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Valuing Nature and Nature-based Solutions for Sustainable Blue and Green Pathways for the Tourism, Food and Urban Sectors in Saint Lucia

Stakeholder Response Mechanism

A grievance can be an issue, concern or problem that is related to the execution of the “Valuing Nature and Nature-based Solutions for Sustainable Blue and Green Pathways for the Tourism, Food and Urban Sectors in Saint Lucia” Project. The project aims to be stakeholder responsive and relevant, including a dedicated engagement with local communities and indigenous peoples. For any perceived concerns and negative impacts caused by the project to the stakeholders, the project team, government, the UNEP, and the GEF are willing to hear and address them in an impartial and transparent manner. Project information and related safeguard risks and risk management measures are available in <https://open.unep.org> and <https://canari.org>.

UNEP’s measure to handle complaint-related matters is called the Stakeholder Response Mechanism (SRM). UNEP SRM webpage (<https://www.unep.org/resources/report/uneps-environmental-social-and-economic-sustainability-stakeholder-response>) provides further details on the SRM eligibility and related process. Eligible cases should meet the following criteria:

- Complaints raised for currently proposed or implemented UNEP projects.
- Demonstration of the adverse impacts due to UNEP-implemented project activity
- Complaint is related to UNEP’s commitment on safeguards through the ESSF or the project safeguard documents.

Complaints can be ideally forwarded to the project team, CANARI for speedy and informed assessment of the context and the issues. However, complaints can be also registered to UNEP and the Conflict Resolution Commissioner of the GEF. Request for anonymity of the complainers is respected if requested.





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First Level of Redress: At the Project Level

Step 1: Submit your complaint to the National Project Coordinator by email (see contact information below). All information received will be treated as confidential. Reports can be anonymous.

Step 2: You will receive a response from the National Project Coordinator within 48 hours, by email or telephone. If the matter cannot be resolved immediately, the National Project Coordinator will give you a timeline for addressing the issue.

Step 3: We will formally document your complaint and notify the Deputy Executive Director.

Step 4: 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 5: We will propose a resolution based on the investigation.

Step 6: 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 National Project Coordinator's response, the issue can be transferred to the second level of redress.

Name: Caroline Eugene

Title: National Project Coordinator

Email address: caroline@canari.org

Physical address: Castries, Saint Lucia

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





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Second Level of Redress: At the Organisational Level

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 Executive Director of CANARI.

Name: Nicole Leotaud

Title: Executive Director

Telephone: +1-868-638-6062, +1-868-674-1558

Email address: executive.director@canari.org

Physical address: #105 Twelfth Street, Barataria, Trinidad and Tobago

- If at any stage of the process, you feel your grievance is not being properly addressed by CANARI's Executive Director, you may request that the issue be transferred immediately to the
- third level of redress.

Third Level of Redress: At the UNEP Level

If claimants are not satisfied with the way in which their grievance has been handled at the second level of redress, complaints can be sent to the UNEP-IOSSR directly by completing the UNEP Online Project Concern Form (<https://www.unep.org/about-un-environment/why-does-un-environment-matter/un-environment-project-concern>) which is available both online and PDF format. The Form is available in English, Arabic, Chinese, French, Russian or Spanish). Submission in local languages is welcome. The form can be emailed or mailed to IOSSR. They can also be reached by telephone.

**Independent Office for Stakeholder Safeguard-related Response (IOSSR) &
Director of Corporate Service Division**

UNEP

P.O. Box 30552, 00100

Nairobi, Kenya

Telephone: +254 709 023 421 / +254 207 626 711





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- If at any stage of the process, you feel your grievance is not being properly addressed at the UNEP level you may request that the issue be transferred immediately to the fourth and
- final level of redress.

Fourth Level of Redress: At the Donor Level

Concerned stakeholders may also submit a written complaint in any language to GEF's Conflict Resolution Commission (<https://www.thegef.org/projects-operations/conflict-resolution-commissioner>) and send it to:

Name: Mr. Peter Lallas

Title: GEF Conflict Resolution Commissioner

E-mail: plallas@thegef.org

Mailing Address:

Mr. Peter Lallas
Global Environment Facility
The World Bank Group, MSN N8-800
1818 H Street, NW
Washington, DC 20433-002

