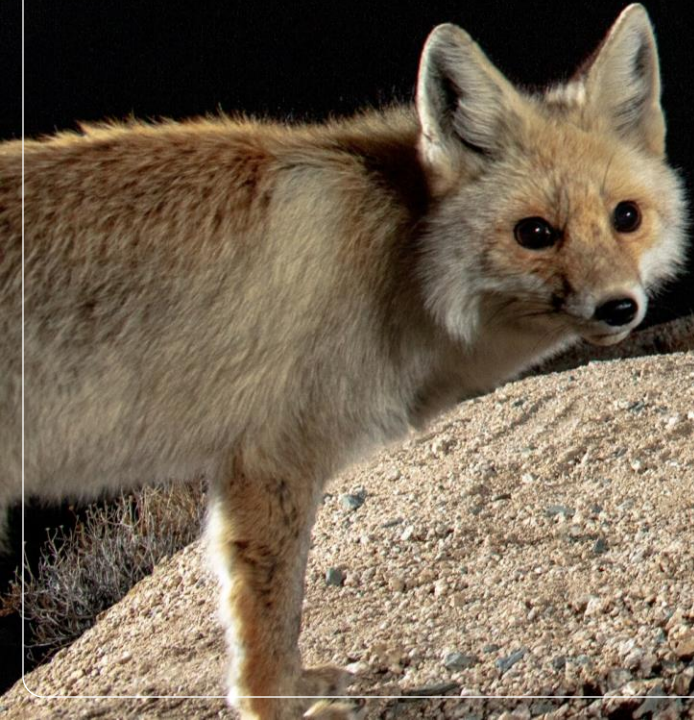
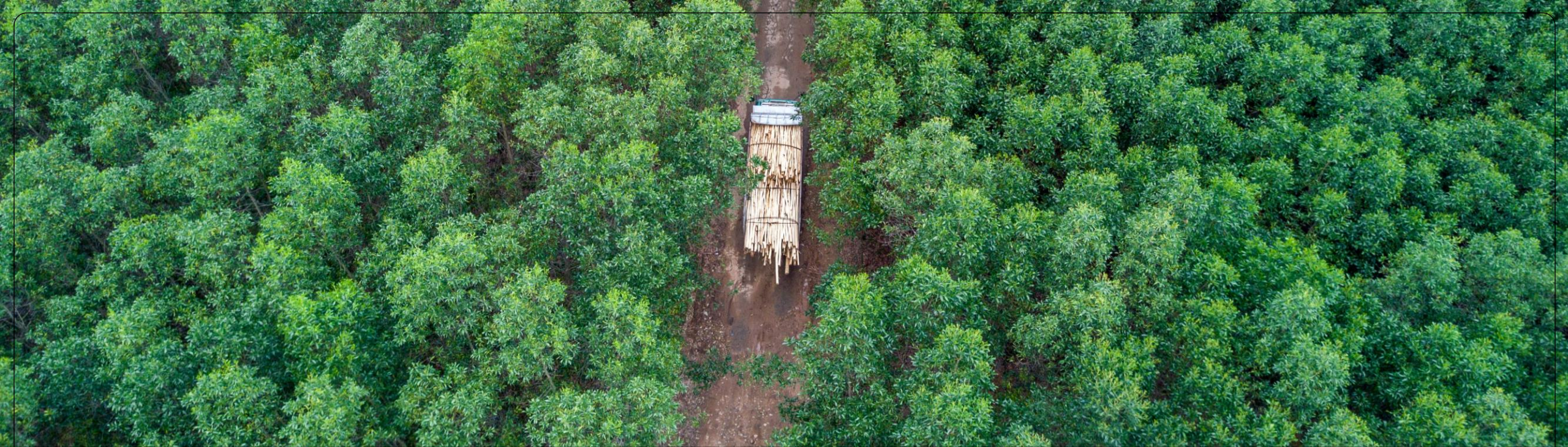


Grievance Mechanisms

Information for WWF Staff and Local Communities





Types of Reports

Activities reported can include:

- Suspected illegal or inappropriate activity, including fraud, corruption, malpractice, or human rights abuses
- Environmental and/or social damages/harms caused by projects financed or implemented (including those in progress) by the project
- Grievances surrounding WWF projects, including issues relating to Environment and Social Safeguards

Reporting

Who can submit a complaint?

Any stakeholder that has an issue with the project can submit a formal complaint through a grievance mechanism. This may include staff, partners, communities, or other stakeholders.

Reports can be anonymous if the complainant chooses.

When can a report be submitted?

A report can be made by a stakeholder at any time. Reporting can happen when the project is in development or implementation.

Online Links for Reporting

- Fund level mechanism
 - GEF Conflict Resolution Commissioner ([link](#))
 - GCF Independent Redress Mechanism ([link](#))
- WWF grievance mechanism*
 - GEF/GCF-related: Project Complaints Officer ([link](#))
 - Third Party Provider:
 - EthicsPoint: For project in WWF US managed country ([Link](#))
 - WhistleB: For project in WWF Intl. managed country ([Link](#))

*Guidance on raising issues to WWF Ombudsperson forthcoming





Alternative Ways to Report

By Telephone

- EthicsPoint toll-free hotline
 - Available 24 hours a day, 365 days a year
 - Reports made over the phone have the same security and confidentiality measures as online reports
 - Each country has a different number to call. The project manager is responsible for finding their country's number in EthicsPoint and sharing it when discussing grievance mechanisms with local communities

Project Level Mechanism

- To be developed during FP development/project initiation
- Category B projects need project-level mechanism in addition to EthicsPoint/Whistle B

After Reporting

- If the report is made using a third-party provider, the complainant will receive an ID and password that they can use to log into the system to track the status of their report and participate in an anonymous dialogue.
- Complainants will receive acknowledgment of receipt of their message within 24 hours as well as an update within 10 calendar days.
- Grievances will be investigated and acted upon according to strict complaint resolution procedures.
- Feedback will be provided to all registered grievances.
- Complainants should be notified of their right to appeal the decision taken by the regional Project team.
- Resolution and appeal process