

## Annex 4: GRM template

### 1. Main contact details

Do you have a grievance or suggestion about the project *Innovative solutions for land dispute resolution*.

You can use any of the below channels free of charge to contact us. Your grievance will be handled confidentially by the Food and Agriculture Organization of the United Nations.

Phone:	[include as relevant]
Email:	[include as relevant]
WhatsApp (including voice messages):	[include as relevant]
Suggestion box address:	[include as relevant]
Fax:	[include as relevant]

### 2. Purpose of GRM and guiding principles

This is the Grievance Mechanism for the office project Innovative solutions for land disputes resolutions, implemented by the Food and Agriculture Organization of the United Nations and The Ministry of Lands, Housing and Country Planning of Sierra Leone between [DATE] and [DATE] at field level to file grievances related to the project. Contact information and information on the process to file a grievance will be disclosed in all meetings, workshops, and other related events throughout the duration of the project. In addition, it is expected that all communication and awareness raising material to be distributed will include the necessary information regarding the contacts and the process for filing grievances.

FAO will also be responsible for documenting and reporting as part of the safeguards performance monitoring on any grievances received and how they were addressed.

FAO is committed to ensuring that its projects and programs are implemented in accordance with the Organization's environmental and social obligations. Concerns of non-compliance must be addressed at the closest appropriate level, i.e., at the project management/technical level, and if necessary, at the FAO Country Office or Regional Office level. If a concern or grievance cannot be resolved through consultations and measures at the project management/technical level, a grievance requesting a Compliance Review may be filed with the FAO Office of the Inspector General in accordance with the Guidelines for Compliance Reviews Following Grievances Related to the Organization's Environmental and Social Standards<sup>1</sup>. Project Managers will have the responsibility to address concerns brought to the attention of the officially designated project grievance focal point.

The **principles** to be followed during the grievance resolution process include confidentiality, impartiality, respect for human rights, including those pertaining to indigenous peoples, compliance of national norms, coherence with the norms, equality, transparency, honesty, and mutual respect.

### 3. Who can file a grievance and how

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<sup>1</sup> <https://www.fao.org/3/i4439e/i4439e.pdf>

Anyone can file a grievance or make a suggestion related to the project/office. Your grievance will be handled confidentially.

To facilitate our comprehension of your grievance, please include as much information as possible. For example: what happened, who was involved, when did it happen...

#### 4. From grievance to resolution

The mechanism includes the following stages:

1. In the instance in which the individual or group have the means to directly file the grievance, he/she has the right to do so, presenting through the indicated channels of the project/office (i.e.: email, mailbox, phone, etc.). The process of filing a grievance will duly consider confidentiality, and if requested by the individual or group bringing the grievance, anonymity as well as any existing traditional or indigenous dispute resolution mechanisms and it will not interfere with the community's self-governance system.

2. The individual or group bringing the grievance files a grievance through one of the channels of the grievance mechanism. This will be sent to the Project or FAO Decentralized / Country Office Grievance focal point to acknowledge and log the grievance, assess whether it is eligible and determine responsibility for attempting to resolve the grievance in line with the processes agreed for the project. The confidentiality of the grievance must be preserved during the process. For every grievance received by the project grievance focal point, written proof will be sent within ten (10) working days; afterwards, a resolution proposal will be made within thirty (30) working days.

The Grievance focal point will also be responsible for recording the grievance and how it has been addressed if a resolution was agreed.

3. If the situation is too complex, or the individual or group bringing the grievance does not accept the proposed resolution, the Grievance focal point must be informed and they must send the grievance to the next highest level, until a solution or acceptance is reached.

4. In compliance with the resolution, the person in charge of dealing with the grievance may interact with the individual or group bringing the grievance, or may call for interviews and meetings, to better understand the reasons.

Proposed additional text for MLHCP/WB consideration:

5. FAO shall report on the implementation of the GRM to the PMU and WB every four months (See Annex VI of the Standard Form Agreement), with particular attention to unresolved complaints (and more particularly, complaints about sexual exploitation).

#### Resolution

Upon acceptance of a solution by the individual or group bringing the grievance, a confidential record will be maintained.

Review Level	Contact Details
Project Level	[Indicate at least the name and email address. This can be the FAO country office details if the project selects to use the country GRM.]

Next level	[Indicate at least the name and email address of the next highest level as applicable to the project. For example this could be the FAO country office or regional office].
Higher level (only if it's strictly necessary to include a third level)	[Indicate at least the name and email address of the next highest level as applicable to the project. For example this could be the FAO country office or regional office].
Office of the Inspector General (OIG)	<p>Contact FAO's independent Office of the Inspector General:</p> <ul style="list-style-type: none"> <li>- To report non-compliance with FAO's environmental and social management guidelines in case your grievance could not be resolved through the previously mentioned channels;</li> <li>- To report non-compliance with FAO's environmental and social management guidelines in case you have a good reason for not approaching the project management (e.g., fears about your safety);</li> <li>- To report possible <b>fraud and other corrupt practices, as well as other misconduct such as sexual exploitation and abuse.</b></li> </ul> <p>By confidential hotline (online form &amp; by phone):  <a href="http://fao.ethicspoint.com">fao.ethicspoint.com</a></p> <p>By e-mail: <a href="mailto:investigations-hotline@fao.org">investigations-hotline@fao.org</a> or <a href="mailto:inspector-general-office@fao.org">inspector-general-office@fao.org</a></p> <p>By mail:</p> <p>Office of the Inspector General  Food and Agriculture Organization of the United Nations  Viale delle Terme di Caracalla  00153 Rome, Italy</p>