



Supported by:



Federal Ministry  
for the Environment, Nature Conservation,  
Nuclear Safety and Consumer Protection

based on a decision of  
the German Bundestag



## Advancing the Ecosystem Approach to Fisheries for Resilient Caribbean Costal Communities and Livelihoods (EbA4\_013)

### Grievance Redress Mechanism

This grievance redress mechanism (GRM) has been established to formally receive and record complaints and solve problems. Anyone who has a concern, issue or problem about any aspect of the “Advancing the Ecosystem Approach to Fisheries for Resilient Caribbean Costal Communities and Livelihoods” project, 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 CANARI by email, letter, telephone or in writing (See contact information below).

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

 **Phone** the CANARI Project Manager: +1-868-638-6062 / +1-868-674-1558

 **Fax** the CANARI Project Manager: +1-868-674-1788

 **Write** to the CANARI Project Manager at: #105 Twelfth Street, Barataria, Trinidad and Tobago

 **Email** the CANARI Project Manager: [melanie@canari.org](mailto:melanie@canari.org)

 **In person:** Reach out to any member of the project team

##### **Step 2: Receipt of Complaint**

You will receive a response from the Project Manager within 5 working days, by telephone or in writing.

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

##### **Step 3: Record and Notice**

We will formally document your complaint and notify both CANARI’s Programmes Director and Executive Director.

##### **Step 4: Assess & Investigate**

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

##### **Step 5: We will propose a resolution based on the investigation**

If a resolution cannot be achieved, we will ask the CBF’s EbA Facility Director for input.

##### **Step 6: Agreement or Appeal**

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

If you are not satisfied with CANARI's response, the issue can be transferred 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 CBF EbA Facility Program Manager, who can be contacted as follows:

**Name:** Dr. Ulrike Krauss

**Title:** Climate Change/EbA Facility Program Manager, Caribbean Biodiversity Fund

**Email address:** [ukrauss@caribbeanbiodiversityfund.org](mailto:ukrauss@caribbeanbiodiversityfund.org)