

CEPF, JET Internal Project Grievance Mechanism

A grievance can be an issue, concern or problem that is related to the implementation of a CEPF-funded small or large grant. We have put this grievance redress mechanism (GRM) in place to formally receive and record complaints and solve problems. Anyone who has a concern about any aspect of a CEPF-funded project in the Caribbean Islands Biodiversity Hotspot, including the Regional Implementation Team (RIT), should make a report so we can collectively improve the way we work.

First Level of Redress

Step 1: Submit Complaint

Submit your complaint to the **Jamaica Environment Trust (JET)** by email, letter, telephone or in writing (see contact information below).

All information received will be treated as confidential. Reports can be anonymous.

Step 3: Record & Notice

JET will formally document your complaint and register it in their grievance file. Notification will also be made to the CEPF Grant Director and the CEPF Regional Implementation Team Manager within 15 days.

Step 5: Resolution

JET will propose a resolution based on the investigation.

If a resolution cannot be achieved, we will ask the RIT's organisational Grievance Committee for input.



Step 2: Receipt of Complaint

You will receive a response from JET within 48 hours, by telephone or in writing.

If the matter cannot be resolved immediately, the CEO of JET will give you a timeline for addressing the issue.

Step 4: Assess & Investigate

JET's team will investigate the issue and document the process, with the participation of an impartial party.

You, and other relevant stakeholders, may be invited to meet with the team leading the investigation.

Step 6: Agreement or Appeal

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

If you are not satisfied with the response, the issue can be transferred to the second level of redress.



Call at 876-960-3693 or 876-869-8318



Write to us at Unit 5, 123 Constant Spring Rd, Kingston



Via email at jamaicaenvironmenttrust@gmail.com



In person to and member of the JET staff.



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- If at any stage of the process, you feel your grievance is not being properly addressed by the Jamaica Environment Trust, you may request that the issue be transferred
- immediately to the second level of redress.

Second Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at the first level of redress, they can raise it directly with the Manager of the Regional Implementation Team.

Title: RIT Manager for the CEPF Caribbean Islands Biodiversity Hotspot

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