

# Grievance Mechanism

**Grievance Recording Mechanism:** In line with Gold Standard Mechanism Requirements, the following process has been implemented to receive any comments on the project.

Methods	Details	Reason for selection
<b>Continuous Input/Grievance Expression</b>	<p>Input/Grievance Register to be maintained at project site office.</p> <p>The format of receiving inputs/ complaints is as per GS requirements and is attached as annex 1.</p> <p>The inputs/grievance received shall be processed in line with the procedure as described in Annex 2.</p>	<p>The project's local office will be located in South Africa, and the Input/Grievance Register will be maintained at the project site.</p> <p>This will serve as an appropriate, publicly accessible location where local stakeholders can provide their feedback on the project.</p>
<b>Process Book</b>	<p>The format of the receiving inputs/complaints is as per GS requirements is attached as annex 1</p> <p>The inputs/grievance received shall be processed in line with the procedure described in the Annex 2</p>	<p>The local stakeholders are informed about the process book during the local stakeholder consultation.</p> <p>Further, a public notice shall be posted at the site informing the stakeholders about the grievance procedure.</p>
<b>Telephone access</b>	<p>EcoLinks Co., LTD are responsible for maintain and addressing any grievance on the project. Their mobile number or contact details shall be available for any stakeholder to comment.</p> <p>The comments mentioned shall be recorded in the grievance register and shall be processed in line with the procedure described in Annex 2</p>	<p>For those who are unable to travel to the local office or are not literate to record the grievance, they may connect with Project implementer via telephone.</p> <p>Persons dialling this number will have the access to the project developer who can speak both the language.</p>

<b>Internet/email access</b>	<p>Project Developer EcoLinks/Ground Greens Email Address: <a href="mailto:stanley@ecolinks.kr">stanley@ecolinks.kr</a> / <a href="mailto:jason@groundgreens.co.za">jason@groundgreens.co.za</a> Mr. Stanley Phillipson / Jason Briggs Phone Number: +8210 4524 0990 / 082 461 7597</p> <p>Gold Standard for Global Goals <a href="mailto:help@golstandard.org">help@golstandard.org</a></p> <p>The comments mentioned shall be recorded in the grievance register and shall be processed in line with procedure described in Annex 2.</p>	<p>Email id of the project Developer has been provided for continuous input / grievance for the convenience of stakeholders with internet access.</p> <p>Email address for the Gold Standard has also been provided.</p>
<b>Nominated Independent Mediator</b>	<p>No independent mediator is assigned. However, Ms. Lindsay Hopkins (<a href="mailto:lindsay@onward.africa">lindsay@onward.africa</a>) has been assigned as the point of contact, Grievance Redressal Officer (GRO) for all the issues.</p> <p>The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the procedure described in Annex 2.</p>	<p>The use of a Nominated Independent Mediator is not being employed. As the use of the process book, telephone and internet will sufficiently capture feedback as necessary.</p> <p>However, a local employee shall be available in case stakeholders have any comments.</p>

**Annex 1: Template for Grievance Register to be maintained at Local Office:**

<b>Date</b>	<b>Comment/Action Requested from PP</b>	<b>Response from PP</b>	<b>Person designated with responsibility by PP</b>	<b>Issue Resolved (Y/N) With date of clousure.</b>	<b>If No, what more action need to be taken?</b>
DD/MM/YYYY	Explanation of problem or comment. And/or what would the stakeholder like to change/stay the same.	Explanation from the project of what they will do in response to the comment. This may be an explanation as to what the project is unable to respond/does not see the problem as necessary to address	Identification of the person responsible for responding and monitoring the issue	This could be confirmation from the person who made the complaint for the resolution.	In case of No, the reason shall be considered as a new comment/ action by PP and processed accordingly.

## **Annex 2: Internal Grievance Redressal Procedure**

**Purpose:** The procedure aims to streamline the process when any grievance is received from any stakeholder.

In case any comment is received by the Grievance Redressal Officer (GRO), it has to be documented in the below Table for comments.

**Frequency of Monitoring:** Once a comment or grievance is received it has to be acknowledged and a copy is to be stored in the Grievance register. The Grievance redressal officer may decide to take action or in case further suggestion or approval from management is required from the Management that shall be discussed and resolved during the monthly management meet.

Once a comment or grievance is received it has to be presented to the management during the monthly meet along with the action taken to resolve the same. In case any input/approval is required from the Management that shall be discussed and resolved during the monthly management meets. The management may decide to further assess or carry out further investigation if required.

**Table for comments received to be presented to the Management:**

Comment No: 01				
Name of the person giving the comment (optional)	Date	Received via (email, post, telephone, or verbal)	Comment	Action Taken (if taken)

**Table for Actions taken by Project Developer**

Date on which it is reviewed by the GRO: DD/MM/YYYY		
Comment Number: XX		
DD/MM/YYYY	Action by GRO <ul style="list-style-type: none"> <li>- Communication/interaction with the person giving the suggestion/comment</li> <li>- Closure (in case there no further comment by the commenter)</li> </ul>	Responsibility of GRO
DD/MM/YYYY	In case Action needs to be approved by Management – Minutes to be recorded	Responsibility of GRO
DD/MM/YYYY	Communication/interaction with the person giving the suggestion/comment and explain him the management decision	Responsibility of GRO

DD/MM/YYYY	Closure (in case there is no further comments by the commenter)	Responsibility of GRO
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**Once the issue is resolved, the grievance Register as per Annex 1 has to be updated accordingly.**