



## Grievance Redress Mechanism for Living Landscapes: Securing High Conservation Values (HCVs) in south-western Bhutan

This Grievance Redress Mechanism (GRM) for International Climate Initiative (IKI) funded Living Landscapes: securing High Conservation Values (HCVs) in south-western Bhutan project, seeks to receive and respond to any grievances arising from the implementation of the activities under this project in its landscapes covering nine districts in the south-western Bhutan. The mechanism is compliance with fundamental social and environmental safeguards policies of the WWF and Tarayana Foundation.

Addressing grievances in a timely and effective manner helps resolve issues, improves mutual understanding & coordination, strengthens accountability and provides a foundation for increased collaboration, that ensures successful and impactful implementation of the project activities.

### Eligibility: Who can raise a grievance?

Any stakeholder, community, group, or an individual person who considers it is or may be negatively affected by activities implemented through this project and the failure of the implementing agencies to comply with the Social and Environmental Policies & Safeguards, which will deprive them of their rights and interests, will be referred herein "Affected Party".

Any Affected Party or their representatives may file a complaint. Representatives filing a complaint on behalf of an Affected Party must provide concrete evidence of authority to represent them.

Anonymous complaints will not be entertained since this GRM is aimed at direct dialogue and engagement among all parties to resolve the grievances. However, confidentiality of complainants shall be maintained upon request.



## Processes to receive and review Grievances

### STEP I: *Receive - With whom and how to raise your grievances?*

The grievances can be raised through phone calls, emails and mails to the following channels;

WWF Project Complaints Office,  
WWF Bhutan, Kawajangsa  
P.O Box 210,  
Thimphu, Bhutan -11001  
Email: pco@wwfbhutan.org.bt  
Phone: +975-2-337677/323528/323316

Tarayana Foundation,  
Tarayana Center, Chubachu  
P.O Box 2003,  
Thimphu, Bhutan -11001  
Email: tarayana2003@gmail.com  
Phone: +975-2-329333

However, the complaint can also be raised through any of the project field or headquarters staff who will then forward the complaints to Project Complaints or Grievance Team.

### STEP II: *Content- What should grievance or complaint contain?*

The complaints or grievances should include the following information;

- Full details of the complainant including name, address and contact information,
- Full details of Representatives, if it is filed on behalf of the Affected Party, including proof of authority to represent,
- Full details of complaint including date, time, location and other relevant information,
- Full documents and evidences including any other relevant information which will support investigations to resolve the complaint,
- Any earlier actions taken, if any, to resolve the problem, including contact with WWF/TF,
- Proposed solution, if you see and have, any
- Whether confidentiality is requested (stating the reason).

### STEP III: *Review Process - What happens to your grievances?*

The complaint or grievance can be filed either in English or Dzongkha. Complaint review process involves;

**Step 1:** Project Grievance/Complaint Team will assess the eligibility of the complaint and provide a response accordingly, within 10 business days after receiving the complaint.

**Step 2:** If the complaint is eligible, the Project Grievance/Complaint Team will come up with a plan and define a timeframe to investigate the complaint. The team will then communicate this information to the Affected Party within 10 business days.

**Step 3:** The team will then investigate the matter, with additional technical support as needed, including support from the field offices. Based on the results, the team will then work with the affected parties to develop and implement an action plan and timeframe of steps required to resolve any issues identified.

**Step 4:** A summary of the complaint raised, actions taken, conclusions drawn, follow up plan and timeframe for completion will be documented and communicated as agreed between the parties. The project complaint/grievance team will facilitate support to further clarify, assess, and resolve issues raised as needed including, if appropriate, engaging input from outside experts.

If the grievances or complaints are not resolved at the level of Project Complaint Resolution committee, such grievances will be escalated to Country Level Grievance Committee to address them.



### Monitoring

The Project Complaints/Grievances Team will coordinate monitoring of agreed actions for complaints or grievances, by organizing periodic checks – bringing together the affected parties and relevant technical advisors for meetings or other communication on the status of action plans, until they are completed.

The team will assess the effectiveness of this complaints resolution process on an annual basis and identify any needs for improvement.



### Non- retaliation

WWF Bhutan and Tarayana Foundation strongly disapprove of and will not tolerate any form of retaliation against those who report complaints in good faith. Any project employee who engages in such retaliation will be subject to appropriate disciplinary actions deemed fit and necessary.

The Team will take all possible actions, deemed necessary, to protect complainants against retaliation. The complainant who believes he or she has been subjected to retaliation of any kind should immediately report it by the same channels as noted herein.



### Project Complaints or Grievance Team Members

The complaints or grievances will be reviewed by the following project Complaint or Grievance Team. The team will constitute the following;

1. Program Director, PCU, WWF BT
2. Program Director, TF
3. M&E Officer, WWF BT
4. M&E Officer, TF

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