

THE PROBLEM

GRMs are the central piece in meeting international safeguards commitments, and in ensuring the accountability of programs and projects.

All funds require that institutional GRMs are designed and managed to the highest international standards, including ensuring transparency, integrity, accountability, accessibility, responsiveness, cultural appropriateness, efficiency and proportionality, confidentiality and anonymity, and impartiality and independence.

Many organizations lack the capacity, know-how or financial means to do so effectively, leaving a potentially dangerous gap in their governance structure.

THE SOLUTION

A tailored subscription service for organizations seeking to put in place a grievance redress mechanism and prefer to outsource the handling of the grievances to an independent and highly qualified organization.

CLP's Independent Grievance Redress Service (IGRS) has a best-in-class procedure aligned with international standards and compliant with the requirements of climate funds.

CLP's roster of experts will support the GRM's discharge of its functions, particularly to ensure it is culturally appropriate and rights compatible

How do we provide the solution?

Tailored, hands-on support from start to finish.

- Grievance handling: overseeing the handling of each and every grievance received.
- Advisory services: understanding complaints across sectors and regions to identify systemic issues and lessons learned for each subscribed institution, with the objective of fostering improvements to new and existing operations in relation to environmental and social risk management.
- Reporting: quarterly reports on the status of complaints, a monthly log of active cases on its website (presented on a secure web-based platform that allows simple presentation of information) and overall statistical information on grievances raised in the year.

OUR COMPETITIVE ADVANTAGE

Unparalleled experience

- Over a decade experience supporting, monitoring and evaluating projects/programmes for international development organizations including GCF and the World Bank.
- Hands-on experience supporting organizations in project/programme development to access development finance and/or meeting their reporting requirements.
- Supported world's largest climate funds in addressing their safeguards challenges, including on GRMs.

Diversity in view and network

- Women-owned and run we are supported by a vetted roster of the world's leading legal and GRM experts on all continents, and across a range of thematic areas.
- Services will be offered across three main UN languages: English, Spanish and French.