

## CEPF sub-project 1136439 Grievance mechanism (draft)

**Scope:** This grievance mechanism applies to the CEPF sub-project 113639, “Engaging local stakeholders to conserve the Tonkin snub-nosed monkey” implemented by Fauna & Flora from 1st September 2023 to 30th August 2025.

**Purpose:** A grievance mechanism is a free, open and accessible process to consider any complaint, comment, question, concern or suggestion related to the project, its implementation, and its impact raised by stakeholders, direct and indirect beneficiaries. It is designed to address all project-related grievances.

### **Ineligible claims/complaints:**

- Complaints with respect to actions or omissions that are the responsibility of parties other than Fauna & Flora or project partners under its authority.
- Complaints submitted:
  - After the date of official closure of the project; or
  - 18 months after the date of the official closure of the project in cases where the complaint addresses an impact resulting from project activities that was not, and reasonably could not have been, known prior to the date of official closure.
- Complaints that relate to the laws, policies, and regulations of the country, unless this directly relates to the entity’s obligation to comply with Environmental & Social Management System (ESMS) principles, standards and procedures.
- Complaints that relate to non-project-related housekeeping matters, such as finance, human resources and administration.
- Complaints submitted by the same claimant on matters they submitted to the grievance mechanism earlier, unless new evidence is provided.
- Complaints that relate to fraud or corruption or to the procurement of goods and services, because they fall under different mechanisms (see Fauna & Flora’s Whistleblowing Policy & Procedure).

**Stakeholder notification:** All stakeholders will be made aware of the Stakeholder Grievance Mechanism that is in place and what it consists of. Any stakeholder reporting safeguarding concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by Fauna & Flora’s Whistleblowing Policy and Procedure. It is essential that confidentiality is maintained at all stages of reporting and response processes when dealing with complaints. Information relating to the concerns and complaints raised and subsequent case management shall be shared on a need-to-know basis only and shall be kept secure at all times. Stakeholders will be informed of the existence of the Grievance Mechanism, and the measures put in place to protect them against any reprisal for its use, via the following methods:

- Grievance Mechanism information will be promoted to community stakeholders using posters and billboards available to each community, outlining the Grievance Redress Mechanism functions and contact details for reporting grievances.
- All stakeholders will be provided with Conservation International’s (CI’s) Code of Ethics and will be informed that any violations of the Code of Ethics should be reported to CI via its Ethics Hotline at [www.ci.ethicspoint.com](http://www.ci.ethicspoint.com), as part of the above-mentioned methods.

## Grievance Procedure:

1. Grievances can be made in person, by telephone call, or in writing via email or post. Grievances can be made anonymously.
2. A Public Grievance Form will be made available to claimants to gather details of the grievance (see Annex 1). The form will be available in English and Vietnamese.
3. The individual submitting the grievance will have the option of completing the form themselves, or with the help of any Fauna & Flora member of staff where appropriate or the Fauna & Flora point of contact for the Grievance Mechanism.
4. Anonymous complaints will be considered, and claimant identities will be kept confidential when submitting a grievance.
5. Fauna & Flora's Country Director, Vietnam, will be the point of contact for all grievances concerning this project. Contact information, (email, phone number, and postal address), will be provided to stakeholders as described above, under 'Stakeholder Notification'.
6. If the individual does not feel comfortable reporting to the Country Director, Vietnam, (for example, because that person is nonresponsive or implicated in the concern), then they may report to Fauna & Flora's Director of Operations, Asia-Pacific. Contact information, (email, phone number, and postal address), will be provided to stakeholders as described above, under 'Stakeholder Notification'.
7. If the individual does not feel comfortable reporting to the Country Director, Vietnam, or the Director of Operations, Asia-Pacific, they may report to any member of Fauna & Flora's Senior Leadership Team. Contact information, (email, phone number, and postal address), will be provided to stakeholders as described above, under 'Stakeholder Notification'.
8. Each grievance will be reviewed by the Fauna & Flora contact point to determine its eligibility. If the complaint is not eligible, the contact point will inform the claimant stating the reason for ineligibility and this will be documented in the logbook (Annex 2).
9. The grievance point of contact will categorize eligible grievances according to the issues raised and define an appropriate resolution route for each individual grievance. Grievances related to safeguarding issues will be dealt with through other mechanisms in place at Fauna & Flora, as detailed in the Safeguarding Children and Adults at Risk Policy and Procedure. Similarly, Fauna & Flora's Whistleblowing Policy and Procedure describes the mechanisms in place to protect whistleblowers' identities without fear of retaliation or retribution. Grievances that fall under the Anti-Bullying and Anti-Harassment Policy will be dealt with accordingly. Grievances related to workplace concerns will be dealt with through Fauna & Flora's Grievance Procedure managed by Human Resources. Grievances related to sub-project concerns that do not fall under the above-mentioned categories will be dealt with as described by this Grievance Mechanism.
10. All received grievances will be registered in the grievance logbook (Annex 2). All grievances will be

logged and acknowledged within a maximum of 10 days of being received. A resolution will be provided to the grievant within a maximum of 15 days after acknowledgment.

11. All grievances will be investigated fully and without unreasonable delay.
12. Details of the response provided, and the claimant's acceptance or rejection of the proposed resolution will be documented in the follow-up actions of the grievance logbook.
13. A grievance is considered closed when the claimant confirms they have accepted the resolution proposed and are satisfied with its implementation. The status of the grievance will be recorded in the grievance logbook.
14. We will share all grievances — and a proposed response — with the Regional Implementation Team and the CEPF Grant Director within 15 days.
15. If the claimant is not satisfied following the response, they may submit the grievance via the CI Ethics Hotline (toll-free telephone line: +1-866-294-8674 / secure web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>).

## Annex 1: Public Grievance Form

This public grievance form will be made available to stakeholders, together with information on the purpose of the grievance mechanisms, how to submit a grievance, and the grievance handling process. The individual submitting the form may complete the form themselves or work with the Fauna & Flora staff identified below to complete the form.

Public Grievance Form	
<b>Reference No. (assigned by Implementation Partner):</b>	
Please enter your contact information and grievance. This information will be dealt with confidentially. Please note: If you wish to remain anonymous, please enter your comment/grievance in the box below without indicating any contact information – your comments will still be considered.	
<b>Full Name</b>	
<b>Anonymous submission</b>	<input type="checkbox"/> I want to remain anonymous
<b>Please mark how you wish to be contacted (mail, telephone, e-mail).</b>	<input type="checkbox"/> By mail (please provide mailing address): _____
	<input type="checkbox"/> By telephone (please provide telephone number): _____
	<input type="checkbox"/> By e-mail (please provide e-mail address): _____
<b>Preferred language for communication</b>	<input type="checkbox"/> Vietnamese <input type="checkbox"/> English <input type="checkbox"/> Other, please specify: _____
<b>Description of incident or grievance:</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
<b>Date of incident/grievance:</b> _____	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
<b>What would you like to see happen to resolve the problem?</b>	

Please return grievance form to:  
[Fauna & Flora and Regional Implementation Team contact details here]



## Annex 2: Grievance log book

This information will be held in an Excel file, accessible by the Fauna & Flora Social Safeguards Team.

Date reported	Reporting format (in person, email, phone call, letter, other)	Name/s of complainants	Address/es of complainant/s	Contact information of the complainants	Grievances				
					Brief description of the complaint	Location and time of occurrence	Explanation of the complainants' claim	Follow up actions	Status (closed/open)

Fauna & Flora staff details			Reference Documents (letter, minutes of conversation, etc.)	To be filled in by Flagship Species Manager	
Who from FFI reviewed the complaint	Date that FFI staff reviewed the complaint	Date when FFI staff contacted the complainant for follow up		Description of the Code of Conduct policies and procedures that have not been complied with	Explanation of how the complainants' claim has arisen due to unforeseen circumstances