



CRITICAL ECOSYSTEM
PARTNERSHIP FUND



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

JET/ CEPF Project Grievance Mechanism

A grievance can be an issue, concern or problem related to the implementation of this CEPF funded small grant. This grievance mechanism has been put in place to formally receive, record and address complaints. Anyone who has a concern about any aspect of the CEPF-funded project being implemented by JET **“Climate Change Assessment and Adaptation Plan for Cockpit Country, Jamaica”** should make a report so we can improve the way we work.

The objectives of the GM are as follows:

- Ensure that the World Bank Environmental 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 the sub-grantee, 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.

There are four levels of redress which are further explained.



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First Level of Redress

STEP ONE

Submit all complaints to JET's Project Coordinator either in person, in writing, verbally over the phone, by email or any other suitable medium. Complaints can be filed anonymously. All information will be treated confidentially.

Contact details are below.

STEP THREE

The grievance will be registered in Jamaica Environment Trust's grievance file. JET's Chief Executive Officer and the CEPF Regional Implementation Team Manager will be notified.

STEP FIVE

We will propose a resolution based on the findings of the investigation. If no resolution can be found it will be presented to the CEPF RIT for further input.



(876) 960-3693/ (876) 869-8318



jamaicaenvironmenttrust@gmail.com



123 Constant Spring Road, Unit 5,
Kingston 8

STEP TWO

All grievances will be acknowledged within 48 hours of receipt and the complainant will be informed of the approximate timeline for addressing the complaint, if it can't be addressed immediately.

If the grievance cannot be resolved at this level, it is taken to the next level.

STEP FOUR

The grievance will be investigated by an internal team and an impartial party. It may include meetings with the complainant and other stakeholders and a review of relevant documents.

Minutes of meetings and documents will be added to the grievance file.

STEP SIX

Once a resolution has been reached, the decision is communicated to the complainant in writing and documented in our records.

If you are not satisfied with Jamaica Environment Trust's response, it can be taken to the second level of redress. At all stages, documents are added to the grievance file.

If you feel that the grievance is not being adequately addressed at any time you can request that the issue be transferred to the second level of redress.



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Second Level of Redress

If you are not satisfied with the way in which your grievance has been handled at level one, you can raise it directly with the CEPF RIT who can be contacted as follows:

Title: RIT Manager for the CEPF Caribbean Islands Biodiversity Hotspot

Telephone: +1-868-638-6062

Email: caribbeanrit@canari.org

Address: Caribbean Natural Resources Institute, #105 Twelfth Street, Barataria, Trinidad & Tobago.

Third Level of Redress

If you are not satisfied with the way in which your grievance has been handled at level two, you can contact the CEPF Grant Director via the telephone: +1-703-341-2400 or email: cepf@cepf.net

Fourth Level of Redress

If you are not satisfied with the way in which your grievance has been handled at level three, you can contact the Pay and Conditions of Employment Branch (PCEB) of the Industrial Relations (IR) Department of the Minister of Labour and Social Security, telephone (876) 922-2468 or (876) 922 9500-14.

If you are still not satisfied, you will be given the option of submitting your grievance to the World Bank's Grievance Redress Service but this should only be accessed after other GRM options have been exhausted. The RIT and CEPF Secretariat will aim to resolve all grievances within 60 days of receipt.

World Bank Procedures require the complainant to express their grievances in writing to World Bank office in Washington DC by completing the bank's GRS complaint form, which can be found at the following link: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5> . Completed forms will be accepted by email, fax, letter, and by hand delivery to the GRS at the World Bank Headquarters in Washington or World Bank Country Offices.

Email: grievances@worldbank.org

Fax: +1-202-614-7313

By letter: The World Bank,
Grievance Redress Service (GRS)
MSN MC 10-1018 NW,
Washington, DC 20433, USA