

GRIEVANCE MECHANISM PROCESS

All grievances are handled confidentially and without retaliation.



Submit your grievance



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STEP 1

STEP 2



Acknowledging and registering the grievance

All grievances received in person, by phone, text messaging, or email messaging will be acknowledged.

5
working
days

Eligibility check and grievance categorisation

We will confirm that your grievance is eligible and explain the next steps and timeline.

5
working
days



STEP 3

STEP 4



Resolving the grievance

The project team reviews the grievance, looks into the issue, and works with the relevant people to find a solution.

20
working
days

Closing the grievance

The grievance is closed if and only if the complainant is satisfied with the solution offered by the project.



STEP 5



IF YOU ARE NOT SATISFIED OR PREFER TO ESCALATE IMMEDIATELY

You can submit your grievance directly to the Innovation Facility or IUCN.



Innovation Facility

+49 228 269 2231

innovationfacility@iucn.org



IUCN Whistleblowing Platform

+41 22 999 03 50

ethics@iucn.org



WHAT IS A GRIEVANCE?

A **grievance** is any project-related issue, concern, or complaint raised by an individual or group that requires formal resolution by **WWF NA**

- A grievance could be:
- Something that already has happened
 - Something you are worried might happen
 - Something you think is unfair

WHO CAN RAISE A GRIEVANCE?

Anyone who is affected by the project or has an interest in it can raise a grievance.



Community members



Project participants



Village representatives



Staff and workers

You do not need permission to raise a concern

OUR PILLARS



Accesible



Practical



Effective and
timely response



Transparent



Independent



Protection from
retaliation

EXAMPLES OF CONCERNS THAT CAN BE RAISED?

- ✓ Loss of income or restricted access to land and resources
- ✓ Exclusion from livelihood opportunities
- ✓ Unfair or unclear benefit sharing
- ✓ Lack of consultation or misleading information
- ✓ Environmental degradation e.g., water, soil pollution
- ✓ Fraud, corruption, or misuse of project funds
- ✓ Inappropriate behaviour by project staff or partners like sexual exploitation, abuse and harassment

You can also submit your suggestion on how to improve the project too!

See the Greivance Mechanism Process for details on how to submit a grievance