

GRIEVANCE MECHANISMS

Understanding how to address and solve possible concerns

Where there are affected communities, IDB Invest requires the client to establish a grievance mechanism to receive and facilitate resolution of concerns and grievances about the client's environmental and social performance.

WHAT IS A GRIEVANCE MECHANISM?

It's a tool to receive and address concerns, complaints, and other issues.

WHERE?

They can be applied in different organizations such as:



Public & private companies.



WHAT'S THE PURPOSE BEHIND ESTABLISHING GRIEVANCE MECHANISMS?

Decision-making

Organization can optimize decision-making based on the information they receive from the community.

Problem resolution & prevention

Communities and project sponsors can prevent and solve conflicts before they scale into social conflicts.

Accountability Mechanism

They serve as an accountability mechanism where affected communities can seek remedy.

Institutional learning

They can help organizations to learn when embedding a monitoring and evaluation process.

A GRIEVANCE MECHANISM MUST GRANT



Accessibility

Everyone involved in the project should know about the grievance mechanism and have access to it.



Transparency

All the process have to be predictable and known to the public.



Fairness and independence

Those responsible for the grievance mechanism are trusted and bound by clear rules and standards.

KEY VALUES

REPRESENTATION

UNDERSTANDING

DILIGENCE

DIALOGUE

TRANSPARENCY

EQUITY

IDB INVEST AND GRIEVANCE

- IDB Invest strives to ensure that the projects in which it invests and to which it provides technical assistance services acknowledge the role of affected communities and establish a grievance mechanism to receive and facilitate resolution of concerns and grievances about the client's environmental and social performance.
- It remains a client responsibility to assess and mitigate adverse environmental and social impacts of a project, including compensation to affected populations where required. Project-level grievance mechanisms are better positioned to quickly resolve most types of grievances.
- In situations where local communities feel their concerns are not being satisfactorily addressed at the project level, they can access IDB Invest Management-Led Grievance Mechanism, or if the complaint relates to possible non-compliance with IDB Invest Sustainability Framework, they can also access the IDB Group's Independent Consultation and Investigation Mechanism (ICIM) at any time.