

Accountability and Grievance Mechanism (AGM)

Background

This document provides specific guidance on the collection, recording, processing, and resolving of grievances received through the Alliance's AGM. It is designed to: address breaches of policy and procedure; be independent, transparent and effective; be accessible to project-affected people; maintain records on all cases with due regard to confidentiality of grievant identity and information; and take appropriate measures to minimize risk of retaliation to grievant.

Purpose

The purpose of the Alliance AGM is to mediate and resolve grievances that are unable to be resolved at the project level, address high-risk concerns and complaints, such as those that include conflict, fraud or corruption, or simply be another option for grievance redress. The Alliance AGM is managed by a neutral party and is empowered to undertake the necessary steps to protect against conflict of interest and maintain the highest standards for transparency.

Process

Step 1: Submit a grievance

The submission of grievances should include the following information:

- Name, designation, address and contact information.
- If a grievance is made through a representative, the name/s of the person/s on whose behalf the complaint is made.
- Whether the aggrieved party chooses to keep their identity confidential.
- A description of the grievance including location and data/time of its occurrence
- A brief description of the impacts of the incident.

Grievances can be submitted in-person, electronically, or in written form (see contact info below). Submissions by email and the online intake form are directed to the Alliance's safeguard lead.

Step 2: Review complaint for eligibility and risk

The Alliance Safeguards Lead and Alliance Site Lead will determine eligibility based on the following criteria:

- Is the grievance made in good faith?
- Does the grievance directly relate to the project?
- Are there other organizations that are more appropriate to address the issue?
- Is the grievance submitted by or on behalf of a person or people affected by the project or program?

Grievances that are determined to be outside the scope of the AGM (ineligible) will be communicated to the grievant and either be directed to other organizations more appropriate to handle the grievance, or, if not, closed out of the AGM. This includes grievances with ineligible or incorrect information.

Grievances are also reviewed for risk level, to determine whether the grievance should be de-escalated to the project's AGM or escalated (for high-risk grievance). In some cases, a committee may meet to support grievance resolution and may include select individuals from Conservation International, PEW, and/or technical experts.

All grievances received will be entered into a secure online database accessible only through a login system.

Step 3: Investigation & Response

Depending on the risk level and context of the grievance, further investigation may be needed. This may include further discussion with the grievant. Once enough information is gathered, a proposed response is shared with the grievant for feedback.

Step 4: Agreement & Implementation

If the grievant is in agreement with the proposed response, it is implemented and monitored. If the grievant does not agree, and no other suitable resolution can be found, other avenues are available (e.g., CI (Conservation International) Ethics Line, Global Environment Fund Commissioner).

Step 5: Grievance Close Out

In the case of successful resolution, the grievance will be formally closed with the agreement of the grievant.

A more in-depth, detailed procedure is available upon request (contact: grievance@bluenaturealliance.org)

Submitting a grievance

Grievances can be sent directly to the Alliance AGM through the following contact channels:

Email: grievance@bluenaturealliance.org (monitored by Alliance Safeguard Lead)

Online Template: <https://www.bluenaturealliance.org/grievance-mechanism> (Alliance Safeguard Lead)

Hotline: [Conservation International's Ethics Hotline](#) (only anonymous option, offered in multiple languages)

Mailing address: Director of Compliance
Conservation International 2011 Crystal Drive, Suite
600 Arlington, VA 22202, USA.

