

Draft Text for FCPF and UN-REDD R-PP Template: Feedback and Grievance Redress Mechanism

Text under consideration by FCPF and UN-REDD for a proposed R-PP template version 6, expected in July, 2011 6/13/2011

Background: Below is draft text under consideration by the Forest Carbon Partnership Facility's (FCPF) and the UN-REDD Programme, to add a Feedback and Grievance Redress Mechanism with local and national capacity to their joint Readiness Preparation Proposal (R-PP) template. This template is filled in by FCPF REDD Country Participant countries proposing to receive grants of up to \$3.6 million from FCPF, and by countries receiving roughly \$4 million from the UN-REDD Programme, to build capacity to reduce deforestation (REDD+). The FCPF's Facility Management Team (FMT), housed at the World Bank, is now revising the draft template (version 5, December 22, 2010) to address comments from UN-REDD and civil society. Once the FCPF Participants Committee reaches a decision on the Common Approach Task Force results, the FMT will produce a new version 6 of the R-PP template. The FMT and UN-REDD Programme staff are considering adding text like this to the template's component 1a. National Readiness Management Arrangements. It would ask REDD+ countries to:

"7. Propose a feedback and grievance redress mechanism

Transparent information sharing and consultations with stakeholders are the foundation of REDD-plus activities in countries and the implementation of the R-PP. Failure to adequately share information and to consult broadly with stakeholders may lead to numerous questions, inquiries, and potentially grievances about the REDD-plus strategy or process. A feedback and grievance redress mechanism is part of the country's REDD-plus management framework.

A grievance redress mechanism is a process for receiving, evaluating, and addressing project-related queries and grievances from affected communities or stakeholders at the level of the community or project, region, or country. Project-level grievance mechanisms offer a means of dispute resolution that may be particularly effective in accepting, addressing, resolving and evaluating disputes in order to avoid escalation. Grievance mechanisms are not substitutes for legal or administrative systems or other public or civic mechanisms, and do not remove the right of complainants to take their grievances to a formal dispute-resolution mechanism.

There are four objectives for assuring the availability of a feedback and grievance mechanism: 1) To utilize existing local dispute resolution processes where they exist, revised as needed, and/or existing government processes, to provide a channel for communities and other related parties to make inquiries and solve problems in a timely and complete manner. This function provides a central location for feedback by stakeholders asking for information or clarifications, or reporting problems encountered in implementation of REDD+ programs. It serves to put them in contact with the appropriate officials. 2) To use these processes to accept and address grievances related to REDD-plus activities, policies or programs, and to seek local resolution of grievances whenever possible. 3) To offer recourse to a national grievance mechanism committed to transparently addressing significant grievances (if considered appropriate in the country context), if local feedback and grievance processes have been used and exhausted, but have not provided adequate resolution of a grievance. 4) To help countries to integrate REDD-plus work under R-PP components, including component 1 (Organize and Consult), 2b (the REDD+ strategy), and 6 (Monitoring and Evaluation). Review of the performance of REDD-plus institutional arrangements, participation by stakeholders, and implementation of the REDD-plus strategy occurs under component 6, which this feedback and grievance redress mechanism should help support.

A number of resources are available on this topic, including the IFC and World Bank notes included in Annex A.

In this component, the country is asked to include its proposals for how it will support enhancement of existing grievance redress mechanisms, in order to address its REDD-plus strategy in component 2b and its consultation and participation process laid out in component 1c.

For countries operating under the UN-REDD Programme, this proposed mechanism should adhere to the principles and standards outlined in the UN-REDD Programme Guidelines on FPIC and Recourse, which will be annexed to the FCPF and UN-REDD Programme Guidelines on Stakeholder Engagement in REDD+ Readiness, in July/August 2011.

This section of the R-PP should include proposals to:

a) **Conduct rapid assessment of existing formal & informal feedback and grievance redress mechanisms:** Propose to conduct an assessment of what options already exist for putting in place an accessible, transparent, fair, affordable and effective grievance redress mechanism for issues arising under a REDD-plus regime. Include assessment of how existing feedback and grievance redress mechanisms at the local or national level could be modified to ensure that the eventual mechanism is accessible, transparent, fair, affordable, and effective in responding to challenges in REDD-plus implementation. This assessment also should consider the appropriate level to build on to provide redress. For example, perhaps building on local level existing systems in proposed REDD-plus pilot project areas, or at the regional level where clusters of activities would occur, or building on an existing national grievance mechanism.

b) **Develop a framework for your proposed feedback and grievance redress mechanism:** Propose a study or other activities to define the structure, functioning and governance of such a mechanism, taking into account customary grievance approaches where feasible. The proposal should indicate steps that will incorporate the best practice features of grievance mechanism creation, which include public dialogue and consultation with stakeholders. This consultation process will ensure that the goals of the mechanism are clear and that the design can respond to the objectives purpose and goals of the mechanism.

As background for consideration, the grievance redress process usually includes six steps – grievance uptake; grievance sorting and processing; acknowledgement and follow-up; grievance verification, investigation and action; grievance monitoring and evaluation; and feedback/communication.¹

Effective grievance redress mechanisms are typified by a number of characteristics, such as multiple grievance uptake locations and multiple channels for receiving grievances; fixed service standards for grievance resolution; prompt, clear, and transparent processing guidelines (including reviewing procedures and monitoring systems); and an effective and timely grievance response system to inform complainants of the action taken.

c) **Describe how information sharing and consultation on the proposed mechanism will occur:** Include how public dissemination of results of any studies or discussions of proposed grievance arrangements would be conducted. A number of approaches should be considered in the initial consultation with stakeholders regarding who will be responsible for addressing feedback received and resolving grievances brought to the mechanism. The methods of resolving disputes should be addressed as well, and may include: information sharing, fact-finding, and dialogue and negotiation.”

¹ These steps are described in detail in two useful reference papers: *Feedback Matters: Designing Effective Grievance Redress Mechanisms for Bank-Financed Projects Part 1: The Theory of Grievance Redress*, and *Part 2: The Practice of Grievance Redress*, which are listed in Annex A.