

GRIEVANCE MECHANISM

Batang Asai Forest Restoration (B-FOREST) Project



STEP 1

REPORT A GRIEVANCE



You can submit a grievance through the following channels:

- In person to project staff or designated contact persons (e.g. community leaders, village representatives, or project focal points)
- Telephone / Text / WhatsApp: **0811 7879 1998**
- Email: **iislamati@fauna-flora.org**
- Online form (see link below)

You can also choose to report directly to:

- IUCN Innovation Facility (see contact below)
- IUCN Head Oversight Unit (confidential channel – see below)

STEP 2

ACKNOWLEDGEMENT



- Your grievance will be acknowledged within **3 working days**
- You will receive confirmation that your
- grievance has been registered

STEP 3

REVIEW & ELIGIBILITY



- Your grievance will be reviewed to determine its eligibility
 - Eligibility decision will be made within **5 working days** after acknowledgement
- The result will be
- communicated to you directly
- If your grievance is
- not eligible, you will receive an explanation

STEP 4

RESOLUTION



- A proposed resolution will be provided within **20 working days**
- You will be informed
- of the outcome and next steps
- If additional time is required, you will be
- notified

STEP 5

APPEAL & ESCALATION

If you are not satisfied with the response at any stage, you can escalate your grievance



IUCN Innovation Facility
Email: **innovationfacility@iucn.org**
Phone: **+49 228 269 2231**



IUCN Head Oversight Unit (HQ)
Email: **ethics@iucn.org**
Phone: **+41 22 999 03 50**

Confidential and anonymous reporting available

YOUR RIGHTS



All grievances are treated equally and respectfully



You will not face retaliation



Your information will be kept confidential



ONLINE FORM (KOB0)

SCAN



<https://bit.ly/OnlineFormGSM>