



# Grievance Mechanism

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## 1 Blue Action Fund grievance mechanism

A grievance is considered to be any complaint, comment, question, concern or suggestion about Blue Action Fund's operation. This document explains the purpose of the grievance mechanism, who can submit a grievance, where and how it can be submitted, and it describes the internal process of handling and responding to grievances. The grievance procedure is free, open and accessible to all, and grievances will be addressed in a fair and transparent manner.

Blue Action Fund's grievance procedure has been developed with the following aims:

- to build and maintain trust with all of Blue Action Fund's stakeholders;
- to identify and manage stakeholder concerns and thus support effective risk management;
- to adequately address any grievances in a timely manner;
- to serve as a next-level entry point for grievances that have been submitted but not resolved at project level of a Blue Action-funded project.

The grievance mechanism will be evaluated periodically and updated as needed.

## 2 Levels at which grievances can be submitted

- At the project level: grievances related to the implementation of a project funded by Blue Action Fund should first be filed with the implementing organisation;<sup>1</sup>
- At Blue Action Fund: grievances related to Blue Action Fund's operation should be directed to Blue Action Fund (see below for further information); grievances that could not be solved at project level can also be directed to Blue Action Fund;
- Donors of Blue Action Fund: grievances that were not satisfactorily solved at Blue Action Fund level should be directed to Blue Action Fund's donors, including [KfW Development Bank](#).

## 3 Who can submit a grievance?

- Individuals and groups of people residing in or near a project site; individuals and groups of people who interact with Blue Action Fund;
- Any individual, organisation, group or community who believes that a Blue Action Fund-financed project has, or is likely to, adversely affect them;
- Complaints may be presented through a representative party if the persons on whose behalf the representative is acting are identified and evidence of the representative's authority to do so is provided in the complaint;

## 4 Criteria for grievances

- The complaint must be made with regard to Blue Action Fund's operations or one of the currently active projects funded by Blue Action Fund;

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<sup>1</sup> Each Blue Action Fund grant requires the set-up of a grievance mechanism by the grantee. For further information on grievance mechanism at project level, see [Blue Action Fund's Environmental and Social Management System \(ESMS\)](#)

- The complaint must include information on the main (negative) effects;
- There must be a link between the Blue Action Fund's action and the grounds for the complaint made;
- The complainant believes they are or will be (negatively) affected by the circumstances outlined.

## 5 Grievances directed to Blue Action Fund – step by step

1. Identification of grievance: Stakeholders shall be able to use the following methods to submit a grievance:
  - (i) Written: by email or letter
  - (ii) Orally: in person or via telephone;

Contact details:

Postal Address:  
 Blue Action Fund  
 c/o Nature Trust Alliance GbR  
 Friedrich Ebert Anlage 36  
 60325 Frankfurt am Main  
 Germany

Physical Address:  
 Blue Action Fund  
 Große Hamburger Str. 30  
 10115 Berlin  
 Germany

Phone: +49 30 200 927 83

Email: [grievance@blueactionfund.org](mailto:grievance@blueactionfund.org)

2. Grievance is officially recorded in a grievance log;
3. Grievance reception is formally acknowledged through an email or letter, as appropriate, within 10 working days from submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step;
4. The responsible staff member estimates the subject matter of this grievance and identifies appropriate options for response;
5. A response is developed by the responsible staff with input from others as necessary and captured in an internal form to process the response. Blue Action Fund's Management Board is informed about the grievance and the suggested response and proposed resolution of the issue. The Management Board must approve the planned resolution. If deemed necessary by the Management Board, a grievance is also brought to the attention of Blue Action Fund's Supervisory Board;
6. Required actions are then implemented to deal with the issue, and completion of these is recorded in the grievance log;
7. The response is communicated to the affected party. The responsible staff ensures that a suitable approach to communicating the response to the affected party is

agreed and implemented. The response to a grievance will be provided within 20 working days after receipt of the grievance. Should the resolution of the grievance take more than 20 days, the responsible staff provides an update to the complainant within 20 days and informs about further procedures;

8. The response of the complainant is recorded to help assess whether the grievance is closed or whether further action is needed. The responsible staff should use appropriate communication channels to confirm whether the complainant has understood and is satisfied with the response;
9. If further attention is required, the responsible staff should return to Step 2 to re-assess the grievance and then take appropriate action. Once the responsible staff has assessed that the grievance can be closed, he/she will sign off to approve closure in the internal grievance form and mark the corresponding box in the grievance log.



# Annex I: Blue Action Fund Public Grievance Form

<b>Public Grievance Form</b>	
<b>Reference No. (assigned by Blue Action Fund):</b>	
Please enter your contact information and grievance. This information will be dealt with confidentially. Please note: If you wish to remain anonymous, please enter your comment/grievance in the box below without indicating any contact information – your comments will still be considered.	
<b>Full Name</b>	
<b>Anonymous submission</b>	<input type="checkbox"/> I want to remain anonymous <sup>2</sup>
<b>Please mark how you wish to be contacted (mail, telephone, e-mail).</b>	<input type="checkbox"/> <b>By e-mail (please provide e-mail address):</b>  <input type="checkbox"/> <b>By mail (please provide mailing address):</b>  <input type="checkbox"/> <b>By telephone (please provide telephone number):</b>
<b>Preferred language for communication</b>	<input type="checkbox"/> <b>English</b> <input type="checkbox"/> <b>Other, please specify:</b>
<b>Has this grievance already been filed at the project level (i.e. with the implementing organisation)?</b>	
	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
	If yes, please explain below why the grievance has not been resolved to your satisfaction:
<b>Description of incident or grievance:</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
<b>Date of incident/grievance:</b>	<input type="checkbox"/> <b>One time incident/grievance (date: _____ )</b> <input type="checkbox"/> <b>Happened more than once (how many times? _____ )</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	

<sup>2</sup> Please note that if you want to stay anonymous and not provide contact details, Blue Action Fund cannot inform you about the actions taken related to your grievance. If you'd like be informed, please provide the contact details of a trustworthy intermediary, who will relay any communication to you.