GRIEVANCE REDRESS MECHANISM
FOR
WORLD BANK DEVELOPMENT PROJECTS
VOLCANIC ERUPTION EMERGENCY PROJECT

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ACRONYMS

BRAGSA - Roads, Buildings, and General Services Authority

CWSA – Central Water and Sewerage Authority

ESS - Environmental and Social Standard

GoSVG - Government of St. Vincent and the Grenadines

GRC - Grievance Redress Committee

GRM - Grievance Redress Mechanism

LITE - Labor Intensive Temporary Employment

MOA – Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry and Labour

MONM - Ministry of National Mobilization, Social Development, Family, Gender Affairs, Youth, Housing and Informal Human Settlement

NEMO - National Emergency Management Organization

PAI – Project Area of Influence

PAP – Project Affected Persons

PIU – Project Implementation Unit

PSC – Project Steering Committee

PSIPMU - Public Sector Investment Programme Monitoring Unit

SET - Safeguards Team

SVG – Saint Vincent and the Grenadines

VEEP – Volcanic Eruption Emergency Project
1. INTRODUCTION

The Government of Saint Vincent and the Grenadines (SVG), with funding from the World Bank, is implementing the Volcanic Eruption Emergency Project (VEEP). The main objective of this project is to support Saint Vincent and the Grenadines to:

(i) Provide short-term income support.
(ii) Improve the capacity of the government to prepare for and respond to emergencies.
(iii) Build back better critical services in the wake of the La Soufrière Volcano eruption.

The World Bank's Environmental and Social Standards (ESS) requires that persons affected by the Project (PAP) to be meaningfully consulted and to have opportunities to participate in planning and implementing the program. ESS 2 [Labour and Working Conditions], ESS5 [Land Acquisition, Restrictions on Land Use and Involuntary Resettlement]; and ESS 10 [Stakeholder Engagement and Information disclosure] recommends that a Grievance Redress Mechanism (GRM) be created to address all concerns of the PAP. The present GRM responds to ESS5 and ESS10. There is a separate GRM for project workers (ESS2) the GRM is an effective tool for early identification, assessment and resolution of complaints. The Government of St. Vincent and the Grenadines recognizes a GRM as an integral tool in the development process. In the country's National Economic and Social Development Plan (2013-2025), Goal three (3) promotes good governance and increases the effectiveness of public administration: outcome, 3.3 solicits avenues to educate the public about their legal rights and avenues for redress.
The GRM provides the residents of Saint Vincent the Grenadines an opportunity to voice complaints or concerns and clarify and resolve misconceptions about the project activities. It provides a simple, transparent and timely manner to express their opinion or grievance related to project activities execution.

Objectives of the GRM

The ideal redress mechanism for grievances would be the avoidance of situations that can give rise to them in the first place. However, given the nature of implementing projects in a dynamic environment, the GRM aims at the next best option. The GRM aims to quickly address all relevant grievances to minimize or eliminate negative impacts of the Project on affected persons. In satisfying its aim, the GRM will ensure that grievances are identified early and that the redress mechanisms are appropriate and expeditious, ultimately preventing escalation or un-manageable circumstances. The GRM can also help to minimize or eliminate conflicts with the potential to compromise the project development objective.

The GRM will enable the Project Authorities to address grievances against the Project. It must be noted that this GRM covers grievances that relate to the impacts that the Project will have on its stakeholders, as listed in the Stakeholder Engagement Plan.

Summarily, the objectives of the Grievance Redress Mechanism are as follows:

1. Ensuring that the Government of Saint Vincent and Grenadines' regulations and the World Bank's Environmental and Social Standards are adhered to in all project activities;
2. Addressing any negative environmental and social impacts of the project activities affecting people;

3. Resolving all grievances emanating from the project activities in a timely manner;

4. Establishing relationships of trust between project staff and Grievance Officer;

5. Creating transparency between grievance parties.
2. PROJECT DESCRIPTION

The Volcanic Eruption Emergency Project consists of three components as follows:

Component 1: Early Recovery Income Support

This component will provide temporary grants to help smooth consumption of selected poor and vulnerable populations affected by the volcanic eruptions of La Soufriere and other climate-related events. Investments under this component will focus on:

(a) Temporary grants and support services (b) LITE Program.

Component 2: Restoration and "Building Back Better" of critical services and strengthening emergency preparedness and response capacity.

This component will support rapid restoration and "Building Back Better" of critical infrastructure damaged by the volcanic eruptions and subsequent debris flows and lahars while also ensuring that investments incorporate transformative measures that increase climate resilience. Investments under this component will focus on three main areas:

(a) Support for reconstruction planning that incorporates climate change considerations,
(b) Restoration and reconstruction of critical infrastructure services, and
(c) Strengthening of EP&R systems and capacity.

Component 3: Project Management

This component will support the administrative management of the Project by the PSIPMU and implementing partners through, but not limited to, (a) a project coordinator; (b) financial management (FM) and procurement specialists to carry out the fiduciary aspects of the Project, including audits; (c) monitoring and evaluation (M&E) specialists; (d) technical experts needed for Project preparation and implementation (including E&S management and social protection specialists); and (e) technical focal points in the MoA, CWSA, MoNM and MoTW/BRAGSA. The PSIPMU will coordinate the provision of training and workshops\(^1\) and manage the financing of necessary goods, equipment, and operating costs, including costs associated with convening and reporting to the Project Steering Committee (PSC).

___________________________

\(^1\) Workshops will include technical discussions and capacity-building activities around the utilization of climate and disaster risk information and the prioritization of reconstruction and rehabilitation activities to strengthen climate and disaster resilience.
3. DEFINITION OF GRIEVANCE REDRESS MECHANISM

A Grievance Redress Mechanism (GRM) refers to methods and processes by which a redressal to a grievance is sought and provided. The GRM can be designed specifically and separately for a project or built on existing institutions and processes, whether they are formal or informal. GRMs are designed to benefit both the project and the project-affected persons (PAPs).

A grievance refers to an issue, concern, problem or claim, whether actual or perceived, that affects individuals and communities' physical, social, and economic conditions in the project area of influence. They can occur at different stages of the project cycle. The project activity often determines the nature of the grievance.

Grievances can occur at various stages in the project cycle:

- **Inception** – these are complaints about the perceived macro impact (social, economic, environmental) of the Project

- **Implementation** – these are complaints about the micro context of the Project emerging from its specific activities, for example, complaints related to construction noise or dust, displacement or land acquisition, compensation etc.

- **Close** – these are complaints about the non-fulfilment of project activities.
### TYPES OF GRIEVANCES

Aggrieved persons can file different types of complaints depending on the specific issue or concern. Grievances can be related to several issues, including labour, provision of service, environmental impact, social impact, health and safety, or project execution. The figure that follows provides an outline of some of the grievances for this Project. These may include but are not limited to the following categories:

<table>
<thead>
<tr>
<th>Labour</th>
<th>Service</th>
<th>Environmental</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Wages/payment period</td>
<td>• distribution of payment (non-payment/reduced payments/delays)</td>
<td>• Noise</td>
</tr>
<tr>
<td>• Rest period /hours of work</td>
<td>• beneficiary exclusion error/eligibility</td>
<td>• Disposal of material</td>
</tr>
<tr>
<td>• Vacation leave/sick/maternity/family leave/special leave/termination</td>
<td>• water access</td>
<td>• Dust or chemical pollution, waste management issues (ash cleaning)</td>
</tr>
<tr>
<td>• Staff performance (harassment, discrimination, bullying, exploitation, injury, training)</td>
<td>• corruption</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• household selection</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social</th>
<th>Health and Safety</th>
<th>Project Execution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• General information/lack of information</td>
<td>• Covid 19 procedures</td>
<td>• Stakeholder engagement</td>
</tr>
<tr>
<td>• Access (temporary/lack)</td>
<td>• PPE requirements</td>
<td>• Project description/bids/failure to implement scope</td>
</tr>
<tr>
<td>• Privacy</td>
<td>• Violence (Physical or sexual) from workers</td>
<td>• Procurement</td>
</tr>
<tr>
<td>• Violence (Physical or sexual) from workers</td>
<td>• from workers</td>
<td>• Staff performance</td>
</tr>
<tr>
<td>• Participation</td>
<td>• Resettlement/land acquisition</td>
<td></td>
</tr>
<tr>
<td>• Resettlement/land acquisition</td>
<td>• Cash transfers/temporary grants/cash for work</td>
<td></td>
</tr>
</tbody>
</table>

All grievances will be classified to ascertain the level of impact to determine intervention. The complaints will be ranked on a 4 level grading; level one (low), level 2 (moderate), level 3 (substantial) and level 4 (high) see [Processing of Grievance](#).

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2 Workers’ Grievance Mechanism is part of the Labour Management Procedure (LMP). Some of the worker-related grievances could be considered as complaints to be addressed under the procurement’s grievance mechanism, and if it is related to contractual issues: e.g Vacation leave/sick/maternity/family leave/special leave/termination.
PROCEDURES FOR REDRESSING GRIEVANCE

Grievances can be lodged anonymously, orally or in written form by the Project Affected Persons (PAPs). In establishing the GRM, the public, especially persons living in the project area, must be informed about the project activities, where they can lodge their concerns, who will be responsible for the appropriate redress and the timeframe of the responses.

The following are the main actors for the GRM:

a. **The Director of Economic Planning (DP)** The DP is head of PSIPMU and the Grievance Redress Committee.

b. **Public Sector Investment Programme Management Unit (PSIPMU):** The PSIPMU is the governing agency tasked with the project execution, including the fiduciary and safeguard aspects of the Project.

c. **Project Coordinator (PC):** The PC is responsible for managing the Project's implementation. The PC will receive all complaints and provide the aggrieved with a registration number and the Safeguard Team's timeframe within which they would be contacted.

d. **Safeguards Team:** This team comprises social, environmental officers (SET Team) to provide communication and consultation to all beneficiaries.
   I: Social Safeguards - the social safeguard officer is responsible for monitoring, processing and evaluating all grievances.
II. Environmental Safeguards - the environmental safeguard officer is responsible for addressing concerns related to the Project's environmental impacts.

e. **Project Steering Committee (PSC):** The PSC comprises various stakeholders that provide guidance and direction of the project activities, as designated in the Project's operations manual. More specifically, the members of the PSC are:

- Director of Economic Planning (Chair)
- Deputy Director of Planning
- Permanent Secretary, Ministry of Agriculture etc.
- Permanent Secretary, National Security
- Permanent Secretary, Ministry of National Mobilization etc.
- Permanent Secretary, Ministry of Transport etc.
- CEO, BRAGSA
- General Manager, CWSA
- Director, NEMO
- Senior Project Officer, Economic Planning Division
- Project Coordinator (Secretary)

*Note:* The Chair may invite other technical personnel to advise the Committee from time to time.

f. Grievance Redress Committee: To facilitate all appeals, the committee comprises of the following members:

- Director of Economic Planning (Chairman)
- Deputy Director of Economic Planning;
- Senior Project Officer
- Project Coordinator;
- Government Legal Officer,
- SET Team
The structure of the GRM is as follows:

**Figure 1: Diagram of Processing Grievance**

1. **Receive Grievance**

   The PC should receive all grievances. Through the consultation process in each participating country, stakeholders will be informed of various avenues through which the mechanism can be accessed.

   **Mode of receiving grievances**

   Complaints can be made in person, anonymously, writing, verbally over the phone, by fax, emails or any other media.

   **Sample Notification to the public on mediums through which grievances can be submitted**

   Email:  [cenplan@svgcpd.com](mailto:cenplan@svgcpd.com)
   Telephone:  784-457-1746

   By letter:  The Project Grievance Officer -
   Volcanic Eruption Emergency Project
   Ministry of Finance, Economic Planning and Information Technology
   Bay Street
   Kingstown
The information contained in the sample notification will be placed at strategic points of each project site where employees or beneficiaries of the VEEP are operating.

2. **Acknowledge Grievance**

All grievances will be acknowledged by telephone or in writing by the PC using the Grievance Acknowledgment Form (Annex 1) within 48 hours of receipt. The complainant will be informed of the approximate timeline for addressing the complaint if it cannot be immediately addressed. The PC will work with the safeguards team to ensure the speedy resolution of the grievance. If the complaint cannot be resolved at this level, it is taken to the next level.

3. **Register/Log**

After receiving and recording the grievance on the GIF, it will be registered in the Grievance Redressal Registration. [Separate registration for labour and other general project grievances].

All grievances received by the Project, including those received or addressed by the implementing line ministries (e.g. MoNM), shall be logged and filed. (See Grievance Log in Annex 3).

While it is expected that the MoNM will address the grievances using its own mechanism, the information on these will be shared with the PIU and the PIU would monitor that the grievance is resolved.
### Table 1: Contact Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
<th>Physical Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roxanne John</td>
<td>Interim Project Coordinator</td>
<td>4571746</td>
<td><a href="mailto:rjohn@svgcpd.com">rjohn@svgcpd.com</a>/cenplan@svgcpd.com</td>
<td>Financial Complex Bay Street Kingstown</td>
</tr>
<tr>
<td>Nyasha Hamilton</td>
<td>Environmental Safeguard Focal Point</td>
<td>4571746</td>
<td><a href="mailto:nhamilton@svgcpd.com">nhamilton@svgcpd.com</a>/cenplan@svgcpd.com</td>
<td>Financial Complex Bay Street Kingstown</td>
</tr>
<tr>
<td>De-Anna Ralph</td>
<td>Social Safeguard Focal Point</td>
<td>4571746</td>
<td><a href="mailto:dralph@svgcpd.com">dralph@svgcpd.com</a>/cenplan@svgcpd.com</td>
<td>Financial Complex Bay Street Kingstown</td>
</tr>
<tr>
<td>Anastasia Josel John</td>
<td>Social Safeguard Consultant</td>
<td>4571746</td>
<td><a href="mailto:joseljohn63@gmail.com">joseljohn63@gmail.com</a>/cenplan@svgcpd.com</td>
<td>Financial Complex Bay Street Kingstown</td>
</tr>
</tbody>
</table>

4. **Screen**

The Project Coordinator reviews the complaint, classify it, and assigns a grievance officer. The complaint will be forwarded to the Safeguard Team responsible for investigating the claim and liaising with both the aggrieved party and project technical team to reach a mutually acceptable resolution. The complainant will be given a specific timeline for resolving the claim. Meetings with the grievant/complainant will be held, if necessary, in an attempt to resolve the matter. All meetings must be recorded.

5. **Investigate**

The grievance officer will investigate the complaint. This investigation will include but is not limited to meetings with the complainant, site visits, meetings and/or interviews with project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decisions will be recorded on the Meeting Record Form included as Annex 4. Community representatives or representatives of the complainant will be allowed to sit in on these meetings.
Under the VEEP, some components are being operated by quasi-government organizations such as CWSA and BRAGSA. PSIPMU will monitor all grievances received under the Project.

6. **Classification of Grievance (see levels of Grievance)**

- **Level 1** When an answer can be provided immediately and/or the safeguards team is already working on a resolution.
- **Level 2** One-off event, a member of the SET Team & Project Coordinator, can provide a resolution.
- **Level 3** If the complaint is repeated or if it's a high-profile grievance that, if not resolved promptly, may represent significant risks to the environment or community, the Grievance Redress Committee will address it. Additionally, the Grievance Redress Committee would address any complaint that indicates a breach of law or applicable policy/regulation.
- **Level 4** The Court of Law - Violations of rights, Gender-Based Violence (GBV), all grievances that the Grievance Redress Committee cannot resolve.

*Figure 2: Diagram of Levels of Grievance*
LEVELS OF GRIEVANCES

The table that follows shows the levels of grievance categorization

Table 2: Level of Grievance

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Responsible Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong></td>
<td>When an answer can be provided immediately and/or the safeguards team is already working on a resolution</td>
<td>SET Team &amp; Project Coordinator</td>
</tr>
<tr>
<td><strong>Level 2</strong></td>
<td>One-off event</td>
<td>SET Team &amp; Project Coordinator</td>
</tr>
<tr>
<td><strong>Level 3</strong></td>
<td>The complaint is repeated. Any complaint that indicates a breach of law or applicable policy/regulation High-profile grievances that, if not resolved promptly, may represent significant risks to the environment or community.</td>
<td>Grievance Redress Committee</td>
</tr>
<tr>
<td><strong>Level 4</strong></td>
<td>Grievances that the Grievance Redress Committee cannot resolve Unfavourable land acquisition Rape</td>
<td>The Hon. Attorney General and to the executing agencies. The Court of Law</td>
</tr>
</tbody>
</table>
7. Resolution

The resolution at the first tier should generally be completed within fifteen (15) working days of receiving the grievance and notified to the concerned party through the Disclosure Form.

If the grievance is not being resolved within this period, it can be referred to the Grievance Redressal System's next level. However, once it is determined that progress is being made towards a resolution, the grievance will be retained at this first level. The complainant will be informed of this decision, and an estimated time for the resolution of the matter will be given either verbally or in writing. If the issue cannot be resolved within twenty-five (25) working days, it will be transferred to the next level. Once a resolution has been agreed and accepted, the complainant's acceptance will be obtained on the Disclosure Form. If the proposed resolution is not accepted, the grievance will be escalated to level 2.

The complainant will be informed in writing of the measures taken to address the grievance by the Project Manager or the Social Specialist if the complaint is against the Project Manager.

**ACTIONS TO BE TAKEN WHEN PROCESSING A GRIEVANCE**

(i) If the complainant does not receive a response or is not satisfied with the outcome within the agreed time, they can lodge their grievance directly to the Grievance Redress Committee (GRC).

(ii) All grievances concerning non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be made in writing and addressed to the GRC. Copies of the complaint shall be sent to the Project Coordinator. The GRC should issue a response within thirty (30) business days following communication from the aggrieved.
(iii) Grievances that the Grievance Redress Committee cannot resolve shall be submitted to the Hon. Attorney General and to the executing agencies. Should grievances remain unresolved at this level, they can be referred to the Court of Law.

(iv) The Social Safeguard Specialist should monitor and follow up on these grievances to enable timely attention.

(v) If unresolved, either party may seek redress in the country’s Courts. Parties involved will be advised that they can directly contact the Ministry of Finance and Economic Planning.

**WORLD BANK GRIEVANCE REDRESSAL SERVICE (GRS)**

The Grievance Redress Service (GRS) is an avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or their environment. The World Bank GRS can be found at the following URL link: [https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service](https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service)

Complaints must be completed in writing and addressed to the GRS. They can be submitted using the following methods:

2. By email to grievances@worldbank.org

3. By letter or by hand delivery to the World Bank Headquarters in Washington D.C.,
   United States or any World Bank Country Office- printing and using this form:
   https://pubdocs.worldbank.org/en/743201426857500569/Grievance-Redress-
   Service-GRS-complaint-form.docx

It must be noted that although the complainant has the right to access this service as any time, this GRS should ideally only be accessed once the project’s grievance mechanism has first been utilized without an acceptable resolution.

ADDRESSING GENDER-BASED VIOLENCE (GBV)

The SET team will specify the individual responsible for dealing with any GBV issues should they arise. The manifestation of GBV include, but is not limited to:

- Physical violence (such as slapping, kicking, hitting, or the use of weapons);
- Emotional abuse (such as systematic humiliation, controlling behaviour, degrading treatment, insults, and threats);
- Sexual violence, which includes any form of non-consensual sexual contact, including rape;
  - sending inappropriate videos or pictures with co-workers
  - making sexual or lewd comments
  - inappropriate and unwanted sexual advances or gestures
  - making comments about body parts, clothing, or appearance in a sexual manner
  - inappropriately making physical contact with another person
  - asking a co-worker about their sexual orientation/history, etc
  - making comments about someone's gender identity or sexual orientation
  - being offered an employment benefit in exchange for a sexual favour
- Economic abuse and the denial of resources, services, and opportunities (such as restricting access to financial, health, educational, or other resources to control or subjugate a person);

The following are a list of GBV service providers;
(i) Marion House  
(ii) Gender Affairs Department  
(iii) Please see [GBV referral pathway for SVG](#)  

Source: GBV Referral Pathway- St. Vincent and the Grenadines

If any GBV-related incident occurs, it will be reported through the GRM, as appropriate and keeping the survivor information confidential. The Project Manager and the Social Specialist should assist GBV survivors by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a survivor.
Specifically, the GRM will only record the following information related to the GBV complaint:

- The nature of the complaint (what the complainant says in their own words without direct questioning);
- If, to the best of their knowledge, the perpetrator was associated with the Project;
- If possible, the age and sex of the survivor.

Any cases of GBV brought through the GRM will be documented but remain closed/sealed to maintain the survivor's confidentiality. Here, the GRM will primarily serve to:

- Refer complainants to the GBV Services Provider; and
- Record the resolution of the complaint

The GRM will immediately notify the Implementing Agency and the World Bank of any GBV complaints **WITH THE SURVIVOR'S CONSENT.**

### NOTIFICATION ABOUT GRM

The following stakeholders will be notified of the GRM as specified herein.

(a) Contractors /consultants /Project coordinator /project personnel

   At an inception meeting with the consultant, the Social Safeguards Officer will explain the operation of the GRM, the other Environmental and Social Safeguard Standards of the World Bank, and an awareness of the handling and monitoring of GBV.

(b) General public

   During the project launch, notification about the project development should be given in collaboration with the Communication Specialist:

   I. On radio via the public service information
   II. Flyer distribution in the project area of influence, and,

(c) Workers

   On the signpost at the project site, or on Project posters or communication documentation or wherever project activities are being realized, a notification will be displayed with information on where to direct all grievances. The notification would state: -
Notification to the Public as to how to submit a grievance

All grievances relating to the development of this project are to be directed to:

<table>
<thead>
<tr>
<th>Project Coordinator</th>
<th>EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Project Coordinator</td>
</tr>
<tr>
<td></td>
<td>&lt;Name of the Project&gt;</td>
</tr>
<tr>
<td></td>
<td>Volcanic Eruption Emergency Project</td>
</tr>
<tr>
<td></td>
<td>&lt;Ministry of the Project Coordinator&gt;</td>
</tr>
<tr>
<td></td>
<td>Ministry of Finance, Economic Planning, and Information Technology</td>
</tr>
<tr>
<td></td>
<td>First Floor Administrative Building, Kingstown</td>
</tr>
<tr>
<td></td>
<td>Telephone: 784-457-1746</td>
</tr>
<tr>
<td></td>
<td>Email – <a href="mailto:cenplan@svgcpd.com">cenplan@svgcpd.com</a></td>
</tr>
</tbody>
</table>
4. GOVERNANCE

This area provides the general information regarding the governance structure of the VEEP Grievance Mechanism.

THE GRIEVANCES REDRESS COMMITTEE

The Director of Economic Planning would head the Grievance Redress Committee. The other members of the Redress Committee include the Deputy Director of Planning, the Project Coordinator, Government technical team (Director of Social Development; Chief Agricultural Officer; Department of Labour; Gender Affairs Department; National Emergency Management Organization) Central Water and Sewerage Authority, Government Legal Counsel, Officers from the Safeguard team. Other officers may be required if there are land acquisition issues, destruction of property or crops, etc. and witness to any form of exploitation. A representative from NGO - the Christian Council.

Figure 3: Composition of Grievance Redress Committee
**ROLES OF MEMBERS OF GRC**

The role of the members of the GRC is outlined below:

- **Director of Economic Planning**: Responsible for the overall decision of the committee.

- **Legal Counsel**: Provide guidance as it relates to the Law of the Country and the Rights of the Citizens.

- **Project Coordinator**: Provide information regarding the project activity affecting the PAP, document meetings meeting minutes, and provide assistance regarding the expert opinions in various areas.

- **Government Technical Staff**: Liaison for the PAP, represent the Best interest of the PAP, ensure World Bank Guidelines are followed, provides explanation for compensation to the PAP, monitor.

- **Safeguard Team**: Provides a non-governmental view regarding grievance and the beneficiary best options to minimize adverse effects of the project.
5. REVIEW AND MONITORING OF GRIEVANCE REDRESS MECHANISM

Ensure meaningful review of the performance of the grievance redress process of the Project. The Project Coordinator should ensure that all grievances are addressed within one month.

**Best practices:**

- The best redress for a grievance is to eliminate factors that can lead to grievances.
- When project sites have been identified, a consultation and information session will be scheduled with residents to discuss the nature of the Project and to note and address any concerns on the project development.
- Identify areas susceptible to grievance generation and identify possible opportunities or alternatives. Recommendations should be made and discussed with the Project Coordinator. If the grievance cannot be avoided, compensation or alternate options should be communicated to the potential aggrieved individual.
- On the determination of the project site, screening should be conducted for boundaries, agriculture produce, and other assets subject to be affected by the Project. When identified, a discussion should be undertaken with the Project Coordinator to minimize or eliminate potential grievances.
- Deal with every grievance in a fair, objective and just manner.
- Track grievances (number received, number resolved)
- Issue booklets/pamphlets to the public to educate them on the services available for redress to their grievances and the correct point of contact (for example, the Project Coordinator, the Ministry of Agriculture for crops and the Lands and Surveys Department for land issues).
- The project coordinator should meet with the SET monthly to ensure that all grievances and compensation are resolved during the project implementation.
6. RESOURCES FOR GRIEVANCE MECHANISM

Expropriation and compensation costs for loss of properties for resettlement under the VEEP are further elaborated in the Resettlement Policy Framework of VEEP. All amounts to be awarded by way of compensation under the VEEP, including interest and costs to be facilitated by the safeguards team and all other costs, charges and expenses which shall be incurred under the VEEP shall be paid out of the Consolidated Fund, inclusive of Land Acquisition issues. IDA cannot be used to finance cash payments in resettlement cases nor the purchase of land or houses.

7. CONCLUSION

The grievance procedure provides a simple, transparent and timely manner in which concerned residents can voice their opinions or grievances about the nature or development of the project activity. Each stakeholder must follow the grievance procedure; this means that each member of the GRC must be familiar with the documentation. The Social Safeguard Specialist must ensure that procedure is adhered to via advocacy with the PSIPMU, training of the project committee, the designers and contractors, and all other personnel immediately involved in the development and implementation of the Project.
ANNEX 1  REGISTRATION OF GRIEVANCE

Level of grievance: ___________________  Grievance No.: ___________________

Please use capitals: (Note that using your full name is optional)

Name: _____________________________  Contact No: _______________________
Address: ___________________________  E-mail Address: ____________________
National ID No: _____________________  NIS Number: ______________________
Gender: _____________________________

Name of Project Site:
As per the ESMF of the Project, Grievance Redressal, I register my grievance as detailed:

"Details of Grievance"

(a) Outline reasons why and how you are affected by the Project. (overleaf if necessary)
________________________________________________________________________
________________________________________________________________________

(b) If land or other properties are being affected e.g. (agriculture), include copies of relevant
documentations you have to support your claim.
List documents: attach copies
(a)    (b)    (c)    (d)

Undertaking: I hereby certify that statements made in my Grievance and documentation enclosed
are true and complete to the best of my knowledge. If at any time any part of the Grievance or the
documentation is found to be false, I will be liable for any legal action that the Government of St.
Vincent and the Grenadines may deem necessary.

Date: _____________________________  (Signature of aggrieved person)_________________________
Name of recording Officer: _______________  (Signature)________________________
(Please print)

Witness: _____________________________  (Signature)________________________
(Please Print)

__________________________________________
ANNEX 2  CONTRACTUAL ARRANGEMENT

MEMORANDUM OF UNDERSTANDING FOR THE TEMPORARY USE OF LAND OR OTHER FACILITIES DURING PROJECT CONSTRUCTION

The following agreement has been made on............................ day of...................……….
between……………………………..resident of .............................................(the Owner) and _______________________________.(the Recipient).

1. That the Owner holds the transferable right of ........................................ acres/square feet of land/structure/asset in………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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ANNEX 3  GRIEVANCE LOG

Notes:

1. Complainants should be provided with an acknowledgement of grievance within seven (7) days from the date of receipt (the Social Specialist should insert the number of days that the Project has allocated for acknowledgement of grievance, which should vary from 2-7 days. For simple issues, complaints /queries should be responded to within this allocated number of days).
2. Expected time of redress should be entered in this register.
3. Records of Grievances should always be entered in the GR Register and updated as needed until the grievance is settled.
4. Grievances should typically be settled within four (4) weeks of initial receipt. If not, reasons for the delay should be communicated to the complainant and entered in the Register. (The social specialist should insert the number of weeks allocated for settling grievances under the Project, which should vary from 2 weeks to one month. The same approach as detailed above in Note 1 should be followed).

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<th>Item Number</th>
<th>Officer Recording the Complaint</th>
<th>Claim Number</th>
<th>Name of subproject Site</th>
<th>Date Complaint Received</th>
<th>Name &amp; Contact Information of Person Making Complaint</th>
<th>Date of Acknowledgement of Receipt of Complaint (Issue involve) (informing complainant of response time) / Response to Complaint for Simple Issues</th>
<th>Actions Taken to Resolve Complaint</th>
<th>How Complaint Resolved</th>
<th>Date Complaint Resolved</th>
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ANNEX 4  GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS

Gender Based Violence (GBV) Referral Pathways

Survivor of GBV tells someone and seeks help

Survivor tells family member, friend, community member - that person accompanies survivor to GBV “entry point”

Survivor self-reports to any service provider

IMMEDIATE RESPONSE
Service provider must provide a safe, caring environment and respect the confidentiality and wishes of the survivor, learn the immediate needs, give honest and clear information about services available if agreed and requested by the survivor, obtain informed consent and make referrals, accompany the survivor to seek her in accessing services.

Medical/Health entry point
Psychosocial support entry point

IF SURVIVOR WANTS TO PURSUE POLICE/LEGAL ACTION - OR - IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS
Refer and accompany survivor to police/security - or to legal assistance/protection officer for information and assistance with referral to police

Police/Security
Legal assistance/Protection services

AFTER IMMEDIATE RESPONSE, FOLLOW UP AND OTHER SERVICES
Over time and based on survivor’s choices, you can include any of the following services

Specialised Health Care
Specialised Mental Health and Psychosocial Services
Basic needs such as Shelter, child protective services, food security, dignity kits
1. A SURVIVOR DISCLOSES GENDER-BASED VIOLENCE TO SOMEONE TRUSTED

The survivor tells a trusted family, friend, or a community member OR The survivor self-reports to any service provider

**IMMEDIATE RESPONSE**

- Respect the confidentiality and wishes of the survivor
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- Obtain informed consent
- When family/guardians make decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child.
- Support survivors of rape to access medical care within 72 hours (but it is their choice)

**DO**

- Do believe the survivor
- Do reassure the survivor that this was not his/her fault
- Do make sure that both the survivor and you are safe from immediate danger
- Do provide practical care and support (e.g. offer water, somewhere to sit, etc.)
- Do listen to the survivor without asking questions.
- Do be aware of and set aside your own judgments
- Do respect the rights of the survivors to make their own decisions
- Do offer advice
- Do limit the number of people informed about the case (refer the case confidentially to appropriate GBV focal point, and only with the informed consent of the survivor).

**DO NOT**

- Do not force help on people, be intrusive or pushy
- Do not pressure the survivor into providing information or further details
- Do not doubt or contradict the survivor
- Do not investigate the situation or provide advice
- Do not mediate between the survivor and the perpetrator or a third person (e.g. family)
- Do not write down or share details of the incident or personal details of the survivor
- Do not assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.
- Once a GBV referral has been made, DO NOT ask for extra information or contact the survivor directly.

**ALWAYS PRACTICE THE SURVIVOR CENTERED APPROACH**

- Prioritize the needs, wishes, and decisions the survivor expresses
- Ensure the survivor makes ALL decisions about accessing services and sharing information regarding her case
- Do not provide advice
- NEVER blame the survivor
- Be patient, be a GOOD LISTENER, and be NON-JUDGMENTAL

2. IF THE SURVIVOR HAS GIVEN INFORMED CONSENT, THE IMMEDIATE RESPONSE SHOULD BE:

**SEXUAL VIOLENCE**

If the survivor needs it - ensure immediate access to available medical care (within 3 days / 72 hours for emergency HIV treatment); within 5 days for emergency contraceptives and prevention of sexually transmitted infections.

**PHYSICAL VIOLENCE**

If the survivor needs it - seek medical care if she is experiencing severe pain, bleeding, or for the treatment of non-sexual violence related injuries

**IF THERE IS AN IMMEDIATE RISK OF SAFETY FOR THE SURVIVOR / THERE IS A LIFE-THREATENING CONCERN**

Contact competent authorities (police), or other appropriate emergency support.

3. IF THERE ARE NO URGENT HEALTH OR SAFETY & SECURITY NEEDS, RESPOND TO OTHER SERVICE NEEDS

These can include Mental Health Services, Shelter, Non-food Items, Food, or Legal Information & Advice.
GBV REFERRAL PATHWAY - ST VINCENT & THE GRENADINES

SECURITY
POLICE STATIONS ST VINCENT
Barboullie - 458-7329
Blaou - 458-0239
Calliaqua - 458-4200
Chateau belair - 458-2229
Colonarie - 458-6250
Georgetown - 458-6229
Kingstown - 457-1211 Ext 247
Layou - 458-7229
Mesopotamia - 458-5229
Old Montrose - 457-1211 Ext 265
Owia - 457-6005
Penniston - 458-7429
Questelles - 456-1750
Rose Hall - 458-3249
Sandy Bay - 458-6239
Spring - 458-2322
Stubb - 458-4210

POLICE STATIONS GRENADINES
Paga Farm, Bequia - 450-3250
Port Elizabeth, Bequia - 458-3350
Canouan - 458-8100
Ashton, Union Island - 458-8229

MEDICAL SERVICES
MEDICAL SERVICES ST VINCENT
FAMILY PLANNING
Milton Cato Memorial Hospital, Kingstown
Accepts referrals from all polyclinics re rape cases.
456-1185
FAMILY PLANNING/ INITIAL ASSESSMENT OF RAPE CASES
Levi Latham Health Complex, Mesopotamia
458-5245
Buccament Poly Clinic, Buccament Bay
458-7191
Stubb Poly Clinic, Stubb
428-0742
Chateau belair Smart Hospital, Chateau belair
458-2228
Georgetown Health Center, Georgetown
458-6652

MEDICAL SERVICES GRENADINES
FAMILY PLANNING/ INITIAL ASSESSMENT OF RAPE CASES
Port Elizabeth Hospital, Port Elizabeth
458-2296
Union Island Health Center, Union Island
458-5359
Canouan Clinic, Canouan
458-8505
8. REFERENCE


