

CEPF Caribbean Islands Project Grievance Mechanism

A grievance can be an issue, concern or problem that is related to the implementation of a CEPF-funded small or large grant. We have put this grievance redress mechanism (GRM) in place to formally receive and record complaints and solve problems. Anyone who has a concern about any aspect of a CEPF-funded project in the Caribbean Islands Biodiversity Hotspot, including the Regional Implementation Team (RIT), should make a report so we can collectively improve the way we work.

First Level of Redress

Step 1: Submit Complaint

Submit your complaint to the RIT by email, letter, telephone or in writing (see contact information below).

All information received will be treated as confidential. Reports can be anonymous.

Step 3: Record & Notice

We will formally document your complaint and notify both CANARI's Programmes Director and Executive Director, as well as the CEPF Grant Director.

Step 5: Resolution

We will propose a resolution based on the investigation.

If a resolution cannot be achieved, we will ask the CEPF's Grant Director or the RIT's organisational Grievance Committee for input.



Step 2: Receipt of Complaint

You will receive a response from the RIT Manager within 48 hours, by telephone or in writing.

If the matter cannot be resolved immediately, the RIT Manager will give you a timeline for addressing the issue.

Step 4: Assess & Investigate

We will investigate the issue and document the process, with the participation of an impartial party.

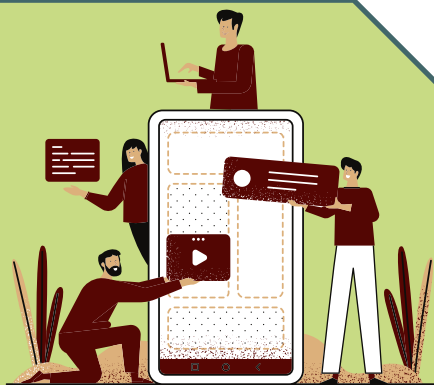
You, and other relevant stakeholders, may be invited to meet with the team leading the investigation.

Step 6: Agreement or Appeal

Once a resolution has been reached, the decision is communicated to you in writing, and documented in our records.

If you are not satisfied with the CANARI's response, the issue can be transferred to the second level of redress.

- *Call the RIT Manager at +1-868-638-6062, +1-868-674-1558*
- *Send a fax to the RIT Manager at +1-868-674-1788*
- *Write to us at #105 Twelfth Street, Barataria, Trinidad and Tobago*
- *Via email to **Executive.Director@canari.org***
- *In person to any member of the Regional Implementation Team*



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If at any stage of the process, you feel your grievance is not being properly addressed by the RIT Manager, you may request that the issue be transferred immediately to the second level of redress.

Second Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at the first level of redress, they can raise it directly with the CEPF Executive Director via the CI Ethics Hotline.

Telephone: +1-866-294-8673

Web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>

It is expected that the complaint will be resolved at this level within 35 working days of receipt of the original complaint. However, if both parties agree that meaningful progress towards resolution is being made, the matter may be retained at this level for a maximum of 60 working days.

