mechanism Committee**
 - Oversees the GRM, including GBV/SEAH procedures, ensuring alignment with CI's policies and the Gender Action Plan.
 - Receives only non-identifying information on GBV/SEAH cases, unless specific members are directly involved in managing a case and have appropriate training.
 - Uses anonymized data to monitor trends and recommend improvements to prevention and response measures.
- **CI Ethics and Compliance Mechanisms**

- Receive and address GBV/SEAH complaints involving CI staff or individuals acting on behalf of the project under CI's Codes of Conduct and disciplinary procedures.
- Coordinate, as appropriate, with GRM focal points while respecting confidentiality and survivor consent.
- **External specialized services and competent institutions**
 - Provide health care, psychosocial support, legal aid, protection and other services in line with their mandates.
 - Are responsible for formal investigations and sanctions where relevant (e.g. justice or protection systems).

4 GBV/SEAH grievance handling process and referral pathway

Step 1 – Disclosure and receipt

- A survivor or witness can report GBV/SEAH through any GRM/PQRS channel (online form, email, grievances boxes, in-person during project activities, or through community-level focal points), including anonymously.
- When a disclosure is made in person or verbally, a trained GRM focal point should listen calmly and respectfully, and thank the survivor or witness for coming forward.
- The survivor is offered the possibility to choose, and to request adjustments to, who engages with them in relation to the grievance/case (including expressing a preference for speaking with a woman or a man) and this preference is accommodated throughout the process.
- Before recording any personal data, the focal point explains:
 - The purpose of the GRM and the specific process for GBV/SEAH cases.
 - Available reporting options (identified or anonymous).
 - How the information will be used and stored.
 - Any limits to confidentiality (e.g. legal obligations, serious and imminent risk).

Step 2 – Immediate safety assessment and basic support

- The focal point conducts a brief safety assessment with the survivor to identify:
 - Any immediate danger to the survivor or others.
 - Need for urgent medical care or emergency protection.
- Together with the survivor, the focal point discusses feasible immediate safety measures (e.g. contacting emergency services or protection authorities, staying with a trusted person, safe transport to a health facility).
- The focal point provides clear and simple information about available services and options.

Step 3 – Confidential registration and categorization

- The case is registered in the GRM system using a unique code, with identifiable information (e.g. name, contact details) stored separately and access strictly limited to designated focal point and, when necessary, specific trained members of the Grievance Mechanism Committee.
- The grievance is categorized as GBV/SEAH and flagged as “sensitive,” which automatically triggers the differentiated procedure outlined in this Annex.
- For anonymous reports, the focal point registers the information available, noting that no follow-up with the survivor may be possible.

Step 4 – Informed consent and choice of referrals

- The focal point explains, in language that is clear and understandable, the range of possible referral options, which may include:
 - Health services (for emergency and ongoing medical care).
 - Psychosocial support and counseling.
 - Legal assistance and accompaniment.
 - Protection services or shelters.

- Formal complaints to justice or administrative authorities.
- CI's internal ethics and compliance mechanisms (when the alleged perpetrator is project staff, an implementing partner (including the Executing Entity y subgrantees), a contractor or sub-contractor, or any other personnel acting on behalf of the project).
- The survivor decides which services or authorities they would like to be referred to and whether they wish to pursue internal and/or external complaints.
- The focal point documents the survivor's informed consent and preferences; no referral is made without consent, except where required by applicable law or in cases of imminent risk to life.

When explaining referral options, the focal point will describe, at minimum, the following types of services available in Bogotá and Cundinamarca:

- **National GBV orientation line – Línea 155:** free, 24/7 telephone line operated by the National Police and the Presidential Council for Women's Equality, which provides confidential legal, psychosocial and information support to women experiencing gender-based violence and guides them on how to file complaints and access services.
- **Bogotá District Purple Line – Línea Púrpura Distrital 01 8000 112 137:** a free, 24/7 line attended by psychologists, social workers, lawyers and nurses from the Secretaría Distrital de la Mujer, offering psychosocial attention and guidance on rights, available services and routes for women experiencing violence in Bogotá.
- **District Women's Secretariat services and Casas Refugio in Bogotá:** specialized services (legal, psychosocial and protection) and six Casas Refugio that provide temporary shelter and comprehensive protection for women at high risk of femicide or severe gender-based violence, and their close family members.
- **Municipal/Departmental Comisarías de Familia and local services in Cundinamarca:** offices responsible for receiving complaints and adopting protection measures in cases of domestic and gender-based violence, as well as other municipal services for victims of violence (to be listed in a table by municipality where the project operates).
- **Civil society and women's organizations in Bogotá–Cundinamarca:** organizations that provide psychosocial support, legal accompaniment and advocacy for women and other GBV survivors (to be specified based on mapping carried out during project preparation or inception).

The survivor will decide which of these services or authorities they wish to be referred to, and whether they also wish to activate national lines (such as Línea 155) or local mechanisms (such as the Línea Púrpura and Casas Refugio).

Step 5 – Activation of referrals

- The focal point contacts the agreed specialized services and/or competent institutions, sharing only the minimum necessary information and, where possible, facilitating direct contact between the survivor and the service provider.
- Where the alleged perpetrator is a member of project staff or a person acting on behalf of the project, the focal point also informs CI's designated ethics and compliance channels so that appropriate internal procedures and potential disciplinary actions can be initiated, consistent with the survivor's preferences and confidentiality requirements.
- The GRM does not itself conduct intrusive investigations into GBV/SEAH allegations; instead, it coordinates with the relevant internal and external mechanisms and focuses on ensuring access to support and accountability pathways, with a survivor centered approach.

In municipalities of Cundinamarca, the focal point may prioritize referrals to Comisarías de Familia, local women's offices and health services, while also informing survivors about the availability of the national Línea 155 for confidential guidance and orientation.

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Step 6 – Follow-up and closure

- Subject to the survivor's consent and without exerting pressure, the focal point may conduct a discreet follow-up to confirm whether the survivor was able to access the agreed services and whether additional

support is needed.

- The GRM records non-identifying information on the actions taken (e.g. type of referrals, status of the case) in the secure registry.
- Once the agreed steps have been completed and the survivor indicates that no further GRM action is needed or, in the case of anonymous reports, once reasonable steps have been taken, the case is closed in the GRM system.
- All records are maintained securely in accordance with CI's data protection and retention policies, and only anonymized and aggregated information is used for monitoring, learning and reporting.

5 Information to communities

The project will ensure that information about the existence of the GRM and its specific provisions for GBV/SEAH grievances, including available safe reporting options and referral pathways, is proactively shared with communities and stakeholders in gender-sensitive and accessible formats. This will include community meetings, adapted communication materials, and engagement with women's groups, youth organizations, indigenous leadership, and other key actors to build trust and awareness of the mechanism.