

## Project Specific Feedback/ Grievance Process

MfM project funded by Critical Ecosystem Partnership Fund (CEPF):

MfM will share all grievances received, with the CEPF Grant Director and RIT contact person within 15 days. If the claimant is not satisfied following the RIT's response, the claimant will have the option of submitting their grievance directly to:

- The RIT and IUCN NL's [Complaints Procedure](#) is publicly available on IUCN NLs website. All complaints may be submitted formally in writing to the IUCN NL Complaints Committee at [mail@iucn.nl](mailto:mail@iucn.nl) or use the telephone number: +31 (0)20 626 1732.
- CEPF can be reached via the CI Ethics Hotline at [www.ci.ethicspoint.com](http://www.ci.ethicspoint.com) or via phone to a toll-free telephone line: +1-866-294-8674.

Any complaints submitted to the CI Ethics Hotline will be investigated promptly and treated as confidential to the extent possible. CEPF and the RIT will not retaliate against any person or organisation that submit such complaints in good faith.

Any person or group of people affected by the environmental or social aspects of a project funded by the CEPF as part of its program entitled "Ecosystem-based adaptation in the Indian Ocean", funded by the Green Climate Fund (GCF), through the French Development Agency (AFD) as an accredited entity, who would have exhausted all possibilities of dialogue with the RIT and via the "CI Ethics Hotline" » can use the environmental and social grievance mechanisms of the AFD and the GCF.

For the AFD mechanism, grievances can be sent:

- by filling out the [form](#) online on the AFD website ([www.afd.fr](http://www.afd.fr))
- by sending an email to: [reclamation@afd.fr](mailto:reclamation@afd.fr)
- by mail to the attention of:
- French Development Agency

Secretariat of the Environmental and Social Complaints Management System

5, Rue Roland Barthes

75598 Paris Cedex 12

France

For the GCF mechanism, grievances can be sent:

- by completing the online form on the GCF website (<https://irm.greenclimate.fund/>)
- by sending an email to: [irm@gcfund.org](mailto:irm@gcfund.org)
- By telephone: +82.32.458.6585
- By mail to the attention of:

Independent Redress Mechanism

Green Climate Fund

Songdo Business District

Art Center-daero

Yeonsu-gu, Incheon 22004

Republic of Korea

IUCN NL also has a published complaints procedure with the aim of providing justice to the complainant, as well as improving the quality of IUCN NL services. The complaints procedure is publicly available on the website of IUCN NL.

All complaints can be submitted formally in writing to the IUCN-NL Complaints Committee by in writing:

- [mail@iucn.nl](mailto:mail@iucn.nl)

Or telephone: +31 (0)20 626 1732

