

## ACCOUNTABILITY & GRIEVANCE MECHANISM (AGM)

### SECTION I: Project Information

<b>PROJECT TITLE:</b>	Strengthening Land Degradation Neutrality and drought resilience data and decision-making through open free and open access platforms		
<b>GEF PROJECT ID:</b>		<b>PROJECT DURATION:</b>	<u>30</u> months
<b>EXECUTING AGENCY:</b>	Conservation International		
<b>PROJECT START DATE:</b>	(08/2019)	<b>PROJECT END DATE:</b>	(03/2022)
<b>AGM PREPARED BY:</b>	Monica Noon, CI		
<b>DATE OF (RE)SUBMISSION TO CI-GEF:</b>	4/1/2019; 7/2/2019		
<b>AGM APPROVED BY:</b>	Ian Kisson		
<b>DATE OF CI-GEF APPROVAL:</b>	07/10/2019		

### SECTION II: Introduction

- *Introduce your AGM by providing a short summary of your project and its main activities, anticipated grievances, and a concise overview of how your AGM plans to mitigate and address grievances.*

The “Strengthening Land Degradation Neutrality and drought resilience data and decision-making” project, falling under the “Enabling activities” funding will build on the GEF-funded project entitled “Enabling the Use of Global Data Sources to Assess and Monitor Land Degradation at Multiple Scales”. This project will improve indicators that support land degradation neutrality (LDN), methods to inform drought vulnerability assessments, support planning of LDN priorities from multiple scales and enhance user experience through upgrades to the Trends.Earth user interface, documentation and user support groups.

The project will continue to build momentum on productive relationships built within the first project within the land degradation monitoring community: the ESA, Joint Research Centre (JRC) of the European Commission, Group on Earth Observations (GEO), Commonwealth Scientific and Industrial Research Organisation (CSIRO), Regional Centre For Mapping Resource For Development (RCMRD), and add new partners from LandPKS, World Overview of Conservation Approaches and Technologies (WOCAT), and University of California Global Health Institute (UCGHI) Planetary Health Center of Expertise (PHCOE). The majority of work will be led through these partnerships. Measures will be taken to ensure that all partners have equal engagement to ensure that the project work plan progresses on an agreed time line so that one partner does not constrict the progress of others. A web form will be created on the Trends.Earth website (<http://trends.earth>) so that grievances can be submitted anonymously, delivered to the email account of the Project Manager. This form will be presented to all project partners or attendees of the inception and capacity building training workshops. The web form will be featured prominently on the website and will have a subject line and message field for stakeholders to file grievances anonymously. The web form will also include

three options allowing for a confidential response directly to a submission when contact information is provided, a public response to be posted on the Trends.Earth website or an anonymous notification submission with no response requested. Grievants will receive a confirmation number should they wish to follow up any grievances posted on the website. A second web form will allow grievants to check the status and confirm resolution of grievances based on the unique confirmation ID.

### SECTION III: Scope

- *What grievances are eligible and would be received? How would the mechanism deal with grievances that are ineligible?*

All grievances directed towards specific project activities or partners will be considered as eligible and will be delivered directly from the web form in an encrypted email to the Project Manager. The only grievances that will be considered ineligible will be incomplete entries, those that have no clear connection to the project (e.g. spam submissions) or submissions not articulating grievances. The Project Manager will communicate with the GEF quarterly to submit updates on grievance submissions that will record the number/type of grievances and response to each submission.

- *How will the mechanism ensure transparency and fairness?*

In order to ensure transparency and fairness, there will be unique confirmation IDs received by the grievant. This will serve to link any responses directed from each submission based on the preferred response action: direct, public or no follow up selected by the person submitting the grievance. As grievances may contain sensitive information, the explanation of the options and purpose of the form will be translated into multiple languages on the website (e.g. English, Spanish, French).

- *Will the mechanism receive anonymous grievance?*

People submitting a grievance will have the options to submit anonymously without a response from the project team, or request that a public response be posted on the website. The post will display the message submitted in the web form with only the unique confirmation ID to link the grievance submission with the grievance response. Otherwise, the grievant will have the option to request that no response is required.

- *How would the mechanism deal with confidentiality?*

Only the Project Manager will see the grievance submissions and will keep any personally identifiable information secure should contact information be submitted through the form. The Project Manager will communicate directly with the Director of Compliance at Conservation International with any grievances and their responses and will remove any personally identifiable information attached to the grievance. Any grievances and responses will be summarized and submitted to the GEF with project progress reports.

### SECTION IV: Accessibility

Name of person(s) where grievances can be addressed to:	<b>Monica Noon</b>
Physical address of person(s) above or location of grievance collection box:	<b>2011 Crystal Drive, Suite 600 Arlington, VA, USA 22202</b>

Telephone/Fax:	703-341-2760
Email:	mnoon@conservation.org
Website/software application:	<a href="http://trends.earth">http://trends.earth</a>
Radio Frequency, if applicable:	NA
Other <sup>1</sup> :	NA

## SECTION V: Acknowledgment and Follow-up

- *How will your mechanism acknowledge receipt of the grievance?*

Receipt of the grievance will be acknowledged through the unique confirmation ID received during the submission process.

- *How long will your mechanism take to provide a resolution to the grievant?*

The project will assure all stakeholders that all claims will be filed and committed to responding to all grievances within 15 days of submission. The project webpage will also provide CI's ethics hotline as well as instructions on how to escalate grievances. According to the options selected by the person submitting a grievance, the Project Manager will respond directly or publicly to grievances to document the grievances and any update relevant to the response.

- *Do you plan to provide periodic updates throughout the process to the grievant?*

A second form will allow grievants to check the status of their grievance based on the unique confirmation ID and send follow up information whether the grievance is resolved or requires additional follow up actions. The Project Manager will update the GEF quarterly on the grievance submissions and responses necessary until the grievance has been satisfactorily resolved by the grievant.

## SECTION VI: Processing

- *Describe how your mechanism will process the grievance.*

First, the grievance will be reviewed by the Project Manager within 15 days of submission. If the person submitting the grievance requests a response, the Project Manager will contact directly, if contact information is provided, or post the grievance and unique confirmation ID on the Trends.Earth website. For any urgent submissions or those that require legal guidance in their response, the Project Manager will respond within 5 business days and work with the Director of Compliance at Conservation International to provide recommendations on suitable next steps. If a response is requested, the Project Manager will contact the grievant through their preferred method of communication (in person meeting (if feasible), video call, phone call or email response) to confirm the grievance processing is underway. The grievant will have several follow up options to follow the response with an additional form following the Project Manager's resolution of the grievance and to confirm that the grievance is resolved.

- *Will the grievance be screened to ensure it is related to the GEF project?*

All grievances will be considered and ineligible grievances will be separated. Ineligible grievances will be categorized whether they are incomplete entries, those that have no clear connection to the project (e.g. spam submissions) or submissions not articulating grievances. If the submission is not describing a specific grievance, it will be filed and submitted to the GEF.

<sup>1</sup> A grievant may not be able to write or have access to telephone/email services, or even travel to your office. Indicate how you plan to accommodate such circumstances.

- *How will the grievance be verified? Will there be site visits, face-to-face meeting, etc?*

The grievance will be verified based on the type of the request. As there will be minimal on the ground outreach, verification will be conducted remotely, through email correspondence and phone calls until the grievance has been verified by project staff, given that they are not involved directly in the grievance.

- *Will it be categorized/prioritized based on the nature of the grievance? How will high-priority grievances be dealt with?*

A log will be kept by the Project Manager to ensure that the grievance, unique confirmation ID and response is catalogued. Any grievance submissions that do not request a direct response that want an anonymous public response will be posted on the website with the status of the response and unique confirmation ID provided to the person during the submission of the grievance. A second form on the website will allow grievants to enter their unique confirmation ID and their confirmation that the grievance is resolved, needs further discussion and notified of alternative grievance submission through CI's EthicsPoint Hotline.

- *What's the institutional/organizational structure to handle grievances? Will the grievance be assigned/directed to a specific project staff or committee to deal with the grievance?*

The Project Manager will handle all grievances until resolved. If there is need for further discussion, the PM will work with the Director of Compliance (DOC) first before notifying the GEF.

- *If the project fails to address the grievance, what steps would be taken to achieve a resolution? Will the project set up an arbitration process? Are there national mechanisms that the project can use?*

The grievant will be notified after submission that they may choose to file a claim through CI's EthicsPoint Hotline at <https://secure.ethicspoint.com> or directly with the Director of Compliance (DOC) who is responsible for the CI Accountability and Grievance Mechanism and who can be reached at: Director of Compliance, Conservation International 2011 Crystal Drive, Suite 500 Arlington, VA 22202, USA. This mechanism will be featured prominently on the website as an alternative to the grievance submission form and grievance resolution form.

- *Please note that if the process does not result in resolution of the grievance, the grievant may choose to file a claim through CI's EthicsPoint Hotline at <https://secure.ethicspoint.com> Alternatively, the grievant may file a claim with the Director of Compliance (DOC) who is responsible for the CI Accountability and Grievance Mechanism and who can be reached at: Director of Compliance, Conservation International 2011 Crystal Drive, Suite 500 Arlington, VA 22202, USA. This information should be contained in the AGM.*

## SECTION VII: Documentation

- *How will grievance be recorded? Will there be a grievant form? Will there be a log book of the grievances received?*

There will be a non-public log of all grievances, including those considered ineligible. The public facing grievances will be logged at the request of the grievant upon submission of the grievance. These will be documented in detail by the Project Manager.

- *How and where would these records be stored? And for how long will they be kept?*

These records will be recorded in a secure database to ensure confidentiality that will be password protected and stored within the Project Manager's secure CI work account. They will be kept throughout the duration of the project and reported the number of submission, response and resolution to the GEF with progress reports.

## SECTION VIII: Monitoring and Reporting

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*Describe how will you track and ensure that the mechanism is working.*

The project is expected to report on a quarterly basis (using the CI-GEF Quarterly Reporting template), progress made towards the implementation of the grievance mechanism, including the number of grievances received and the outcome of the grievance process.

On an annual basis and using the CI-GEF Project Implementation Report (PIR) template, the following CI-GEF’s minimum indicators are to be reported. The project can include other appropriate accountability and grievance indicators in addition to the CI-GEF’s indicators.

Indicator	Baseline	Target
1. Number of conflict and complaint cases reported to the project’s Accountability and Grievance Mechanism	0	0
2. Percentage of conflict and complaint cases reported to the project’s Accountability and Grievance Mechanism that have been resolved	100%	100%

<b>Person responsible for implementing and monitoring the AGM:</b>	Monica Noon, Project Manager
<b>How/Where will the approved AGM be disclosed<sup>2</sup>:</b>	Trends.Earth website and highlighted during all project meetings
<b>When will the approved AGM be disclosed:</b>	During the inception workshop
<b>Budget/Resources required:</b>	Budget available in website development and salary to cover time spent by the Project Manager

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<sup>2</sup> Approved Safeguard plans are to be disclosed to stakeholders in a manner and form that they will understand and that is culturally appropriate. This may require translation of the document.