

OPERATING AN EFFECTIVE GRIEVANCE REDRESS MECHANISM (GRM)



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FUND

Independent
Redress
Mechanism

GCF Regional Dialogue with Eastern Europe and Central Asia

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21 March 2024

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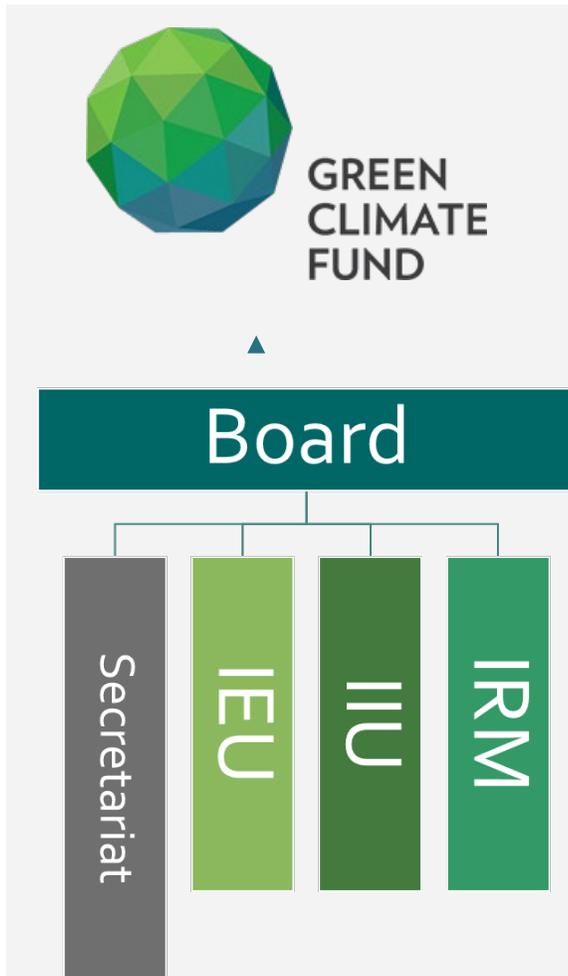
- I. What is the Independent Redress Mechanism (IRM)?
- II. What is a Grievance Redress Mechanism (GRM) and why does it matter?
- III. What does an effective GRM look like?
- IV. IRM Capacity Building Activities

IRM & ITS RELATIONSHIP TO THE GCF

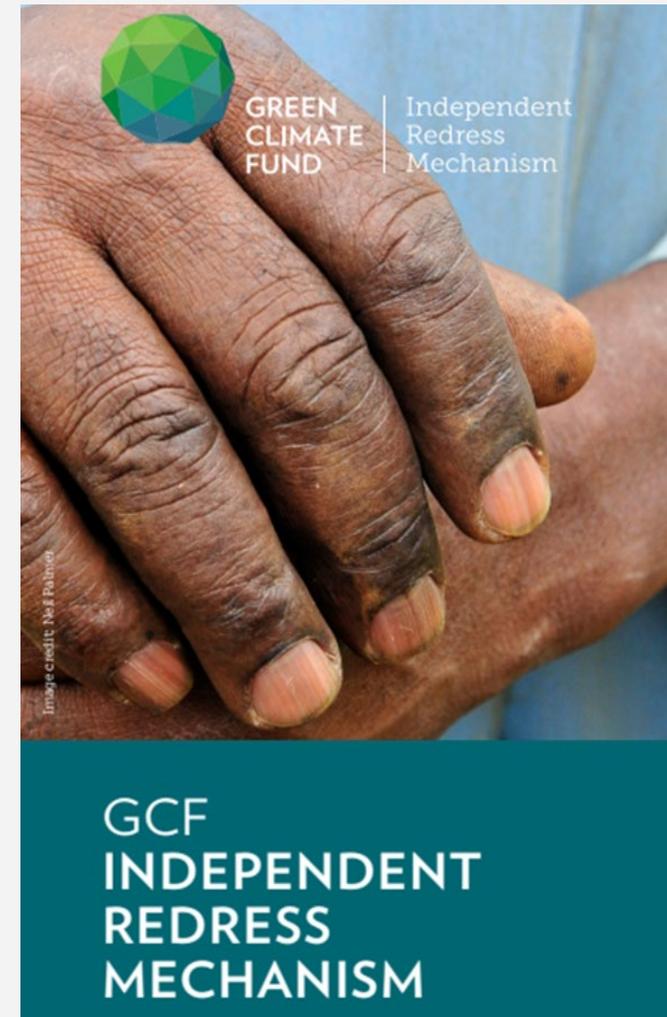


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*"The Board will establish an **Independent Redress Mechanism** that will report to the Board. The mechanism will receive **complaints** related to the operation of the Fund and will evaluate and make recommendations.*



WHY INDEPENDENT REDRESS MECHANISM (IRM)?



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<https://youtu.be/UXgzjwC9Phg>

REPUTATIONAL AND FINANCIAL RISKS FOR GCF



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UN climate fund axes Nicaragua forest project over human rights concerns

Published on 07/03/2024, 4:55pm

In its first such move, the Green Climate Fund has pulled out of a project after developers failed to address environmental and social compliance issues



Liberia: Government Inaction Brings US\$26m Coastal Defense Project to a Standstill



By Contributing Writer — January 29, 2024 — Updated: January 29, 2024 — ENVIRONMENT No Comments

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IMPROVING SOCIAL AND ENVIRONMENTAL PERFORMANCE OF PROJECTS



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Mediation Yields Partial Resolution in IRM Case C0009 Egypt



Peter Carlson
Communications Officer

Published 24/01/2024



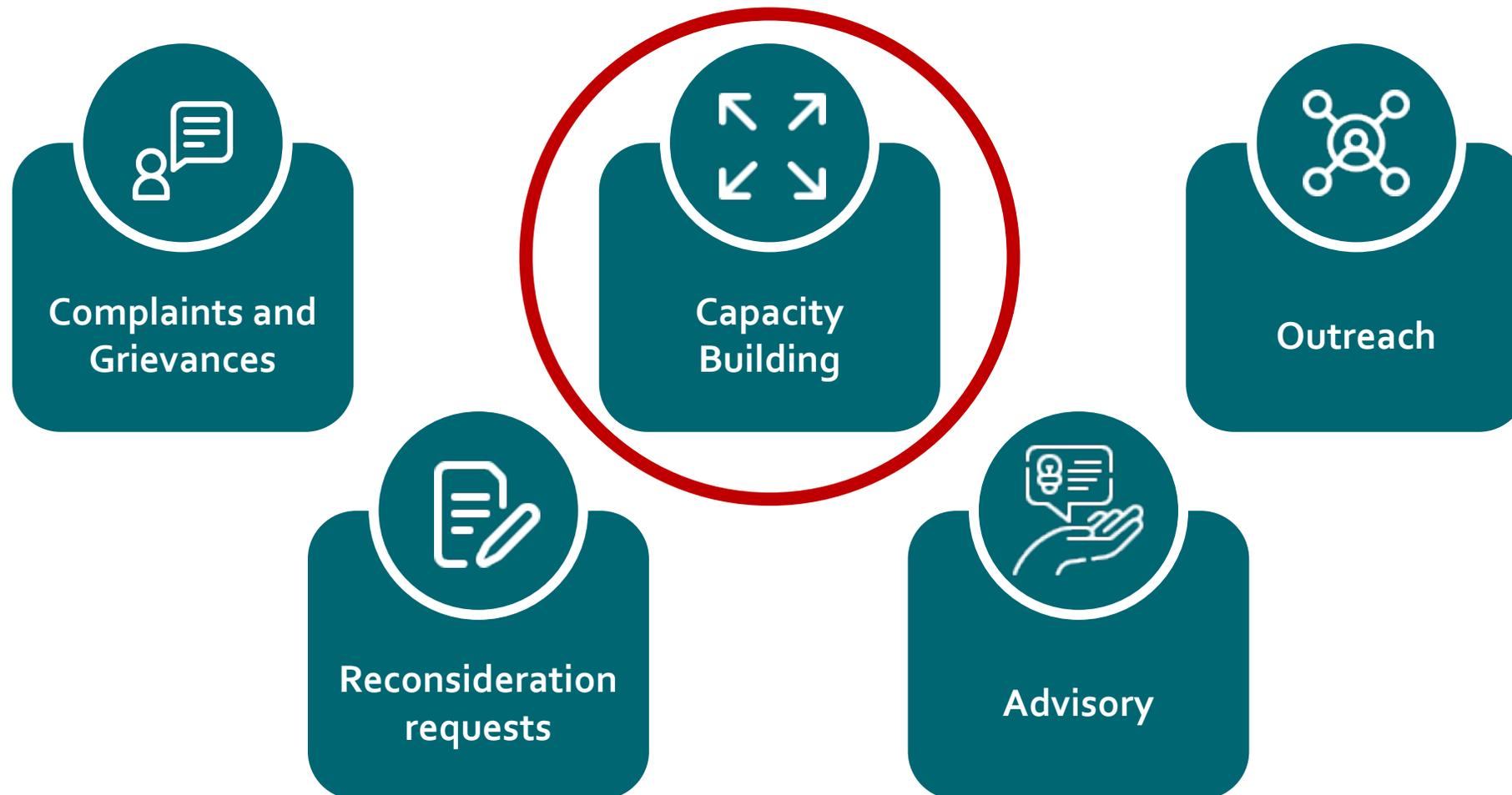
THE IRM'S FIVE FUNCTIONS



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The TOR of the IRM tasks the IRM with the following activities:



WHAT IS A GRIEVANCE REDRESS MECHANISM (GRM)?



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A system established and/or supported by public and private organisations to receive and respond to concerns about the impact of their operations on external stakeholders

WHY IS IT IMPORTANT TO HAVE A GRM?



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- Prevent, mitigate and/or compensate harm to affected individuals and groups
- Reduce project E&S risks and improve project outcomes
- Identify issues in organisational policy and operations that may need to be addressed to reduce ongoing / future risk of harm
- Promote and demonstrate accountability and responsiveness in the eyes of an organisation's internal and external stakeholders



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THE BASIS FOR HAVING A GRM

- Accreditation Master Agreement (AMA):

Clause 13.04: “It is understood that the Independent Redress Mechanism of the Fund on the one hand, and the systems of the Accredited Entity on the other, will each perform their duties and exercise their powers and functions, in accordance with the policies and procedures of the Fund and the Accredited Entity respectively. To this end, the Accredited Entity and the Fund shall promote cooperation between the Independent Redress Mechanism and the systems of the Accredited Entity, and provide them with reasonable assistance in carrying out their functions.”



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THE BASIS FOR HAVING A GRM

- GCF's Revised Environmental and Social Policy (ESP):

Para. 79: "It is the responsibility of the accredited entities to require and ensure that their grievance mechanisms and the activities' grievance mechanisms are functioning effectively, efficiently, legitimately, and independently in a manner that is accessible, equitable, predictable, transparent, and that allows for continuous learning."



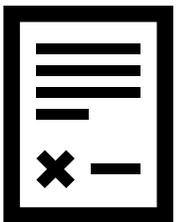
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THE ECOSYSTEM OF REDRESS

GCF

ACCREDITED ENTITY

PROJECTS AND PROGRAMMES



Complaints



Complaints

AE GRM



Complaints

PROJECT GRM



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WHO DO I
SUBMIT MY
COMPLAINT TO?



FREEDOM OF CHOICE

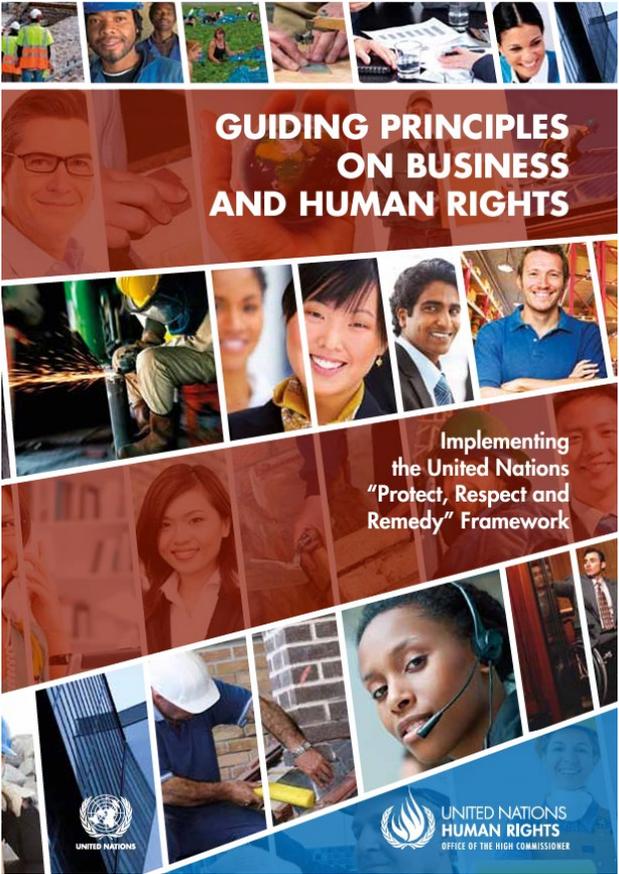
COOPERATION BETWEEN
MECHANISMS



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UNGPs AND EFFECTIVENESS CRITERIA



Legitimate



Accessible



Predictable



Equitable



Transparent



Rights-compatible



A source of continuous learning



Based on engagement and dialogue

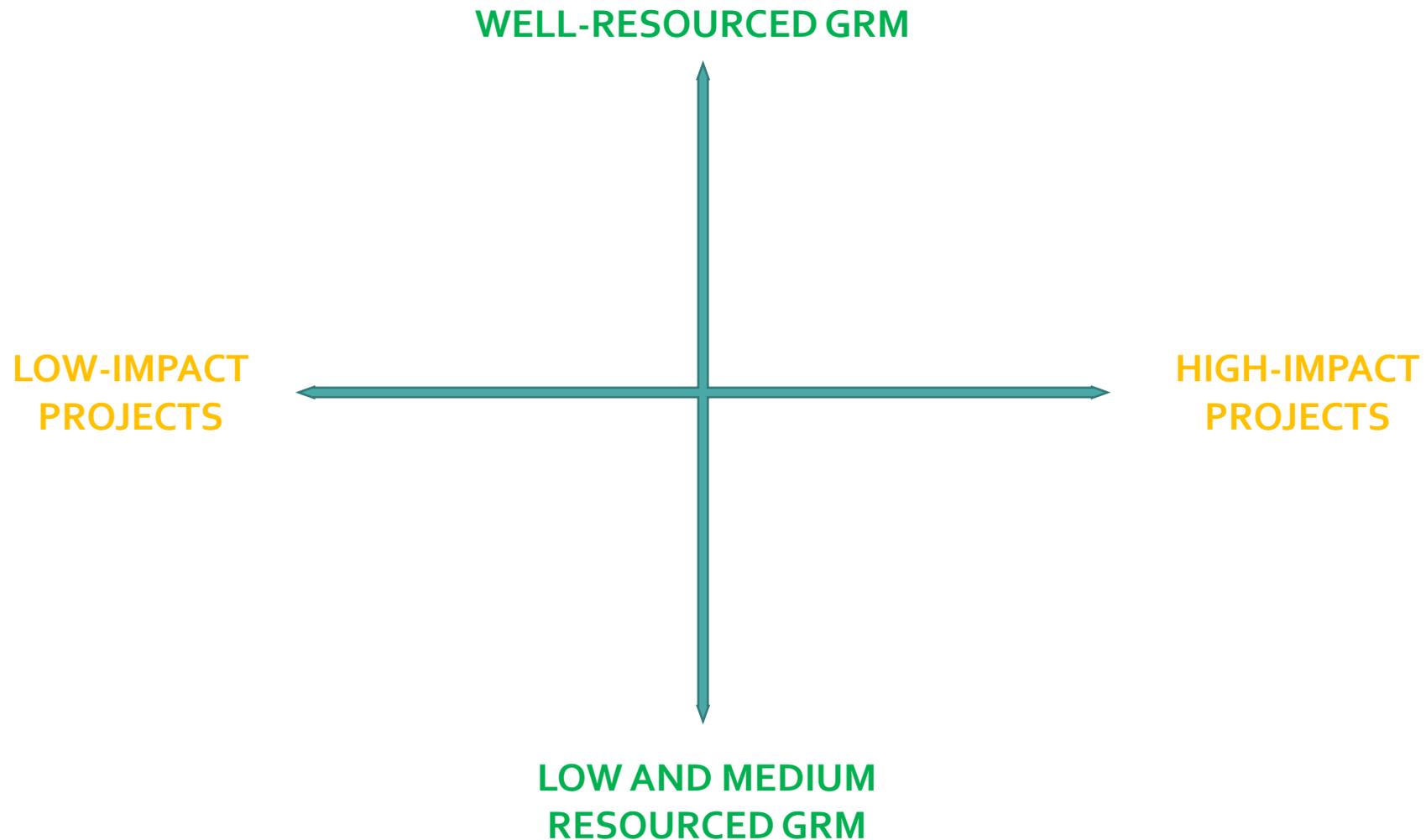
Endorsed by the UN Human Rights Council in 2011

DIFFERENT ALTERNATIVES FOR A LEGITIMATE GRM



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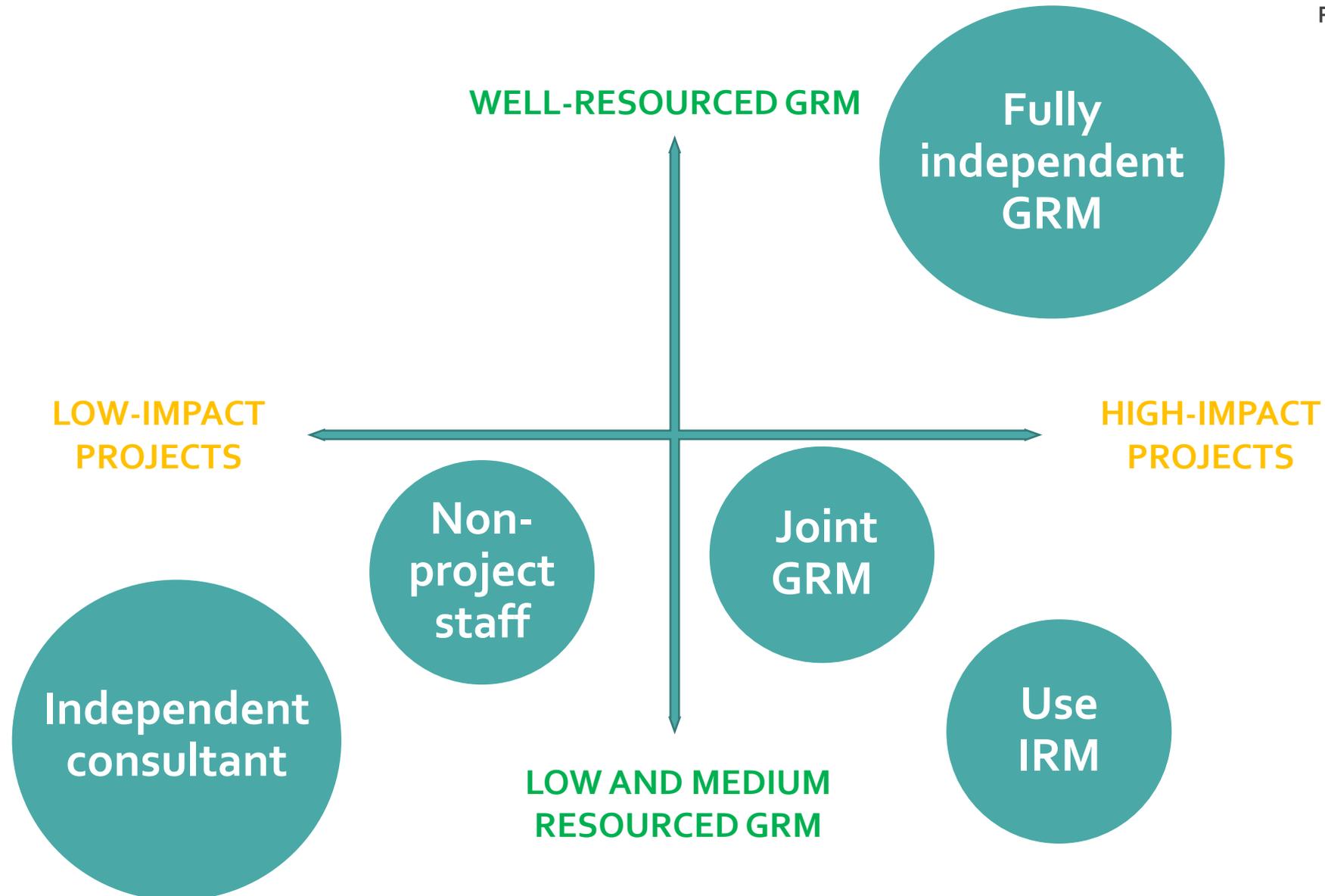


DIFFERENT ALTERNATIVES FOR A LEGITIMATE GRM



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DIFFERENT ALTERNATIVES FOR A LEGITIMATE GRM



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Form a
committee

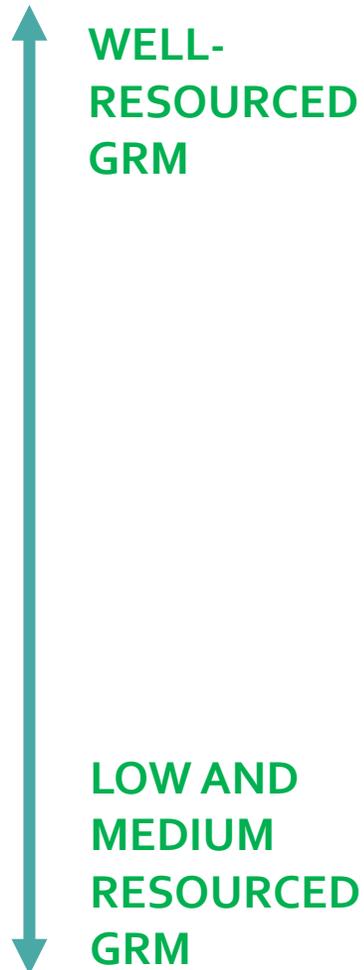
Closer to the
ground, less
independent

DIFFERENT ALTERNATIVES FOR AN ACCESSIBLE GRM



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- Targeted outreach activities



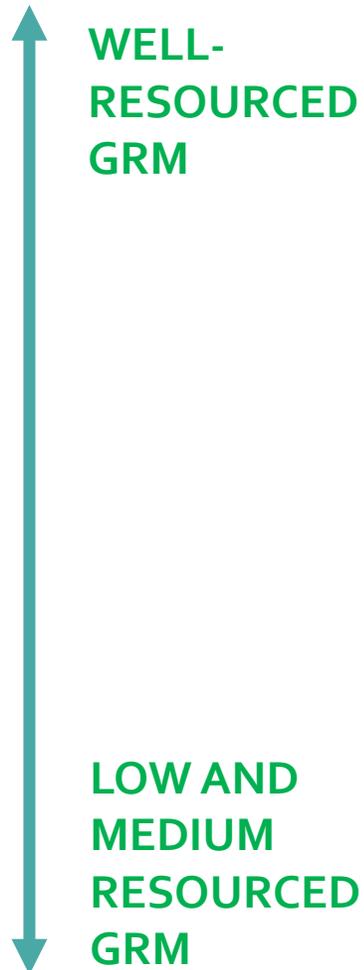
- Publish GRM info – on-site & on-line

DIFFERENT ALTERNATIVES FOR A TRANSPARENT GRM



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- Case Management System



- Regularly update complainants
- Publish complaints & outcomes
- Basic complaints register

DIFFERENT ALTERNATIVES FOR A TRANSPARENT GRM

Business
transparency
standards

Group
decisions less
risky

“Complete
transparency is
a dream”

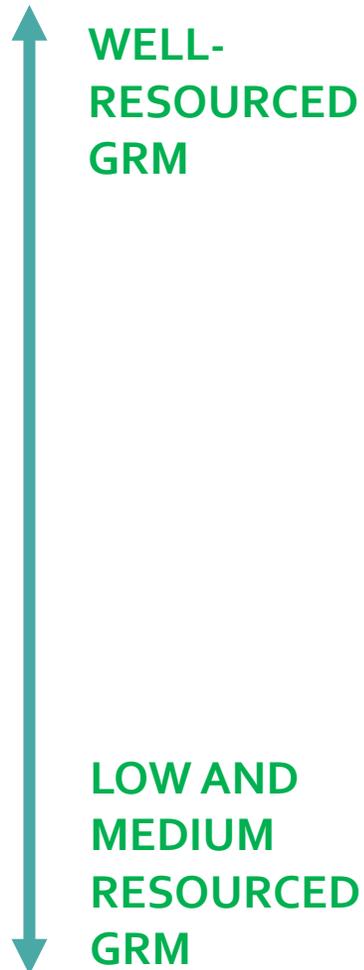
Disclose
decisions w/o
detailed
evidence

DIFFERENT ALTERNATIVES FOR A SOURCE OF CONTINUOUS LEARNING GRM



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- Establish formal advisory function



- Input on design of the GRM
- Provide Training with AE staff
- Provision of learning from cases
- Lessons learnt from reporting from consultants

DIFFERENT ALTERNATIVES FOR A SOURCE OF CONTINUOUS LEARNING GRM



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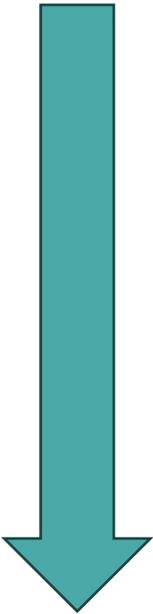
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Frame GRM as a
learning
opportunity



IRM CAPACITY BUILDING TOOLKIT

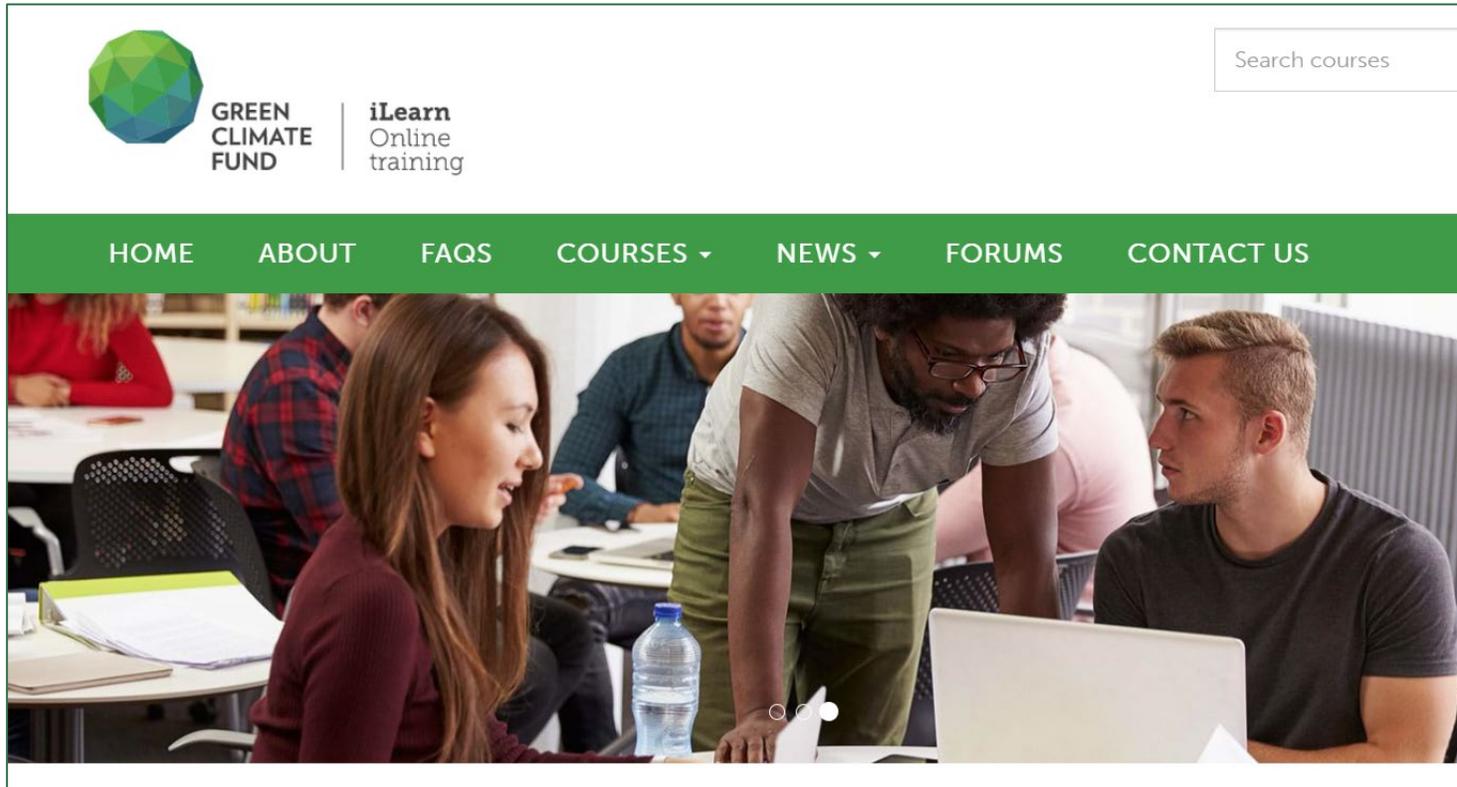
Beginner



Advanced

Training	Format	Target audience
1. Online Course	Intro course, self taught	Open to all
2. Operating an effective GRM	Intro course with facilitator	GRM staff of DAEs
3. Mediation training	Secondary course with facilitator	GRM staff of DAEs
4. One-to-one specialised support	Consultative sessions	GRM staff of DAEs

1. IRM'S ONLINE LEARNING MODULES



Online training course on key concepts relating to Grievance Redress Mechanisms

- Module 1: Why DAEs need effective GRMs
- Module 2: Principles for an Effective GRM
- Module 3: Establishing a GRM
- Module 4: Operating a GRM
- Module 5: Complex grievances
- Module 6: Closing a case
- Module 7: Learning from GRMs
- Module 8: Project-level GRMs
- Module 9: Accountability and Compliance
- Module 10: Outreach and Communications

<https://ilearn.greenclimate.fund/thematicarea/category?id=3>

2. TRAINING ON HOW TO OPERATE AN EFFECTIVE GRM



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- 2023: IRM-IIU joint capacity building and outreach workshop in Rwanda & virtual capacity building training for APAC and LAC
- 2024: IRM-IIU joint capacity building and outreach workshop in Morocco & virtual capacity building training for APAC and LAC



Rwanda workshop, July 2023



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% OF DAES TRAINED BY THE IRM



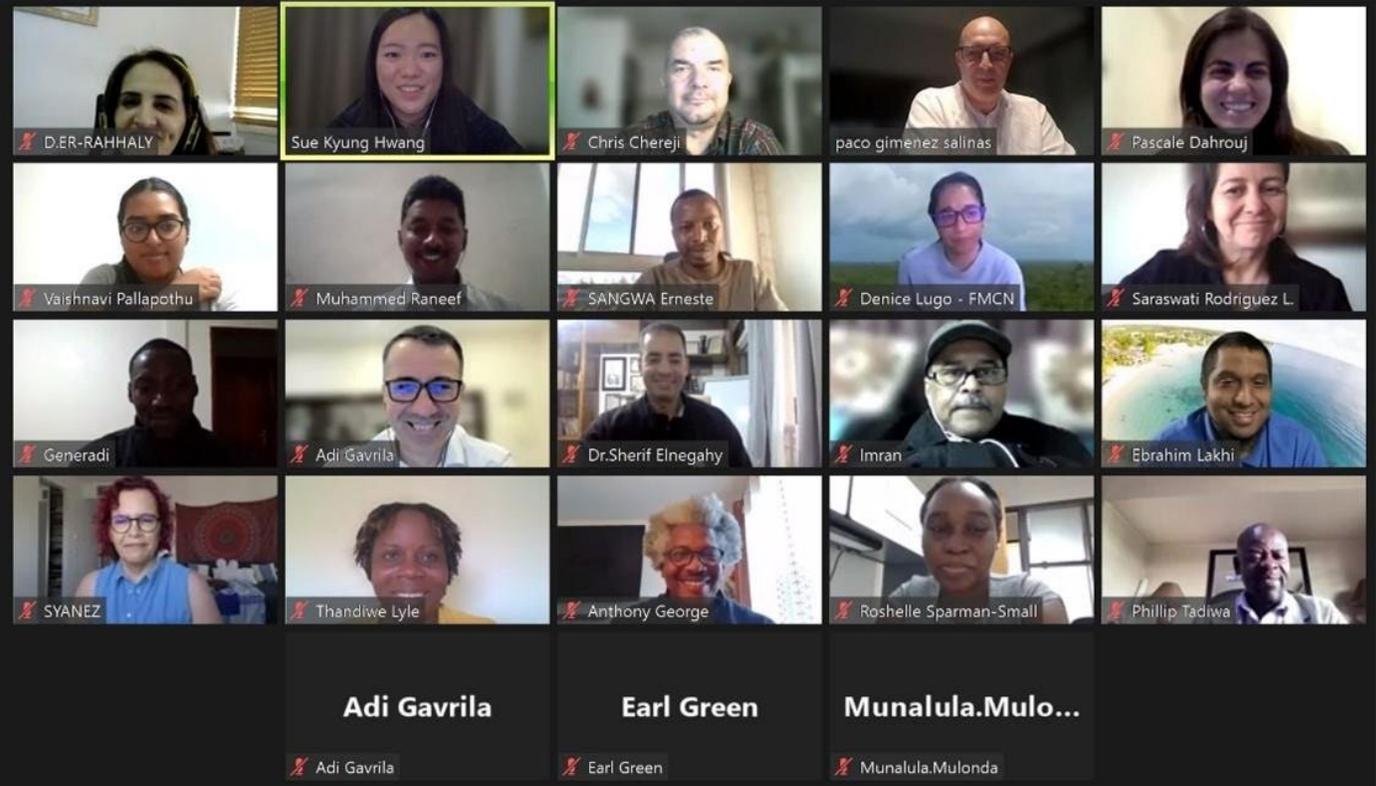


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3. MEDIATION TRAINING

- Virtual company-community mediation trainings to GRM personnel of the GCF's DAEs who already completed the basic GRM training (2021, 2022, 2023, planned in 2024)



4. SPECIALISED ONE-TO-ONE SUPPORT



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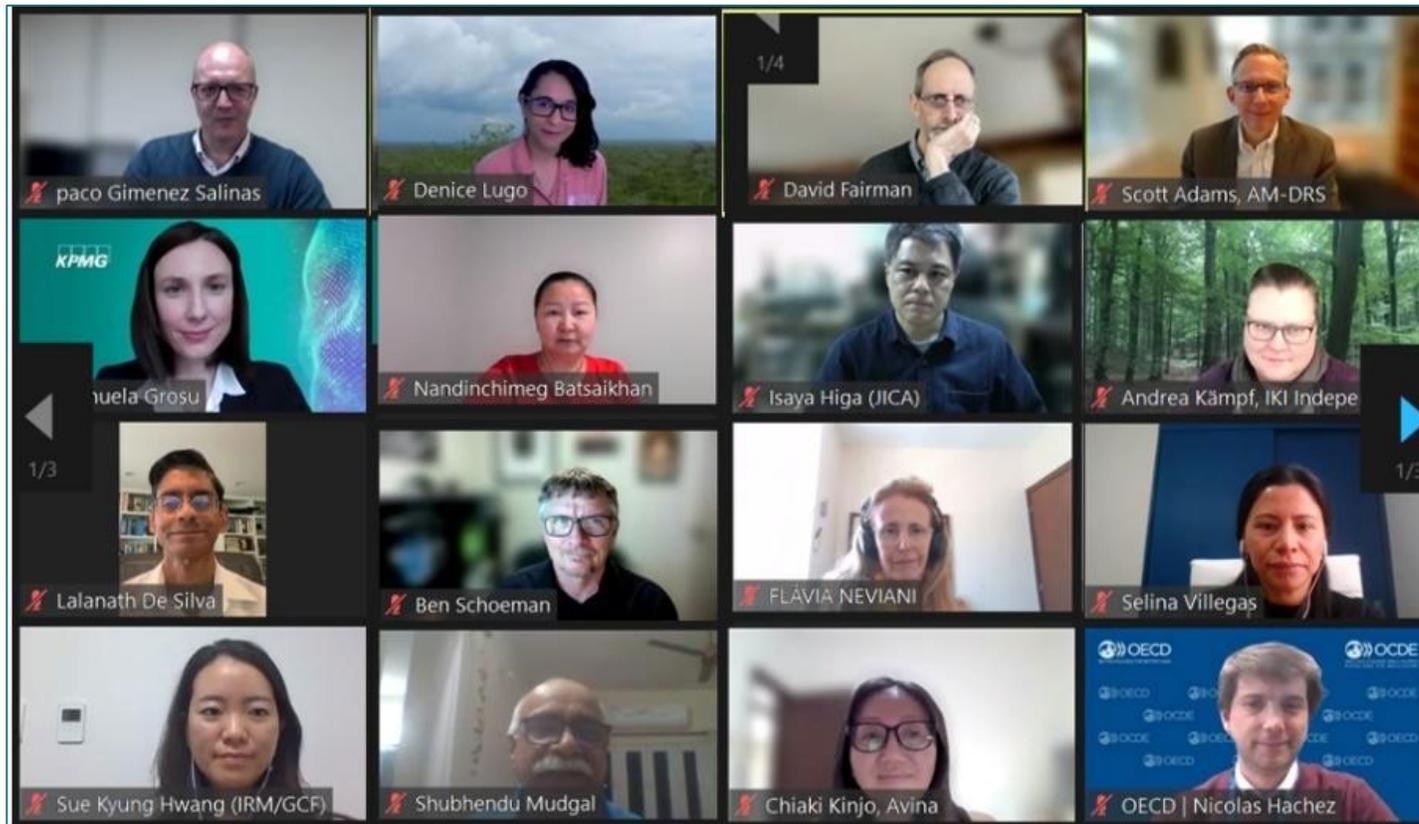
- Provided by an independent consultant
- Offered to 5 GRMs of DAEs in 2023
- Specifically requested by DAEs from the IRM
- Goal is to ensure that DAEs have well-established GRMs that are able to tackle non-complex disputes early and resolve them before they reach the IRM

GRAM PARTNERSHIP



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Grievance Redress and Accountability Mechanism (GRAM)

- Created in 2019
- Partnership to offer leadership, a learning and knowledge platform and a meeting space

<https://irm.greenclimate.fund/grampartnership>



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