



CRITICAL ECOSYSTEM  
PARTNERSHIP FUND



CANARI serves as CEPF's regional implementation team for the Caribbean Islands Biodiversity Hotspot.

## CEPF Project Grievance Mechanism

*Improve Invasive Species Management to protect the Jamaican Rock Iguana, Hellshire Hills, Portland Bight Protected Area*

A grievance can be an issue, concern, or problem related to the implementation of the CEPF funded project. This grievance redress mechanism is in place to receive, record, and address complaints and concerns. Anyone who has a concern about any aspect of the CEPF funded project being implemented by IIF should file a report using the steps below so that we may make the necessary improvements.

The objectives of the GRM are as follows:

- Ensure that the World Bank Environmental and Social Safeguards (ESSs) are adhered to in all project activities.
- Address any negative environmental and social impacts of all project activities.
- Resolve all grievances emanating from project activities in a timely manner.
- Establish relationships of trust between project staff and stakeholders.
- Create transparency among stakeholders, including affected persons, through an established communication system.
- Bolster the relationship of trust among the project staff and the affected parties.



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## CEPF Project Grievance Mechanism

### There are four levels of Redress

#### First Level of Redress

**STEP 1:** Submit all complaints to IIF's Project Coordinator in person, via email, or via phone call. Complaints can be filed anonymously and all information will be kept confidential.

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[SAPasachnik@iguanafoundation.org](mailto:SAPasachnik@iguanafoundation.org)

1989 Colonial Parkway, Fort Worth, TX, USA

**STEP 2:** All grievances will be acknowledged within 72 hours. If the grievance cannot be resolved at this level, it is taken to the second level of redress.

**STEP 3:** The grievance will be registered with the IIF and shared with the Executive Director.

**STEP 4:** The grievance will be investigated internally, possibly including meeting with the complainant and other stakeholders. Meeting minutes will be documented and filed with the complaint.

**STEP 5:** The IIF will propose a resolution. If no resolution can be found, the complaint will be shared with CEPF Regional Implementation Team (RIT) for guidance.

**STEP 6:** The resolution will be shared with the complainant in writing and documented. If you are not satisfied with the IIF's response, it can be taken to the second level of redress.



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## IIF/CEPF Project Grievance Mechanism

### **Second Level of Redress**

If you are not satisfied with the resolution or handling of your grievance, you can contact the CEPF RIT directly.

RIT Manager for the CEPF Caribbean Islands Biodiversity Hotspot

+1 868 638 6062

[caribbeanrit@canari.org](mailto:caribbeanrit@canari.org)

Caribbean National Resources Institute, #105 Twelfth Street, Barataria, Trinidad & Tobago

### **Third Level of Redress**

If you are not satisfied with the way your grievance has been handled by the CEPF RIT you can contact the CEPF Grant Director at +1 703 341 2400 or [cepf@cepf.net](mailto:cepf@cepf.net)

### **Fourth Level of Redress**

If you are not satisfied with the way your grievance has been handled by the CEPF Grant Director you can contact the Pay and Conditions of Employment Branch of the Industrial Relations Department of the Minister of Labour and Social Security (876 922 2468 or 876 922 9500-14).