

Republic of the Marshall Islands

Marshall Islands Maritime Investment Project

Grievance Redress Mechanism

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1. Introduction

The Complaints process set out in this Grievance Redress Mechanism (“**GRM**”) has been set up for people seeking satisfactory resolution of their complaints on the environmental and social performance of the Republic of the Marshall Islands Maritime Investment Project (“**MIMIP**” or the “**Project**”).

This Process has been developed around relevant elements of the Project’s ESMF, and is intended to ensure the following:

- That the basic rights and interests of every person affected by poor environmental performance or social management of the project are protected; and
- That their concerns arising from the poor performance of the project during the phases of design, construction and operation activities are effectively and timely addressed.

2. Overview

This GRM covers the entire Project, not just the construction phase. It is recognized that complaints can come at any time, including predesign, design and post construction.

Figure 1 sets out an overview of the Project’s GRM, showing involvement of all relevant parties. The MIMIP Project Manager [when appointed] will be involved at each stage in a coordination and liaison role to help facilitate resolution where possible.

For the purposes of this GRM, prior to appointment of the MIMIP Project Manager the Designated Contact Person (“**DCP**”) is the DIDA Safeguards Specialist. Following the appointment of the MIMIP Project Manager, this DCP role will be reviewed.

Table 1 explains the relevant roles and responsibilities associated with the Grievance Redress Process.

Table 1: Grievance Redress Process

Stage	Process	Duration
1	<p>Aggrieved Party (AP) takes their grievance to either Construction Site Supervisor (CSS) or Designated Contact Person (DCP) – obviously in the pre-construction period there will be no CSS and the DCP is the appropriate person. Once construction commences, the CSS becomes the initial focal point for information.</p> <p>If the AP contacts any of the Project Representatives set out in Section 3, those Project Representatives will communicate the grievance to the DCP or CSS.</p> <p>Pre- and post-construction – DCP endeavours to resolve it immediately. Where AP is not satisfied, the DCP will refer the AP to the MIMIP Project Manager.</p> <p>For complaints that were satisfactorily resolved by the DCP, the incident and resultant resolution will be logged and reported to the MIMIP Project Manager.</p> <p>Post-construction commencing – CSS endeavours to resolve issue immediately. Where AP is not satisfied, the CSS will refer the AP to the DCP.</p>	Any time.

	<p>For complaints that were satisfactorily resolved by the CSS, the incident and resultant resolution will be logged and reported to the MIMIP Project Manager.:</p> <p>Complaints records (letter, email, record of conversation) are stored together, electronically or in hard copy.</p> <p>Each record is allocated a unique number reflecting year and sequence of received complaint (i.e. 2018-01, 2018-02 etc.).</p>	
2	<p>On receipt of the complaint, the Project DCP endeavours to resolve it immediately.</p> <p>For complaints that were satisfactorily resolved by the DCP, the incident and resultant resolution will be logged by the DCP and reported to the MIMIP Project Manager.</p> <p>If unsuccessful, DCP then notifies MIMIP Project Manager.</p>	Immediately after logging of grievance.
3	<p>The MIMIP Project Manager endeavours to address and resolve the complaint and inform the aggrieved party.</p> <p>For complaints that were satisfactorily resolved by the MIMIP Project Manager, the incident and resultant resolution will be logged by the MIMIP Project Manager.</p> <p>The MIMIP Project Manager will refer to the RMIPA General Manager and Transport Secretary other unresolved grievances for his/her action/resolution.</p>	2 weeks.
If the matter remains unresolved, or complainant is not satisfied with the outcome:		
4	<p>The Transport Secretary will then refer to matter to the Project Steering Committee (PSC) for a resolution.</p> <p>The MIMIP Project Manager will log details of issue and resultant resolution status.</p>	1 month.
5	<p>If it remains unresolved or the complainant is dissatisfied with the outcome proposed by the PSC, he/she is free to refer the matter to the appropriate legal or judicial authority. A decision of the Court will be final.</p>	Anytime.

Grievance Redress Mechanism for MIMIP

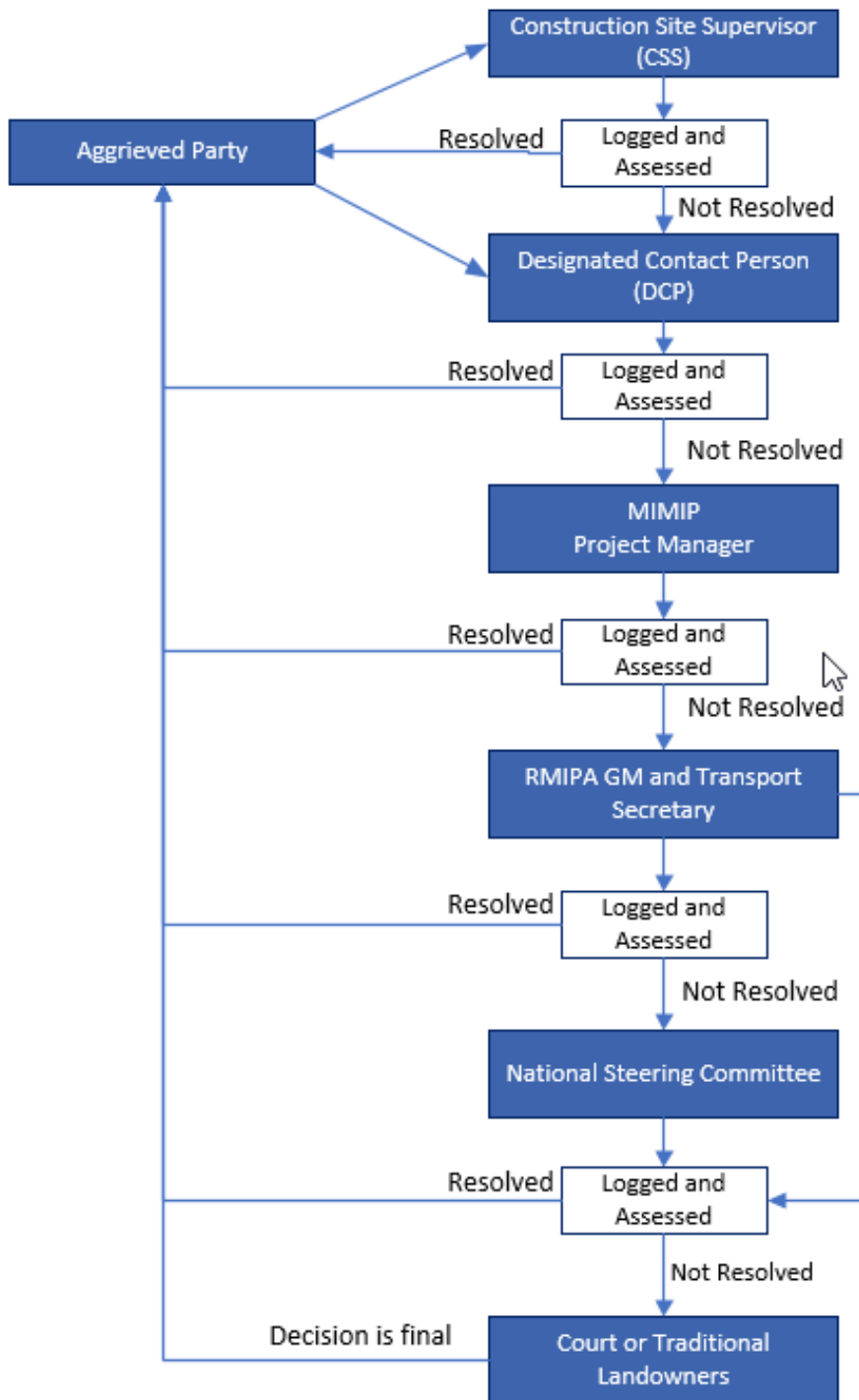


Figure 1: MIMIP Grievance Redress Mechanism

3. How to Get in Touch

Anyone can make a complaint, raise a grievance, ask for information on the project or get in touch for any reason. Complaints can be anonymous. The various ways to get in touch are:

In person:

Jaluit - [To come]

Wotje - [To come]

Ebeye- - [To come]

Majuro – DIDA Safeguards Specialist MIDB Building, Level 4, Room #405 Delap Village, Majuro MH 96960 or

MIMIP PM – RMIPA Building XXX

By Phone:

Construction Site Supervisor	XXXXX [To Come]
DIDA Office, Majuro	(692) 625 5968
MIMIP Project Manager, XXX,	XXXXX
MIMIP Project Engineer, XXXXX	XXXXX
DIDA Safeguards Advisor, Garry Venus	(692) 455 3648
RMIPA General Manager XXXXX	XXXXX

By email:

CSS	email address XXXX [to Come]
MIMIP Project Manager, XXX,	XXXXX
MIMIP Project Engineer, XXXXX	XXXXX
DIDA Safeguards Advisor	gazza700@gmail.com
RMIPA General Manager XXXXX	XXXXX

where possible copy to XXX [World Bank Program Manager in RMI – position not yet appointed]

By mail:

Jaluit - [To come]

Wotje - [To come]

Ebeye- - [To come]

Majuro – DIDA, P.O. Box D Majuro, MH 96960

Website:

rmi-mof.com/division-of-international-development-assistance/news-and-updates/

This information, and a brief summary of the process for answering queries and managing grievances, will be published on the DIDA website, and in consultation discussions particularly when involving the RMI and other Stakeholders.

4. Complaint/Grievance Report Form

Complaints may be received in any form, from anyone, including anonymous. Anyone in the team may receive a complaint at any time, including Contractors. All complaints shall be immediately forwarded to the DCP or to the CSS once construction has commenced. All such contacts will be recorded and screened.

The following template is for recording grievance complaints. Each incident should be recorded and the forms filed appropriately by the DCP/MIMIP Project Manager as appropriate. Screening will determine whether the complaint is project related. If the complaint is not project-related then it is closed (or referred to the correct agency).

GRIEVANCE REPORT FORM

Grievance Information: Summarise Details		
Name of Complainant (or anonymous), and gender	Employee ID (if Employee)	Telephone Email
Date of Complaint	Date of 2 week deadline for resolution or escalation:	Actual date of close out:
Date, time, and location of Event leading to Grievance:		
Detailed account of Grievance (Include names of persons involved) if known:		
Are there any policies, procedures, guidelines that may have been violated:		
Proposed solution or sought remedy:		

Outcome of Grievance:

Date and Signature of Entry into Record:

Date and Signature of Close-out:

5. Communicating the GRM with Stakeholders

During all Stakeholder Engagement Activities, there will be a statement announcing that there is a Grievance Redress Mechanism where Stakeholders can raise complaints and have them processed. Moreover, the DCP will provide contact information during all activities, and provide a location where stakeholders can log their complaints.

There will also be a notice at the Majuro RMIPA and DIDA offices and a notice on the website at all times explaining the complaints procedure and providing the contact details.