



GOVERNMENT OF SAINT VINCENT AND THE GRENADINES



GRIEVANCE REDRESS MECHANISM FOR WORLD BANK DEVELOPMENT PROJECTS VOLCANIC ERUPTION EMERGENCY PROJECT

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ACRONYMS

BRAGSA - Roads, Buildings, and General Services Authority

CWSA - Central Water and Sewerage Authority

ESS - Environmental and Social Standard

GoSVG - Government of St. Vincent and the Grenadines

GRC - Grievance Redress Committee

GRM - Grievance Redress Mechanism

LITE - Labor Intensive Temporary Employment

MOA - Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry and Labour

MONM - Ministry of National Mobilization, Social Development, Family, Gender Affairs, Youth, Housing and Informal Human Settlement

NEMO - National Emergency Management Organization

PAI - Project Area of Influence

PAP - Project Affected Persons

PIU - Project Implementation Unit

PSC - Project Steering Committee

PSIPMU - Public Sector Investment Programme Monitoring Unit

SET - Safeguards Team

SVG - Saint Vincent and the Grenadines

VEEP - Volcanic Eruption Emergency Project

1. INTRODUCTION

The Government of Saint Vincent and the Grenadines (SVG), with funding from the World Bank, is implementing the Volcanic Eruption Emergency Project (VEEP). The main objective of this project is to support Saint Vincent and the Grenadines to:

- (i) Provide short-term income support.
- (ii) Improve the capacity of the government to prepare for and respond to emergencies.
- (iii) Build back better critical services in the wake of the La Soufrière Volcano eruption.

The World Bank's Environmental and Social Standards (ESS) requires that persons affected by the Project (PAP) to be meaningfully consulted and to have opportunities to participate in planning and implementing the program. ESS 2 [Labour and Working Conditions], ESS5 [Land Acquisition, Restrictions on Land Use and Involuntary Resettlement]; and ESS 10 [Stakeholder Engagement and Information disclosure] recommends that a Grievance Redress Mechanism (GRM) be created to address all concerns of the PAP. The present GRM responds to ESS5 and ESS10. There is a separate GRM for project workers (ESS2) the GRM is an effective tool for early identification, assessment and resolution of complaints. The Government of St. Vincent and the Grenadines recognizes a GRM as an integral tool in the development process. In the country's National Economic and Social Development Plan (2013-2025), Goal three (3) promotes good governance and increases the effectiveness of public administration: outcome, 3.3 solicits avenues to educate the public about their legal rights and avenues for redress.

The GRM provides the residents of Saint Vincent the Grenadines an opportunity to voice complaints or concerns and clarify and resolve misconceptions about the project activities. It provides a simple, transparent and timely manner to express their opinion or grievance related to project activities execution.

Ideally, the best way to deal with a grievance is to prevent its occurrence in the first place

Objectives of the GRM

The ideal redress mechanism for grievances would be the avoidance of situations that can give rise to them in the first place. However, given the nature of implementing projects in a dynamic environment, the GRM aims at the next best option. The GRM aims to quickly address all relevant grievances to minimize or eliminate negative impacts of the Project on affected persons. In satisfying its aim, the GRM will ensure that grievances are identified early and that the redress mechanisms are appropriate and expeditious, ultimately preventing escalation or un-manageable circumstances. The GRM can also help to minimize or eliminate conflicts with the potential to compromise the project development objective

The GRM will enable the Project Authorities to address grievances against the Project. It must be noted that this GRM covers grievances that relate to the impacts that the Project will have on its stakeholders, as listed in the Stakeholder Engagement Plan.

Summarily, the objectives of the Grievance Redress Mechanism are as follows:

1. Ensuring that the Government of Saint Vincent and Grenadines' regulations and the World Bank's Environmental and Social Standards are adhered to in all project activities;

2. Addressing any negative environmental and social impacts of the project activities affecting people;
3. Resolving all grievances emanating from the project activities in a timely manner;
4. Establishing relationships of trust between project staff and Grievance Officer;
5. Creating transparency between grievance parties.

2. PROJECT DESCRIPTION

The Volcanic Eruption Emergency Project consists of three components as follows:

Component 1: Early Recovery Income Support

This component will provide temporary grants to help smooth consumption of selected poor and vulnerable populations affected by the volcanic eruptions of La Soufriere and other climate-related events. Investments under this component will focus on;

- (a) Temporary grants and support services
- (b) LITE Program.

Component 2: Restoration and "Building Back Better" of critical services and strengthening emergency preparedness and response capacity.

This component will support rapid restoration and "Building Back Better" of critical infrastructure damaged by the volcanic eruptions and subsequent debris flows and lahars while also ensuring that investments incorporate transformative measures that increase climate resilience. Investments under this component will focus on three main areas:

- (a) Support for reconstruction planning that incorporates climate change considerations,
- (b) Restoration and reconstruction of critical infrastructure services, and
- (c) Strengthening of EP&R systems and capacity.

Component 3: Project Management

This component will support the administrative management of the Project by the PSIPMU and implementing partners through, but not limited to, (a) a project coordinator; (b) financial management (FM) and procurement specialists to carry out the fiduciary aspects of the Project, including audits; (c) monitoring and evaluation (M&E) specialists; (d) technical experts needed for Project preparation and implementation (including E&S management and social protection specialists); and (e) technical focal points in the MoA, CWSA, MoNM and MoTW/BRAGSA. The PSIPMU will coordinate the provision of training and workshops¹ and manage the financing of necessary goods, equipment, and operating costs, including costs associated with convening and reporting to the Project Steering Committee (PSC).

¹ Workshops will include technical discussions and capacity-building activities around the utilization of climate and disaster risk information and the prioritization of reconstruction and rehabilitation activities to strengthen climate and disaster resilience.

3. DEFINITION OF GRIEVANCE REDRESS MECHANISM

A Grievance Redress Mechanism (GRM) refers to methods and processes by which a redressal to a grievance is sought and provided. The GRM can be designed specifically and separately for a project or built on existing institutions and processes, whether they are formal or informal. GRMs are designed to benefit both the project and the project-affected persons (PAPs).

A *grievance* refers to an issue, concern, problem or claim, whether actual or perceived, that affects individuals and communities' physical, social, and economic conditions in the project area of influence. They can occur at different stages of the project cycle. The project activity often determines the nature of the grievance.

Grievances can occur at various stages in the project cycle:

- **Inception** – these are complaints about the perceived macro impact (social, economic, environmental) of the Project
- **Implementation** – these are complaints about the micro context of the Project emerging from its specific activities, for example, complaints related to construction noise or dust, displacement or land acquisition, compensation etc.
- **Close** – these are complaints about the non-fulfilment of project activities.

TYPES OF GRIEVANCES

Aggrieved persons can file different types of complaints depending on the specific issue or concern. Grievances can be related to several issues, including labour², provision of service, environmental impact, social impact, health and safety, or project execution. The figure that follows provides an outline of some of the grievances for this Project. These may include but are not limited to the following categories:



All grievances will be classified to ascertain the level of impact to determine intervention. The complaints will be ranked on a 4 level grading; level one (low), level 2 (moderate), level 3 (substantial) and level 4 (high) see [Processing of Grievance](#).

² Workers' Grievance Mechanism is part of the Labour Management Procedure (LMP). Some of the worker-related grievances could be considered as complaints to be addressed under the procurement's grievance mechanism, and if it is related to contractual issues: e.g Vacation leave/sick/maternity/family leave/special leave/termination.

PROCEDURES FOR REDRESSING GRIEVANCE

Grievances can be lodged anonymously, orally or in written form by the Project Affected Persons (PAPs). In establishing the GRM, the public, especially persons living in the project area, must be informed about the project activities, where they can lodge their concerns, who will be responsible for the appropriate redress and the timeframe of the responses.

The following are the main actors for the GRM:

- a. **The Director of Economic Planning (DP)** The DP is head of PSIPMU and the Grievance Redress Committee
- b. **Public Sector Investment Programme Management Unit (PSIPMU):** The PSIPMU is the governing agency tasked with the project execution, including the fiduciary and safeguard aspects of the Project.
- c. **Project Coordinator (PC):** The PC is responsible for managing the Project's implementation. The PC will receive all complaints and provide the aggrieved with a registration number and the Safeguard Team's timeframe within which they would be contacted.
- d. **Safeguards Team:** This team comprises social, environmental officers (SET Team) to provide communication and consultation to all beneficiaries.
 - I: Social Safeguards - the social safeguard officer is responsible for monitoring, processing and evaluating all grievances.

II. Environmental Safeguards - the environmental safeguard officer is responsible for addressing concerns related to the Project's environmental impacts.

e. **Project Steering Committee (PSC):** The PSC comprises various stakeholders that provide guidance and direction of the project activities, as designated in the Project's operations manual. More specifically, the members of the PSC are:

- Director of Economic Planning (Chair)
- Deputy Director of Planning
- Permanent Secretary, Ministry of Agriculture etc.
- Permanent Secretary, National Security
- Permanent Secretary, Ministry of National Mobilization etc.
- Permanent Secretary, Ministry of Transport etc.
- CEO, BRAGSA
- General Manager, CWSA
- Director, NEMO
- Senior Project Officer, Economic Planning Division
- Project Coordinator (Secretary)

Note: The Chair may invite other technical personnel to advise the Committee from time to time.

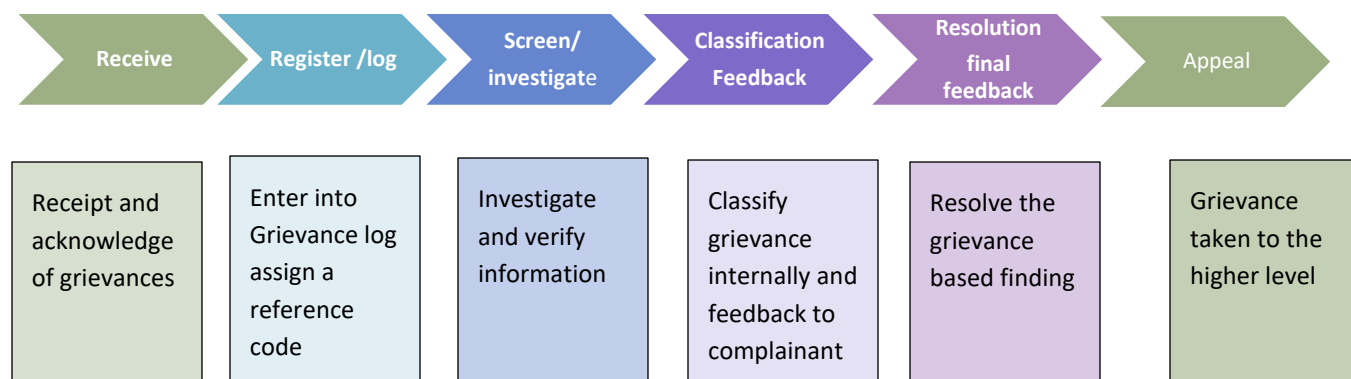
f. **Grievance Redress Committee:** To facilitate all appeals, the committee comprises of the following members:

- Director of Economic Planning (Chairman)
- Deputy Director of Economic Planning;
- Senior Project Officer
- Project Coordinator;
- Government Legal Officer,
- SET Team

PROCESSING OF GRIEVANCE

The structure of the GRM is as follows:

Figure 1: Diagram of Processing Grievance



1. Receive Grievance

The PC should receive all grievances. Through the consultation process in each participating country, stakeholders will be informed of various avenues through which the mechanism can be accessed.

Mode of receiving grievances

Complaints can be made in person, anonymously, writing, verbally over the phone, by fax, emails or any other media.

Sample Notification to the public on mediums through which grievances can be submitted

Email: cenplan@svgcpd.com

Telephone: 784-457-1746

By letter: The Project Grievance Officer -
Volcanic Eruption Emergency Project
Ministry of Finance, Economic Planning and Information Technology
Bay Street
Kingstown

The information contained in the sample notification will be placed at strategic points of each project site where employees or beneficiaries of the VEEP are operating.

2. Acknowledge Grievance

All grievances will be acknowledged by telephone or in writing by the PC using the Grievance Acknowledgment Form (Annex 1) within 48 hours of receipt. The complainant will be informed of the approximate timeline for addressing the complaint if it cannot be immediately addressed. The PC will work with the safeguards team to ensure the speedy resolution of the grievance. If the complaint cannot be resolved at this level, it is taken to the next level.

3. Register/Log

After receiving and recording the grievance on the GIF, it will be registered in the Grievance Redressal Registration. [Separate registration for labour and other general project grievances].

All grievances received by the Project, including those received or addressed by the implementing line ministries (e.g. MoNM), shall be logged and filed. (See Grievance Log in Annex 3).

While it is expected that the MoNM will address the grievances using its own mechanism, the information on these will be shared with the PIU and the PIU would monitor that the grievance is resolved.

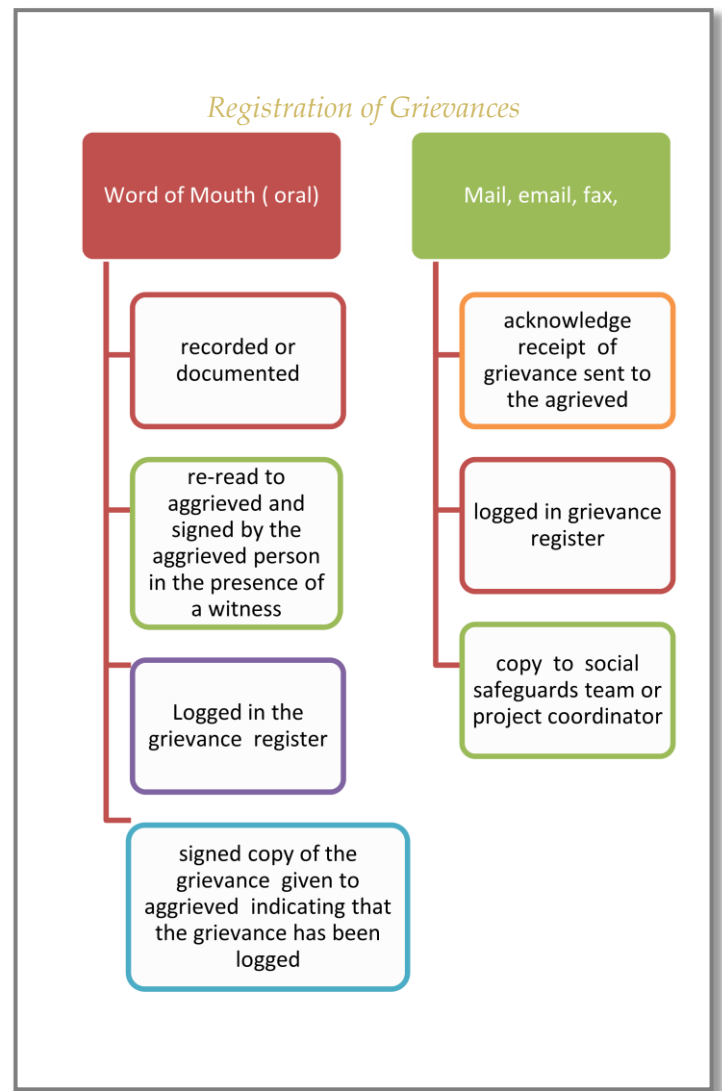


Table 1: Contact Information

Name	Title	Phone	Email	Physical Address
Roxanne John	Interim Project Coordinator	4571746	rjohn@svgcpd.com / cenplan@svgcpd.com	Financial Complex Bay Street Kingstown
Nyasha Hamilton	Environmental Safeguard Focal Point	4571746	nhamilton@svgcpd.com cenplan@svgcpd.com	Financial Complex Bay Street Kingstown
De-Anna Ralph	Social Safeguard Focal Point	4571746	dralph@svgcpd.com cenplan@svgcpd.com	Financial Complex Bay Street Kingstown
Anastasia Josel John	Social Safeguard Consultant	4571746	joseljohn63@gmail.com cenplan@svgcpd.com	Financial Complex Bay Street Kingstown

4. Screen

The Project Coordinator reviews the complaint, classify it, and assigns a grievance officer. The complaint will be forwarded to the Safeguard Team responsible for investigating the claim and liaising with both the aggrieved party and project technical team to reach a mutually acceptable resolution. The complainant will be given a specific timeline for resolving the claim. Meetings with the grievant/complainant will be held, if necessary, in an attempt to resolve the matter. All meetings must be recorded.

5. Investigate

The grievance officer will investigate the complaint. This investigation will include but is not limited to meetings with the complainant, site visits, meetings and/or interviews with project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decisions will be recorded on the Meeting Record Form included as Annex 4. Community representatives or representatives of the complainant will be allowed to sit in on these meetings.

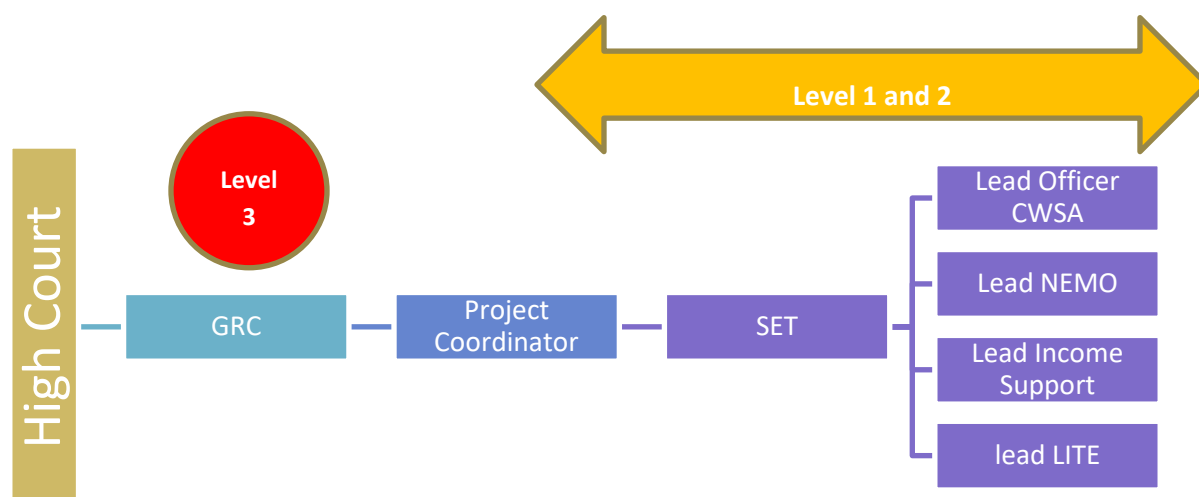
Under the VEEP, some components are being operated by quasi-government organizations such as CWSA and BRAGSA. PSIPMU will monitor all grievances received under the Project.

6. Classification of Grievance (see levels of Grievance)

- | | |
|---------|--|
| Level 1 | When an answer can be provided immediately and/or the safeguards team is already working on a resolution. |
| Level 2 | One-off event, a member of the SET Team & Project Coordinator, can provide a resolution |
| Level 3 | If the complaint is repeated or if it's a high-profile grievance that, if not resolved promptly, may represent significant risks to the environment or community, the Grievance Redress Committee will address it. Additionally, the Grievance Redress Committee would address any complaint that indicates a breach of law or applicable policy/regulation. |
| Level 4 | The Court of Law - Violations of rights, Gender-Based Violence (GBV), all grievances that the Grievance Redress Committee cannot resolve. |

Figure 2: Diagram of Levels of Grievance





LEVELS OF GRIEVANCES

The table that follows shows the levels of grievance categorization

Table 2: Level of Grievance

Category	Description	Responsible Personnel
Level 1	When an answer can be provided immediately and/or the safeguards team is already working on a resolution	SET Team & Project Coordinator
Level 2	One-off event	SET Team & Project Coordinator
Level 3	The complaint is repeated. Any complaint that indicates a breach of law or applicable policy/regulation High-profile grievances that, if not resolved promptly, may represent significant risks to the environment or community.	Grievance Redress Committee
Level 4	Grievances that the Grievance Redress Committee cannot resolve Unfavourable land acquisition Rape	The Hon. Attorney General and to the executing agencies. The Court of Law

7. Resolution

The resolution at the first tier should generally be completed within fifteen (15) working days of receiving the grievance and notified to the concerned party through the Disclosure Form.

If the grievance is not being resolved within this period, it can be referred to the Grievance Redressal System's next level. However, once it is determined that progress is being made towards a resolution, the grievance will be retained at this first level. The complainant will be informed of this decision, and an estimated time for the resolution of the matter will be given either verbally or in writing. If the issue cannot be resolved within twenty-five (25) working days, it will be transferred to the next level. Once a resolution has been agreed and accepted, the complainant's acceptance will be obtained on the Disclosure Form. If the proposed resolution is not accepted, the grievance will be escalated to level 2.

The complainant will be informed in writing of the measures taken to address the grievance by the Project Manager or the Social Specialist if the complaint is against the Project Manager.

ACTIONS TO BE TAKEN WHEN PROCESSING A GRIEVANCE

- (i) If the complainant does not receive a response or is not satisfied with the outcome within the agreed time, they can lodge their grievance directly to the Grievance Redress Committee (GRC).
- (ii) All grievances concerning non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be made in writing and addressed to the GRC. Copies of the complaint shall be sent to the Project Coordinator. The GRC should issue a response within thirty (30) business days following communication from the aggrieved.

- (iii) Grievances that the Grievance Redress Committee cannot resolve shall be submitted to the Hon. Attorney General and to the executing agencies. Should grievances remain unresolved at this level, they can be referred to the Court of Law.
- (iv) The Social Safeguard Specialist should monitor and follow up on these grievances to enable timely attention.
- (v) If unresolved, either party may seek redress in the country's Courts. Parties involved will be advised that they can directly contact the Ministry of Finance and Economic Planning.

WORLD BANK GRIEVANCE REDRESSAL SERVICE (GRS)

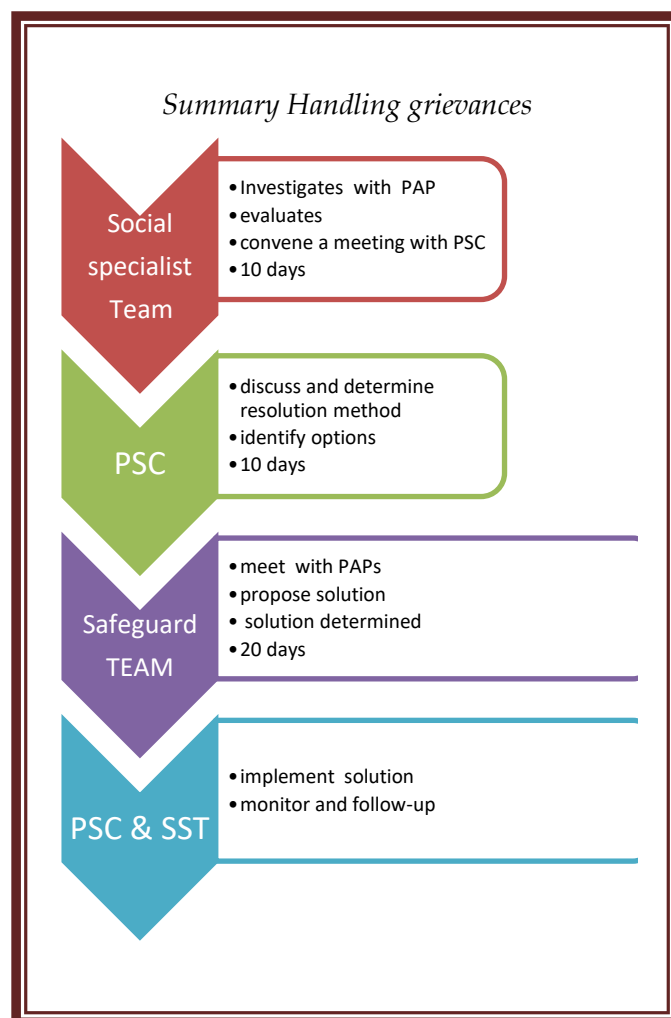
The Grievance Redress Service (GRS) is an avenue for individuals and

communities to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or their environment. The World Bank GRS can be found at the following URL link: <https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>

Complaints must be completed in writing and addressed to the GRS. They can be submitted using the following methods:

1. Online, by completing the online form:

<https://pubdocs.worldbank.org/en/743201426857500569/Grievance-Redress-Service-GRS-complaint-form.docx>



2. By email to grievances@worldbank.org
3. By letter or by hand delivery to the World Bank Headquarters in Washington D.C., United States or any World Bank Country Office- printing and using this form: <https://pubdocs.worldbank.org/en/743201426857500569/Grievance-Redress-Service-GRS-complaint-form.docx>

It must be noted that although the complainant has the right to access this service as any time, this GRS should ideally only be accessed once the project's grievance mechanism has first been utilized without an acceptable resolution.

ADDRESSING GENDER-BASED VIOLENCE (GBV)

The SET team will specify the individual responsible for dealing with any GBV issues should they arise. The manifestation of GBV include, but is not limited to:

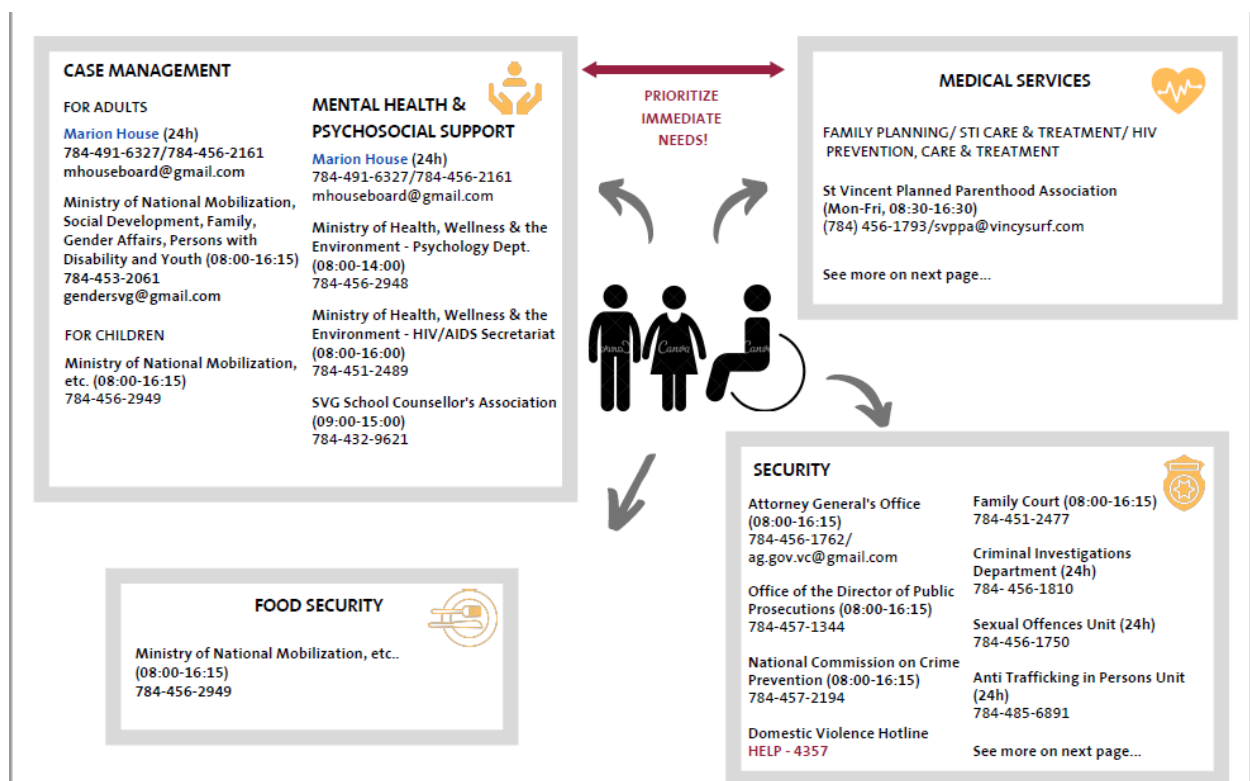
- Physical violence (such as slapping, kicking, hitting, or the use of weapons);
- Emotional abuse (such as systematic humiliation, controlling behaviour, degrading treatment, insults, and threats);
- Sexual violence, which includes any form of non-consensual sexual contact, including rape;
 - sending inappropriate videos or pictures with co-workers
 - making sexual or lewd comments
 - inappropriate and unwanted sexual advances or gestures
 - making comments about body parts, clothing, or appearance in a sexual manner
 - inappropriately making physical contact with another person
 - asking a co-worker about their sexual orientation/history, etc
 - making comments about someone's gender identity or sexual orientation
 - being offered an employment benefit in exchange for a sexual favour
- Economic abuse and the denial of resources, services, and opportunities (such as restricting access to financial, health, educational, or other resources to control or subjugate a person);

The following are a list of GBV service providers;

- (i) Marion House
- (ii) Gender Affairs Department
- (iii) Please see [GBV referral pathway for SVG](#)



GBV Referral
Pathways - SVG.pdf



Source: GBV Referral Pathway- St. Vincent and the Grenadines

If any GBV-related incident occurs, it will be reported through the GRM, as appropriate and keeping the survivor information confidential. The Project Manager and the Social Specialist should assist GBV survivors by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

Specifically, the GRM will only record the following information related to the GBV complaint:

- The nature of the complaint (what the complainant says in their own words without direct questioning);
- If, to the best of their knowledge, the perpetrator was associated with the Project; and,
- If possible, the age and sex of the survivor.

Any cases of GBV brought through the GRM will be documented but remain closed/sealed to maintain the survivor's confidentiality. Here, the GRM will primarily serve to:

- Refer complainants to the GBV Services Provider; and
- Record the resolution of the complaint

The GRM will immediately notify the Implementing Agency and the World Bank of any GBV complaints **WITH THE SURVIVOR'S CONSENT**.

NOTIFICATION ABOUT GRM

The following stakeholders will be notified of the GRM as specified herein.

(a) Contractors /consultants /Project coordinator /project personnel

At an inception meeting with the consultant, the Social Safeguards Officer will explain the operation of the GRM, the other Environmental and Social Safeguard Standards of the World Bank, and an awareness of the handling and monitoring of GBV.

(b) General public

During the project launch, notification about the project development should be given in collaboration with the Communication Specialist:-

- I. On radio via the public service information
- II. Flyer distribution in the project area of influence, and,

(c) Workers

On the signpost at the project site, or on Project posters or communication documentation or wherever project activities are being realized, a notification will be displayed with information on where to direct all grievances. The notification would state: -

Notification to the Public as to how to submit a grievance

All grievances relating to the development of this project are to be directed to:

Project Coordinator

<Name of the Project>

<Ministry of the Project
Coordinator>

<Ministry address>

<Relevant contact info: telephone,
fax, email>

EXAMPLE

Project Coordinator

Volcanic Eruption Emergency Project

Ministry of Finance, Economic
Planning, and Information
Technology

First Floor Administrative Building,
Kingstown

Telephone: 784-457-1746

Email - cenplan@svgcpd.com

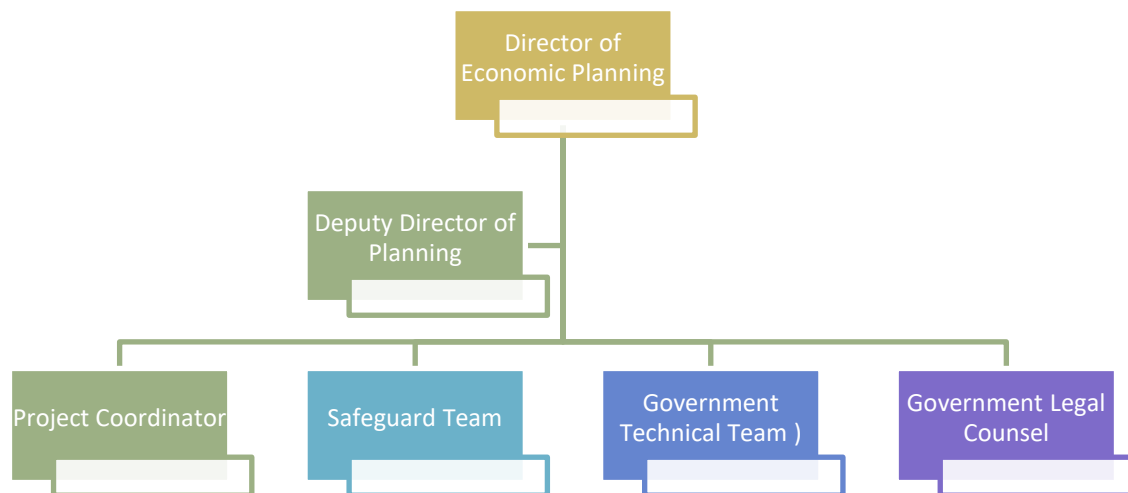
4. GOVERNANCE

This area provides the general information regarding the governance structure of the VEEP Grievance Mechanism.

THE GRIEVANCES REDRESS COMMITTEE

The Director of Economic Planning would head the Grievance Redress Committee. The other members of the Redress Committee include the Deputy Director of Planning, the Project Coordinator, Government technical team (Director of Social Development; Chief Agricultural Officer; Department of Labour; Gender Affairs Department; National Emergency Management Organization) Central Water and Sewerage Authority , Government Legal Counsel, Officers from the Safeguard team. Other officers may be required if there are land acquisition issues, destruction of property or crops, etc. and witness to any form of exploitation. A representative from NGO - the Christian Council.

Figure 3: Composition of Grievance Redress Committee



ROLES OF MEMBERS OF GRC

The role of the members of the GRC is outlined below:

Director of Economic
Planning

Responsible for the overall decision of the committee

Legal Counsel

Provide guidance as it relates to the Law of the Country and the Rights of the Citizens

Project Coordinator

Provide information regarding the project activity affecting the PAP, document meetings meeting minutes,
Provide assistance regarding the expert opinions in various areas

Government
Technical Staff

Safeguard Team

Liaison for the PAP , represent the Best interest of the PAP , ensure World Bank Guidelines are followed. provides explanation for compensation to the PAP, monitor

Non Government
Representative

Provides a non governmental view regarding grievance and the beneficiary best options to minimize adverse effects of the project.

5. REVIEW AND MONITORING OF GRIEVANCE REDRESS MECHANISM

Ensure meaningful review of the performance of the grievance redress process of the Project. The Project Coordinator should ensure that all grievances are addressed within one month.

Best practices:

- The best redress for a grievance is to eliminate factors that can lead to grievances
- When project sites have been identified, a consultation and information session will be scheduled with residents to discuss the nature of the Project and to note and address any concerns on the project development.
- Identify areas susceptible to grievance generation and identify possible opportunities or alternatives. Recommendations should be made and discussed with the Project Coordinator *[where necessary, discussion with Project Steering Committee]*. If the grievance cannot be avoided, compensation or alternate options should be communicated to the potential aggrieved individual.
- On the determination of the project site, screening should be conducted for boundaries, agriculture produce, and other assets subject to be affected by the Project. When identified, a discussion should be undertaken with the Project Coordinator *[where necessary discussion with Project Steering Committee]* to minimize or eliminate potential grievances.
- Deal with every grievance in a fair, objective and just manner.
- Track grievances (number received, number resolved)
- Issue booklets/pamphlets to the public to educate them on the services available for redress to their grievances and the correct point of contact (for example, the Project Coordinator, the Ministry of Agriculture for crops and the Lands and Surveys Department for land issues).
- The project coordinator should meet with the SET monthly to ensure that all grievances and compensation are resolved during the project implementation.

6. RESOURCES FOR GRIEVANCE MECHANISM

Expropriation and compensation costs for loss of properties for resettlement under the VEEP are further elaborated in the Resettlement Policy Framework of VEEP. All amounts to be awarded by way of compensation under the VEEP, including interest and costs to be facilitated by the safeguards team and all other costs, charges and expenses which shall be incurred under the VEEP shall be paid out of the Consolidated Fund, inclusive of Land Acquisition issues. IDA cannot be used to finance cash payments in resettlement cases nor the purchase of land or houses.

7. CONCLUSION

The grievance procedure provides a simple, transparent and timely manner in which concerned residents can voice their opinions or grievances about the nature or development of the project activity. Each stakeholder must follow the grievance procedure; this means that each member of the GRC must be familiar with the documentation. The Social Safeguard Specialist must ensure that procedure is adhered to via advocacy with the PSIPMU, training of the project committee, the designers and contractors, and all other personnel immediately involved in the development and implementation of the Project.

ANNEX 1 REGISTRATION OF GRIEVANCE

Level of grievance: _____

Grievance No.: _____

Please use capitals: (Note that using your full name is optional)

Name: _____

Contact No: _____

Address: _____

E-mail Address: _____

National ID No: _____

NIS Number: _____

Gender: _____

Name of Project Site:

As per the ESMF of the Project, Grievance Redressal, I register my grievance as detailed:

"Details of Grievance"

- (a) Outline reasons why and how you are affected by the Project. (overleaf if necessary)

- (b) If land or other properties are being affected e.g. (agriculture), include copies of relevant documentations you have to support your claim.

List documents: attach copies

- (a) _____ (b) _____
(c) _____ (d) _____

Undertaking: I hereby certify that statements made in my Grievance and documentation enclosed are true and complete to the best of my knowledge. If at any time any part of the Grievance or the documentation is found to be false, I will be liable for any legal action that the Government of St. Vincent and the Grenadines may deem necessary.

Date: _____ (Signature of aggrieved person) _____

Name of recording Officer: _____ (Signature) _____
(Please print)

Witness: _____ (Signature) _____
(Please Print)

ANNEX 2 CONTRACTUAL ARRANGEMENT

MEMORANDUM OF UNDERSTANDING FOR THE TEMPORARY USE OF LAND OR OTHER FACILITIES DURING PROJECT CONSTRUCTION

The following agreement has been made on..... day of..... between.....resident of(the Owner) and(the Recipient).

1. That the Owner holds the transferable right of acres/square feet of land/structure/asset in.....
2. That the Owner testifies that the land/structure is free of squatters or encroachers and not subject to other claims.
3. That the Owner hereby grants to the Recipient this asset for the construction and development offor the benefit of the villagers and the public at large.
(Either, in case of donation)
4. That the Owner will not claim any compensation against the grant of this asset.
(Or, in case of compensation)
5. That the Owner will receive compensation against the grant of this asset as per the attached Schedule.
6. That the Recipient agrees to accept this grant of asset for the purposes mentioned.
7. That the Recipient shall construct and develop the.....and take all possible precautions to avoid damage to adjacent land/structure/other assets.
8. That both the parties agree that the.....so constructed/developed shall be public premises.
9. That the provisions of this agreement will come into force from the date of signing of this agreement.

Signature of the Owner

Signature of the Recipient

Witnesses:

1. _____

2. _____

(Signature, name and address)

ANNEX 3 GRIEVANCE LOG

Notes:

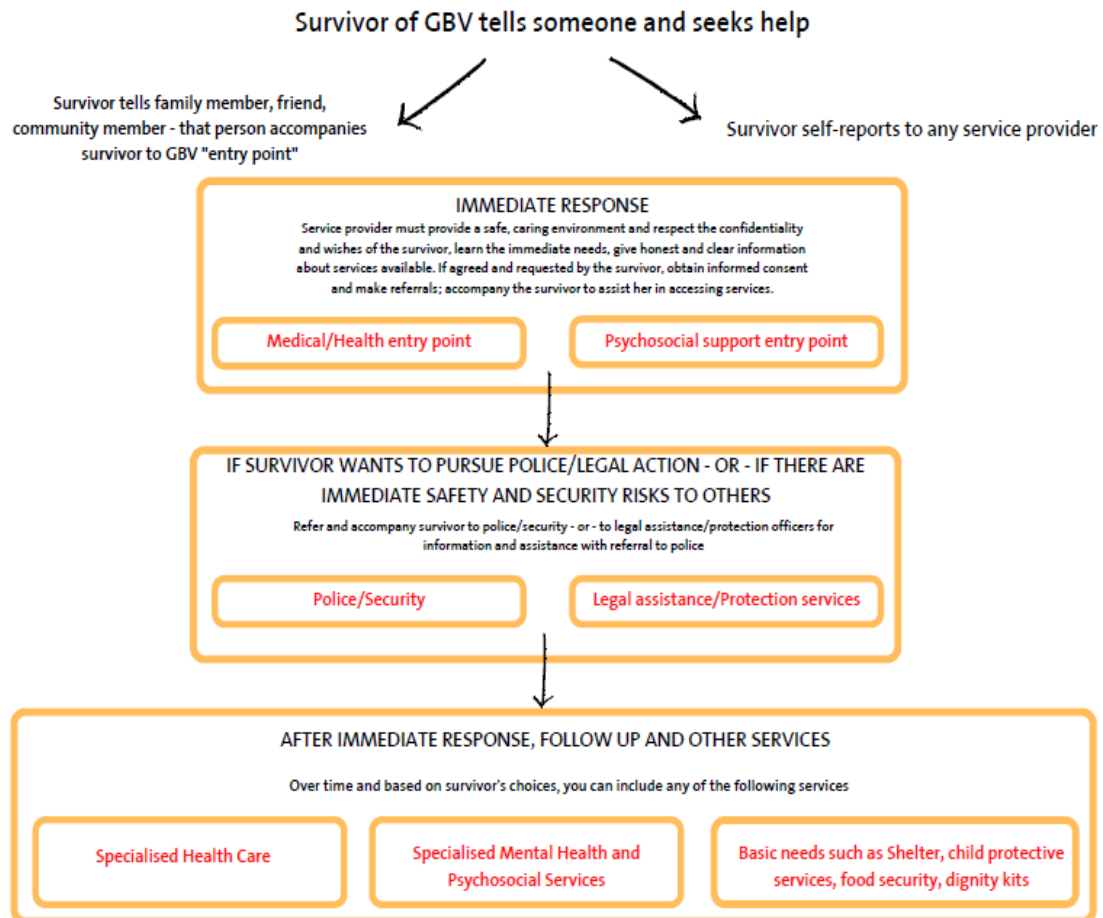
1. Complainants should be provided with an acknowledgement of grievance within seven (7) days from the date of receipt (the Social Specialist should insert the number of days that the Project has allocated for acknowledgement of grievance, which should vary from 2-7 days. For simple issues, complaints /queries should be responded to within this allocated number of days).
2. Expected time of redress should be entered in this register.
3. Records of Grievances should always be entered in the GR Register and updated as needed until the grievance is settled.
4. Grievances should typically be settled within four (4) weeks of initial receipt. If not, reasons for the delay should be communicated to the complainant and entered in the Register. (The social specialist should insert the number of weeks allocated for settling grievances under the Project, which should vary from 2 weeks to one month. The same approach as detailed above in Note 1 should be followed).

Grievance Details

Item Number	Officer Recording the Complaint	Claim Number	Name of subproject Site	Date Complaint Received	Name & Contact Information of Person Making Complaint	Date of Acknowledgement of Receipt of Complaint (Issue involve) (informing complainant of response time) / Response to Complaint for Simple Issues	Actions Taken to Resolve Complaint	How Complaint Resolved	Date Complaint Resolved	If Not Resolved, Date Sent for Appeal	Status of Appeal	Date Resolved	Comment

ANNEX 4 GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS

Gender Based Violence (GBV) Referral Pathways



1

A SURVIVOR DISCLOSES GENDER-BASED VIOLENCE TO SOMEONE TRUSTED

The survivor tells a trusted family, friend, or a community member OR The survivor self-reports to any service provider

IMMEDIATE RESPONSE

- Respect the confidentiality and wishes of the survivor
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- Obtain informed consent.
- When family/guardians make decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child
- Support survivors of rape to access medical care within 72 hours (but it is their choice).

DO

- DO believe the survivor. Reassure the survivor that this was not his/her fault.
- DO make sure that both the survivor and you are safe from immediate danger.
- DO provide practical care and support (e.g. offer water, somewhere to sit, etc.)
- DO listen to the person without asking questions.
- DO be aware of and set aside your own judgments.
- DO respect the right of the survivors to make their own decision.
- Inform, do not give advice.
- DO limit the number of people informed about the case (refer the case confidentially to appropriate GBV focal point, and only with the informed consent of the survivor).

DO NOT

- DO NOT force help on people, be intrusive or pushy.
- DO NOT pressure the survivor into providing information or further details.
- DO NOT doubt or contradict the survivor.
- DO NOT investigate the situation or provide advice
- DO NOT mediate between the survivor and the perpetrator or a third person (e.g. family).
- DO NOT write down or share details of the incident or personal details of the survivor
- DO NOT assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.
- Once a GBV referral has been made, DO NOT ask for extra information or contact the survivor directly.

ALWAYS PRACTICE THE SURVIVOR CENTERED APPROACH

- PRIORITIZE the needs, wishes, and decisions the survivor expresses
- ENSURE the survivor makes ALL decisions about accessing services and sharing information regarding her case
- DO NOT PROVIDE ADVICE
- NEVER blame the survivor
- Be patient, be a GOOD LISTENER, and be NON-JUDGEMENTAL

2

IF THE SURVIVOR HAS GIVEN INFORMED CONSENT, THE IMMEDIATE RESPONSE SHOULD BE:

PRIORITIZE URGENT HEALTH CARE!

PRIORITIZE SAFETY AND SECURITY!

SEXUAL VIOLENCE

If the survivor needs it - ensure immediate access to available medical care (within 3 days /72 hours for emergency HIV treatment; within 5 days for emergency contraceptives and prevention of sexually transmitted infection).

PHYSICAL VIOLENCE

If the survivor needs it - seek medical care if she is experiencing severe pain, bleeding, or for the treatment of non-sexual violence related injuries

IF THERE IS AN IMMEDIATE RISK OF SAFETY FOR THE SURVIVOR/THERE IS A LIFE-THREATENING CONCERN

Contact competent authorities (police,) or other appropriate emergency support.

3

IF THERE ARE NO URGENT HEALTH OR SAFETY & SECURITY NEEDS, RESPOND TO OTHER SERVICE NEEDS

These can include Mental Health Services, Shelter, Non-food Items, Food, or Legal Information & Advice.

CASE MANAGEMENT

FOR ADULTS

Marion House (24h)
784-491-6327/784-456-2161
mhouseboard@gmail.com

Ministry of National Mobilization,
Social Development, Family,
Gender Affairs, Persons with
Disability and Youth (08:00-16:15)
784-453-2061
gendersvg@gmail.com

FOR CHILDREN

Ministry of National Mobilization,
etc. (08:00-16:15)
784-456-2949

MENTAL HEALTH & PSYCHOSOCIAL SUPPORT

Marion House (24h)
784-491-6327/784-456-2161
mhouseboard@gmail.com

Ministry of Health, Wellness & the
Environment - Psychology Dept.
(08:00-14:00)
784-456-2948

Ministry of Health, Wellness & the
Environment - HIV/AIDS Secretariat
(08:00-16:00)
784-451-2489

SVG School Counsellor's Association
(09:00-15:00)
784-432-9621

PRIORITIZE
IMMEDIATE
NEEDS!

MEDICAL SERVICES

FAMILY PLANNING/ STI CARE & TREATMENT/ HIV
PREVENTION, CARE & TREATMENT

St Vincent Planned Parenthood Association
(Mon-Fri, 08:30-16:30)
(784) 456-1793/svppa@vincysurf.com

See more on next page...

FOOD SECURITY

Ministry of National Mobilization, etc..
(08:00-16:15)
784-456-2949

SECURITY

Attorney General's Office
(08:00-16:15)
784-456-1762/
ag.gov.vc@gmail.com

Office of the Director of Public
Prosecutions (08:00-16:15)
784-457-1344

National Commission on Crime
Prevention (08:00-16:15)
784-457-2194

Domestic Violence Hotline
HELP - 4357

Family Court (08:00-16:15)
784-451-2477

Criminal Investigations
Department (24h)
784- 456-1810

Sexual Offences Unit (24h)
784-456-1750

Anti Trafficking in Persons Unit
(24h)
784-485-6891

See more on next page...

GBV REFERRAL PATHWAY - ST VINCENT & THE GRENADINES

SECURITY



POLICE STATIONS ST VINCENT

Barrouallie - 458-7329
 Biabou - 458-0239
 Calliaqua - 458-4200
 Chateaubelair - 458-2229
 Colonarie - 458-6250
 Georgetown - 458-6229
 Kingstown - 457-1211 Ext 247
 Layou - 458-7229
 Mesopotamia - 458-5229
 Old Montrose - 457-1211 Ext 265
 Owia - 457-6605
 Penniston - 458-7429
 Questelles - 456-1750
 Rose Hall - 458-2249
 Sandy Bay - 458-6239
 Spring - 458-2322
 Stubbs - 458-4210

POLICE STATIONS GRENADINES

Paget Farm, Bequia - 458-3250
 Port Elizabeth, Bequia - 458-3350
 Canouan - 458-8100
 Ashton, Union Island - 458-8229

MEDICAL SERVICES



MEDICAL SERVICES ST VINCENT

FAMILY PLANNING

Milton Cato Memorial Hospital, Kingstown
 Accepts referrals from all polyclinics re rape cases.
 456-1185

FAMILY PLANNING/ INITIAL ASSESSMENT OF RAPE CASES

Levi Latham Health Complex, Mesopotamia
 458-5245

Buccament Poly Clinic, Buccament Bay
 458-7191

Stubbs Poly Clinic, Stubbs
 458-0743

Chateaubelair Smart Hospital, Chateaubelair
 458-2228

Georgetown Health Center, Georgetown
 458-6652

MEDICAL SERVICES GRENADINES

FAMILY PLANNING/ INITIAL ASSESSMENT OF RAPE CASES

Port Elizabeth Hospital, Port Elizabeth
 458-3294

Union Island Health Center, Union Island
 458-8339

Canouan Clinic, Canouan
 458-8305

8. REFERENCE

Laws of St. Vincent and the Grenadines Land Acquisition Act (2009).

World Bank (2008). A Guide to Designing and Implementing Grievance Mechanisms for Development Projects, Washington, D.C.

International Finance Corporation (2009) Good Practice Note Addressing Grievances from Project – Affected Communities: Guidance for projects and companies on designing grievance mechanisms. World Bank Washington DC.

Saint Vincent and the Grenadines National Economic and Social Development Plan -2013-2025.