



VanKIRAP Project

Grievance Mechanism



It is a tool comprising of transparent procedures and processes to assist and guide decision makers in resolving public complaints/concerns pertaining to intervention/activities implemented under the GCF-Vanuatu Climate Information Services for Resilient Development Planning in Vanuatu, also known locally as the Vanuatu Klaemet Infomesen blong redy, adapt mo protekt (VanKIRAP).

A. Objectives:

- To mediate and resolve possible grievances or complaints by a person, group of persons or community who may have been or may be adversely impacted by project implementation through proper channels in a timely manner.
- To record each single complaint received and monitor the progress throughout the resolution process.
- To ensure that affected parties have access to fair resolution of their concern(s), understand the causes and ensure dialogue with affected parties.
- To enable project implementers to utilize non-judiciary processes where feasible to resolve complaint issues.

B. Linkages of the VanKIRAP Grievance Process to the SPREP and Green Climate Fund (GCF) Independent Redress Mechanism (IRM).

Level 1: Project Grievances Mechanism

Level 1, outlines the process for transparent procedures and processes to assist and guide decision makers in resolving public complaints/concerns pertaining to intervention/activities implemented under the GCF-Vanuatu Climate Information Services for Resilient Development Planning in Vanuatu.

Full details in section C.

Level 1: VanKIRAP Project Grievance Mechanism

Project Level

<https://www.pacificmet.net/project/climate-information-services-resilient-development-planning-vanuatu-fp035-vankirap>



Level 2: SPREP Grievance Redress Mechanism

Implementing Entity (IE) Level

<https://www.sprep.org/accountability/grievance-mechanism>



Level 3: Green Climate Fund Independent Redress Mechanism

Donor Level

<https://irm.greenclimate.fund>

Level 2: SPREP grievance if not resolved at level one

Level 2 is the SPREP (Implementing Entity) Grievance Redress Mechanism is available to stakeholders and the public to lodge complains. They can do this directly with SPREP (IE) or if the grievances are not resolved at level one.

For more information, please visit:

<https://www.sprep.org/accountability/grievance-mechanism>

Level 3: Donor Independent Grievance Mechanism (GCF IRM) if not resolved at level two

Level 3 is the Green Climate Fund (Donor) Independent Grievance Mechanism. For more information visit: <https://irm.greenclimate.fund>

All stakeholders are encouraged to direct their complaints, concerns or inquiries directly to either SPREP or GCF at any time.



C. Level 1: Project Grievances Mechanism

Filing a Complaint with the VanKIRAP Project in Vanuatu

Who Can File a Complaint?

Any person, group, or community in Vanuatu negatively affected by a VanKIRAP project or program can file a complaint. Complainants can also authorize a representative to file on their behalf.

How to File a Complaint:

1. Online Form: Use the VanKIRAP complaint form available on the project's website.
2. Email or Mail: Send your complaint to the provided email address or postal address.
3. Voice or Video Recording: Submit a recorded complaint.

Language and Confidentiality:

- Complaints can be submitted in English, Bislama, or any local language. The project team will attempt to translate and respond in the complainant's language if necessary.
- Confidentiality can be requested to protect the identity of the complainant and representatives. The project team will consult with the complainant before disclosing any confidential information if needed.

Required Information:

- Complainant's name, address, and contact details.
- Details of the representative, if applicable, including authorization evidence.
- Description of the VanKIRAP project or program causing the issue.
- Description of the adverse impacts experienced or anticipated.
- Request for confidentiality, if desired.

Helpful Additional Information:

- Details of violated VanKIRAP policies or procedures.
- Efforts made to address the issue through other mechanisms.
- Supporting documents, media reports, photos, videos, etc.

Complaint Process:

1. Eligibility Determination: The project team checks if the complaint falls under its mandate.
2. Initial Steps: If eligible, the project team explores options for problem-solving with the involved parties.
3. Problem Solving: If parties agree, the project team facilitates a process to reach a mutually satisfactory solution.
4. Appraisal: If problem-solving is not possible or successful, the project team conducts an appraisal to determine if there is evidence of policy violations.
5. Investigation: If the appraisal finds potential violations, the project team conducts an investigation.
6. Reporting: The project team drafts a report, seeks feedback, and submits a final report with recommendations to the appropriate authorities.
7. Decision and Monitoring: The authorities decide on redress, and the project team monitors the implementation.

For more detailed information, visit the VanKIRAP project's complaint filing page or contact the project office directly.

Contact information:

Ms. Moirah Matou

Project Manager, VanKIRAP
Vanuatu Meteorology and Geo-Hazards Department (VMGD)

Email: mmatou@vanuatu.gov.vu

Telephone: +678 22068



GREEN
CLIMATE
FUND



SPREP
Secretariat of the Pacific Regional
Environment Programme