PURPOSE

This document describes the Grievance Redress Mechanism (GRM) for the GEF International Waters Neun-Ca & Ma project, implemented by the Food and Agriculture Organization of the United Nations (FAO) and executed by International Union for Conservation of Nature (IUCN) between November 2023 and November 2028 with government partners:

- Department of Water Resources, Ministry of Agriculture and Environment, Lao PDR
- Department of Water Resources Management, Ministry of Agriculture and Environment, Viet Nam

The GRM provides a formal channel for submitting complaints, concerns, or suggestions related to the project.

Grievances fall into one of two categories:

Any grievance except fraud and sexual abuse, exploitation, or harassment

Any grievance related to fraud and sexual abuse, exploitation, or harassment

WHO CAN FILE A GRIEVANCE AND HOW

Any individual or group can file a grievance related to the project. In all cases, your grievance will be handled confidentially.

To facilitate our understanding of your grievance, please provide as much information as possible. For example: what happened, who was involved, and when it happened.

A grievance can also be filed through established community structures.

Important Note: *Anonymous complaints are accepted only via the platform, but not encouraged due to potential misuse and investigation difficulties. They are eligible only if sufficient factual information is provided.*

CONTACT DETAILS

IUCN contacts

IUCN Chief Technical Advisor:
Dr. Nguyen Duc Tuan
Email: tuan.nguyenduc@iucn.org
Tel: +84964697728
IUCN Senior ESMS Officer for Asia and Oceania:
complaints.asia@iucn.org
IUCN Headquarters:
Confidential mailbox: ethics@iucn.org
Confidential hotline: +41 22 999 03 50

FAO contacts

If the individual or group bringing the grievance has a reason not to report to IUCN, they can submit the grievance to the FAO

FAO Lao PDR and Viet Nam representation
Representative in Lao PDR: FAO-LA@fao.org
Tel: +856 21 413205 or +85621414503
Representative in Viet Nam: FAO-VN@fao.org
Tel: +84438500100
FAO Regional Office for Asia and the Pacific:
Assistant Director General:
RAP-ADG@fao.org, Tel: +66 2 6974000

FAO Office of the Inspector General:
Confidential hotline: fao.ethicspoint.com
Email: investigations-hotline@fao.org
or inspector-general-office@fao.org
Mail: Office of the Inspector General
Food and Agriculture Organization of the United Nations
Address: Viale delle Terme di Caracalla
00153 Rome, Italy.

Food and Agriculture Organization of the United Nations



GRIEVANCE REDRESS MECHANISM: PRINCIPLES AND PROCESS

Fostering Water and Environmental Security in the Ma and Neun-Ca Transboundary River Basins and Related Coastal Areas (Neun-Ca and Ma project)

GCP/RAS/379/GFF

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HOW TO SUBMIT A GRIEVANCE

1 ***For any grievance except those concerning fraud and sexual abuse, exploitation, or harassment***

LEVEL 1: PROJECT-LEVEL RESOLUTION

Individual or group

File grievance directly ↓ *via email or Tel as given in contact section of brochure*

The Chief Technical Advisor (CTA)

↓

The CTA will:
- Acknowledge and log grievance
- Assess eligibility
- Determine responsibility to resolve
- Report to National Project Management Unit and FAO Country Office

For every grievance sent to the CTA, written evidence must be sent within ten (10) working days; afterwards, the CTA will propose a resolution within thirty (30) working days.



If the individual or group bringing the grievance does not accept the proposed resolution, the grievance will be escalated to level 2

LEVEL 2: REGIONAL-LEVEL RESOLUTION

Individual or group

If the individual or group bringing the grievance does not accept the proposed resolution, they must inform the CTA within ten (10) working days

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The Chief Technical Advisor (CTA)

↓

The Senior ESMS officer

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The Senior Environmental and Social Management System (ESMS) Officer will:
- Acknowledge and log grievance
- Assess eligibility
- Determine responsibility to resolve
- Respect confidentiality and anonymity
- Propose a resolution within 30 working days

Note:
- **The grievance process considers confidentiality, which is preserved during a claim. Anonymity can be granted if requested by the individual or group lodging the grievance.**
- **Contact details are in contact section of brochure**

If the individual or group bringing the grievance does not accept the proposed resolution, the grievance will be escalated to level 3

LEVEL 3: GLOBAL-LEVEL RESOLUTION

Individual or group

If the individual or group bringing the grievance does not accept the proposed resolution, they must inform the Senior ESMS Officer within ten (10) working days

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The senior ESMS officer

File the grievance at ethics@iucn.org

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The IUCN ethics focal point (IUCN Headquarters)

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The IUCN Ethics Focal Point will:
- Acknowledge and log grievance
- Assess eligibility
- Determine responsibility to resolve
- Respect confidentiality and anonymity
- Propose a resolution within 30 working days

2 ***For any grievance concerning fraud or sexual abuse, exploitation, or harassment***

File grievance directly to:

- The IUCN Ethics Focal Point at ethics@iucn.org Tel:+41 22 999 03 50
- FAO's Inspector General at inspector-general-office@fao.org

IUCN and FAO will confirm receipt within 10 working days and propose a resolution within 30 working days.

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