



Feedback and Grievance Redress Mechanisms



A Joint session by:



**FCPF Regional Workshop on Capacity Building for
Social Inclusion in REDD+ Readiness**

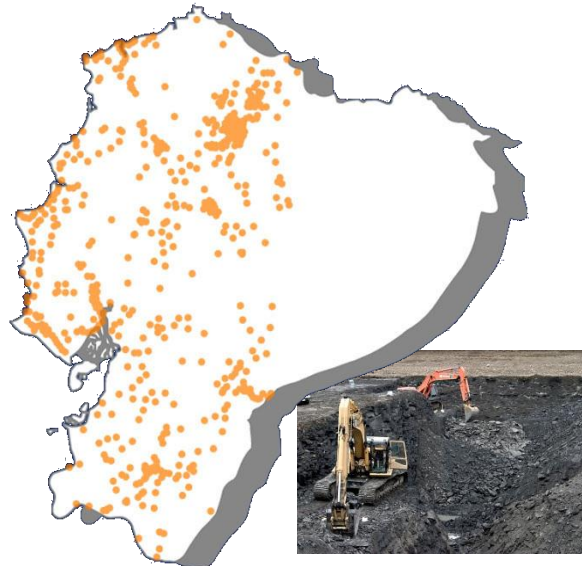
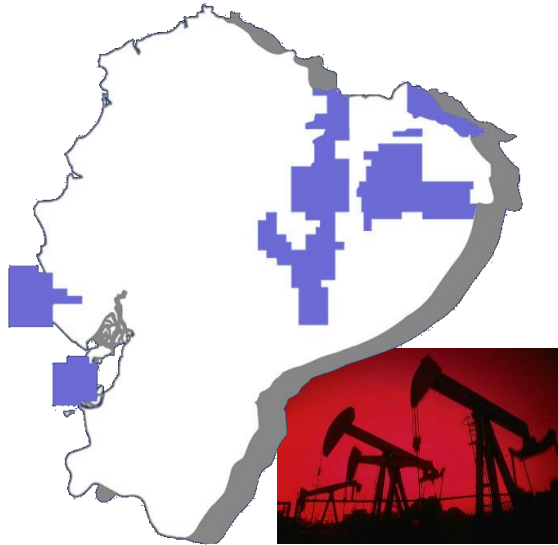
Bogotá, Colombia

December 5th, 2013



REDD+

REDD related disputes are deep-rooted



Map meant for training use only
– it does not accurately reflect
the current state of affairs

Deeper causes of disputes

Incompatible &
incoherent policy making

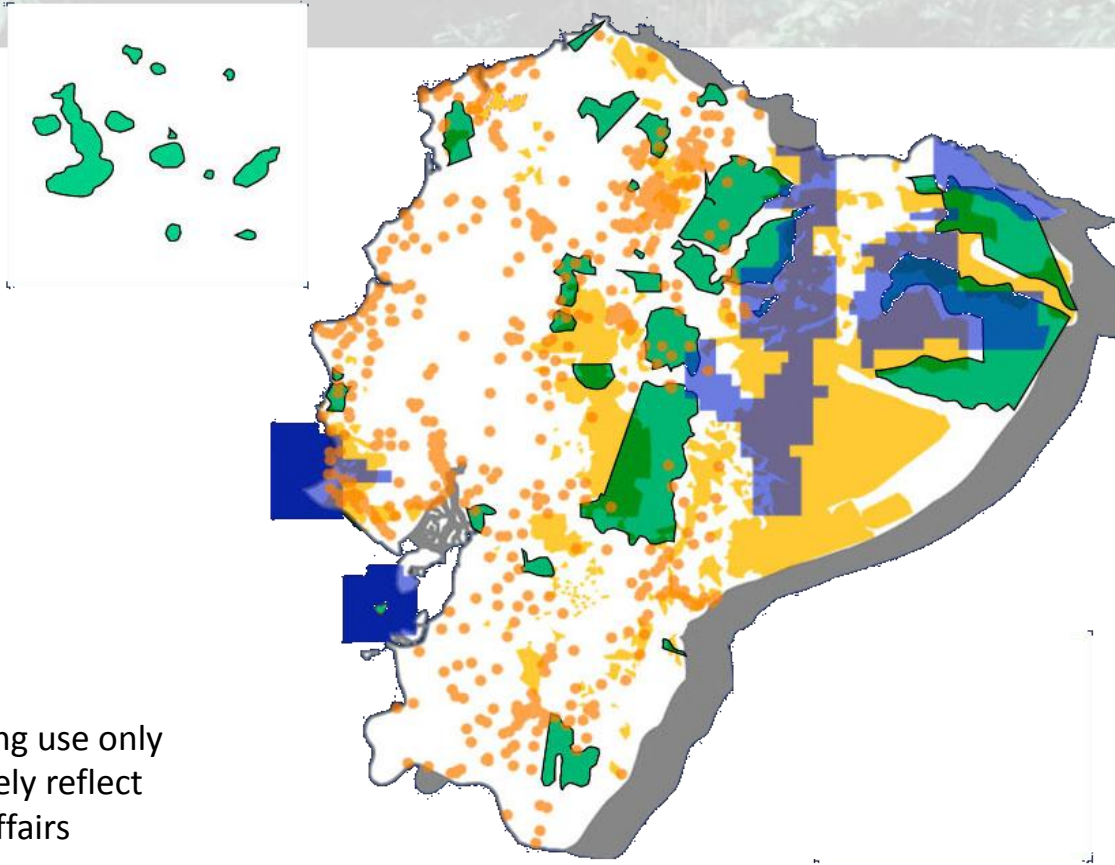
Poor land use planning

Insecure land tenure & resource rights

Absence of State
Institutions

Structural inequality and
Limited Participation

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When REDD is implemented, disputes are likely to arise locally in the form of grievances

They are trying to take my land, my forest and my carbon!

Where is the money I was promised I'd get?

Individual grievances

Deeper causes of disputes

Incompatible & incoherent policy making

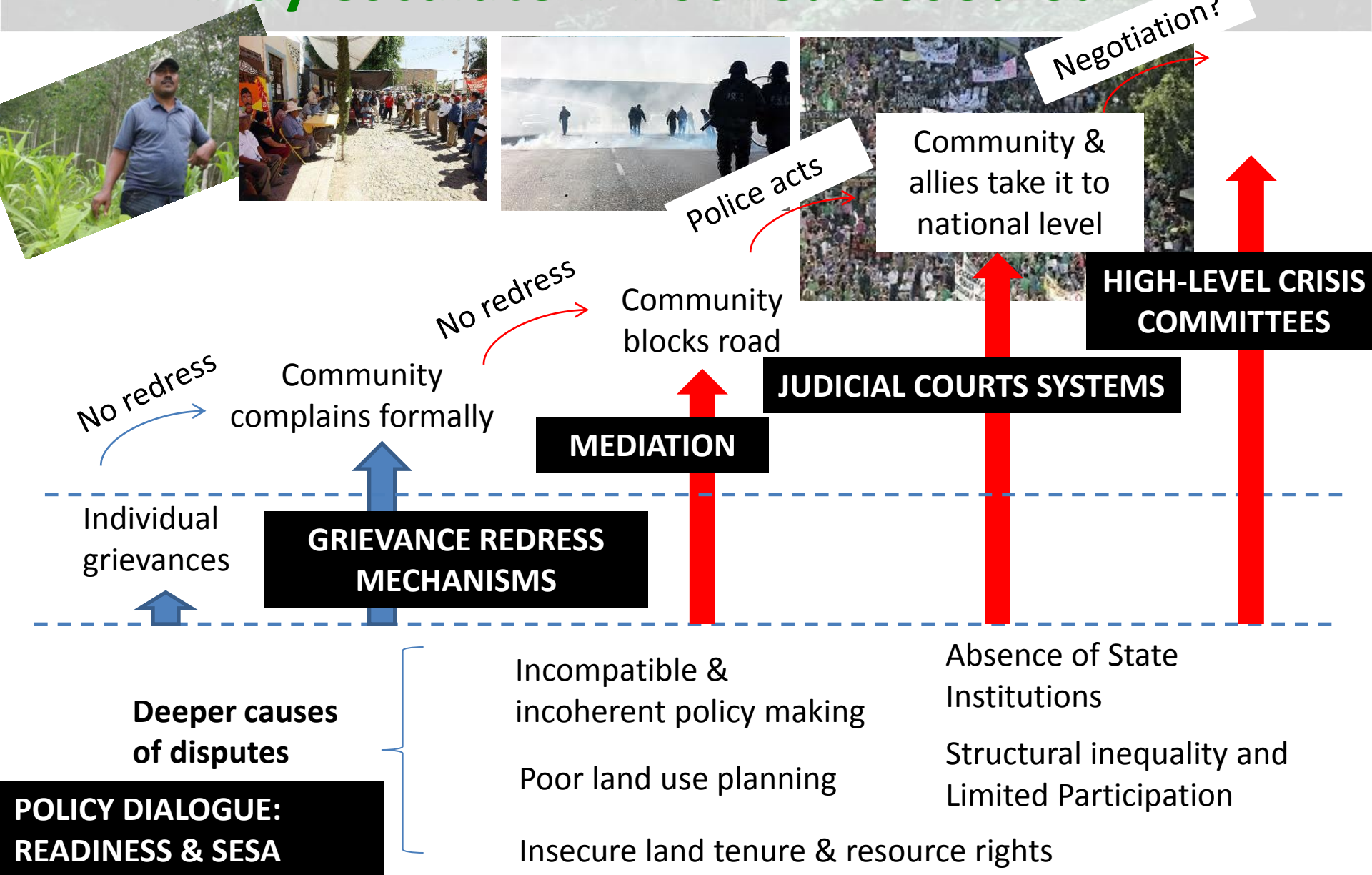
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Structural inequality and Limited Participation

As in any dispute, REDD-related grievances may escalate if not redressed early



Our Approach: Keep it simple...



- What questions, grievances, and disputes are likely to come up in your country?
- What systems already exist in your country to address those grievances?
- What can we do together to make your existing grievance redress systems work better?

**THERE IS NO GOLDEN-STANDARD
WE ARE ALL LEARNING BY DOING**

Our Approach: 6 Process Essentials

- Easily accessible and well-publicized focal point/s or user facing 'help desk'
- A registry of complaints received, resolution and time to respond.
- Eligibility Review.
- Categorization and Assignment.
- Appeals.
- Monitoring, tracking, and reporting on outcomes.

Common Steps of the Process

1. Receive Feedback or Grievance. Channels:

E-mail

Meeting

Phone call (free
of charge)

SMS

Other

2. Acknowledge, Assess and Assign:

Confirm receipt, assess eligibility and assign organizational responsibility for proposing a response

3. Propose Response:

Act according to
claimants request

Stakeholder
Engagement

Refer to different mechanism

Declare ineligible

SI

4. ¿Agreement on
Response?

NO

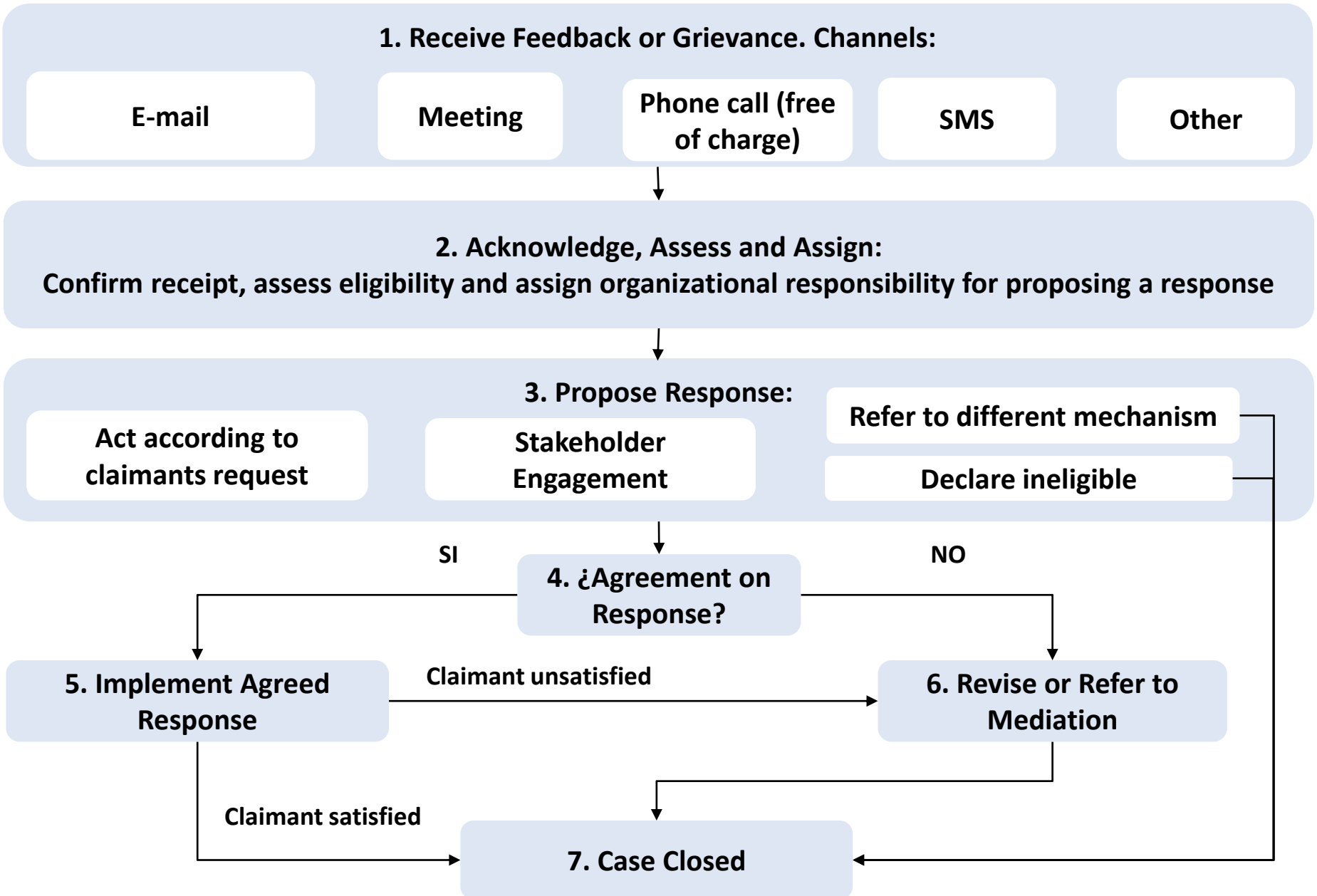
5. Implement Agreed
Response

Claimant unsatisfied

6. Revise or Refer to
Mediation

Claimant satisfied

7. Case Closed



Our Approach: 7 Principles

- **Accessibility:** does it provide sufficient assistance to those who face barriers such as language, literacy, awareness, cost, or fear of reprisal?
- **Predictability:** does it offer a clear procedure with time frames for each stage and clarity on the types of results it can (and cannot) deliver?
- **Fairness:** are its procedures widely perceived as fair, especially in terms of access to information and opportunities for meaningful participation in the final decision?
- **Legitimacy:** is its governance structure widely trusted by those who are expected to use the mechanism?
- **Rights compatibility:** are its outcomes consistent with applicable national and international standards? Does it restrict access to other redress mechanisms?
- **Transparency:** are its procedures and outcomes transparent enough to meet the public interest concerns at stake?
- **Capability:** does it have the necessary technical, human and financial resources to deal with the issues at stake?

But we are already getting many complaints during the Readiness stage...

My community has not been properly

Elites will capture all the benefits!

How should these concerns be meaningfully addressed at the policy level?

and security on

SET UP A FEEDBACK CHANNEL FOR THE CONSULTATION AND PARTICIPATION PROCESS THAT HELPS TO SYSTEMATICALLY REGISTER AND ADDRESS THESE CONCERNS

Deeper causes of disputes

incoherent policy making

institutions

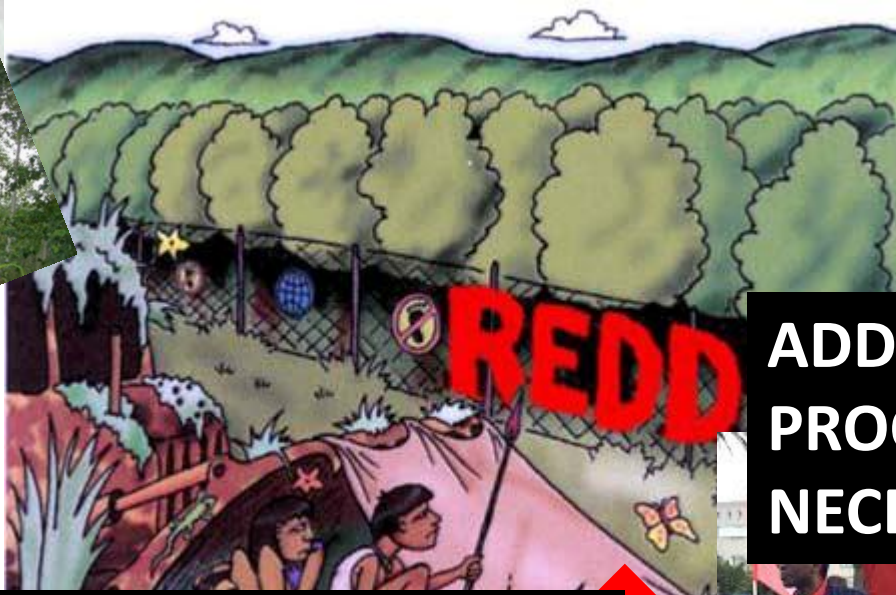
Poor land use planning

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**POLICY DIALOGUE:
READINESS & SESA**

... and disputes are already escalating.



ADDITIONAL SKILLS & PROCESSES MAY BE NECESSARY

FEEDBACK CHANNELS MEET POLICY REQUIREMENTS BUT MAY NOT BE SUFFICIENT TO ADDRESS ESCALATING DISPUTES



DISPUTE ANALYSIS SKILLS

FACILITATION OF DIALOGUE

CONFLICT RESOLUTION SKILLS

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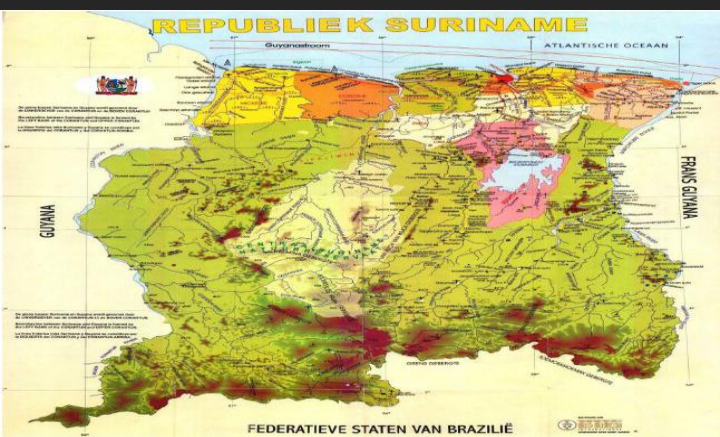
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POLICY DIALOGUE: READINESS & SESA

Case Example: Suriname



Suriname is a (HFLD) country. Approximately 95% , less than 0.02% RD.

The population (of roughly 500,000), settlements and economic activity are concentrated in the north of the country on the Atlantic coast.

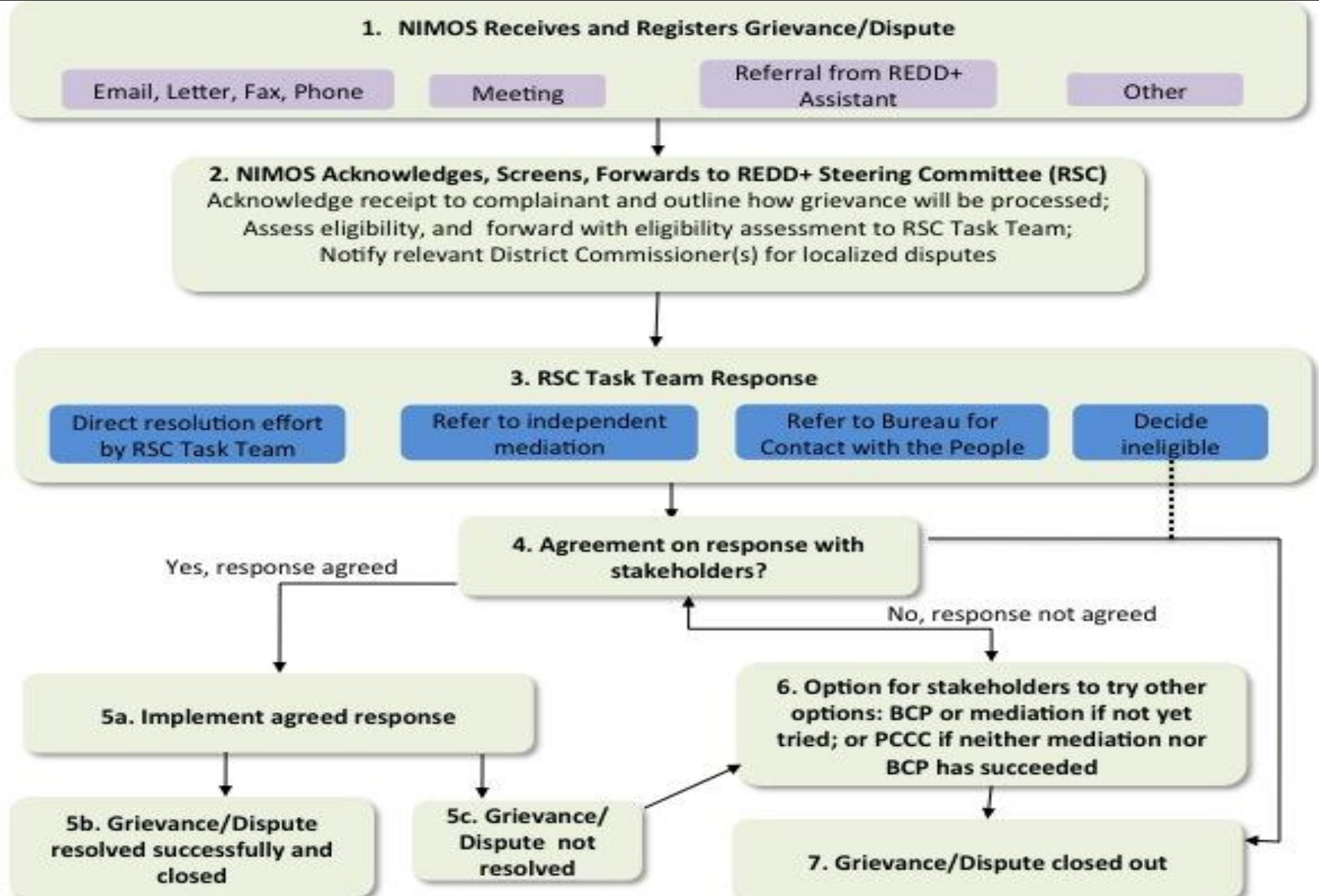
- **Review the risks** of grievances and disputes that may affect the REDD+ Readiness and/or implementation
- **Assess existing and proposed REDD+ (FGRMs)** in light of those risks;
- **Make recommendations** on options for refining and/ strengthening existing and proposed FGRMs

Initial Findings




- **Dispute Risks** : Unresolved land rights issues; Mining; Planned roads; Large scale agriculture
- **Review of existing processes to address complaints:** some infrastructure to build on but needs to be strengthened to ensure principles are met
- **Bodies outlined in the R-PP** to address FGRM, including the REDD+ Steering Committee, the Parliamentary Commission on Climate Change and others

Recommendations and Options



Resources

<http://www.forestcarbonpartnership.org/draft-toolbox-addressing-grievances-and-disputes-during-redd-readiness-preparation-1>



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Draft toolbox for addressing grievances and disputes during REDD+ readiness preparation

Background: Last year, the FCPF allocated an additional \$200,000 to each REDD Country Participant (as part of Readiness Preparation Grants) to strengthen national feedback and grievance redress mechanisms that form part of a country's REDD+ institutional arrangements as per the FCPF's [Common Approach](#).

New guidance material available: A draft toolbox with guidance material is now available to support countries in identifying and managing risks and conflict that may arise during the REDD+ readiness phase or during later implementation of REDD+ programs.

The tool kit includes:

- ▶ A set of [Questions to Consider](#) to help countries evaluate existing national and local institutions or procedures that address grievances. The set of questions also help to identify priority actions to improve existing mechanisms.
- ▶ A short 6-page [Grievance Redress Mechanism \(GRM\) Manual](#) that can serve as a starting point to put in place basic procedures and systems to answer questions and manage grievances.
- ▶ A draft [Guidance Note](#) that proposes an approach to strengthening grievance capacity in the Readiness phase.