

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 July 2028 with government partners:

- Department of Water Management, 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.

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

FAO Representation in Lao PDR or Viet Nam

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:

FAO-RAP@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 in Viet Nam and Lao PDR (Neun-Ca and Ma project)



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

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.



LEVEL 2: REGIONAL-LEVEL RESOLUTION

Individual or group

If disagreement occurs in regard to the level one resolution, the CTA must be informed within 10 working days.

The Chief Technical Advisor (CTA)

The Senior ESMS officer

The Senior 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

LEVEL 3: GLOBAL-LEVEL RESOLUTION

Individual or group

If disagreement occurs in regard to the level two resolution, the Senior ESMS Officer must be informed within 10 working days.

The senior ESMS officer

File the grievance at ethics@iucn.org.

The IUCN ethics focal point (IUCN Headquarters)

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

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For any grievance concern 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 respond within 30 working days.