

Grievance Redress Mechanism (GRM) and Investigation and Compliance Committee (ICC)

1. Introduction

The Caribbean Export Development Agency's Grievance Redress Mechanism (GRM) provides all stakeholders with transparent and efficient access to the Agency to voice any legitimate concerns and grievances and submit complaints, concerns and issues related to projects which are directly or indirectly implemented by Caribbean Export.

Grievances and complaints may include non-compliance with Environmental and Social Safeguard Standards; conflicts of interests by Caribbean Export's staff or contractors or any other ethical issue; breaches of Caribbean Export's policies and procedures; and alleged illegal activities such as fraud, corruption and financial mismanagement.

2. Objective

The purpose of this policy is to provide the Agency with an independent mechanism to investigate grievances or complaints of people who may have been adversely affected by a Caribbean Export implemented or executed project. Confidentiality will be the guiding principle of this process.

3. Process

3.1. Submission of a Grievance or Complaint

Grievances may be submitted via email (complaints@carib-export.com), phone (246) 436-0578 or (809) 531-6565, or in person at the Caribbean Export Development Agency's headquarters at Baobab Tower, Warrens, St. Michael, Barbados or its subregional office in Av. Pedro Henríquez Ureña No. 150, Torre Diandy XIX, Piso 7, Santo Domingo, Dominican Republic or any special portal set up for this occasion.

3.2. Assessment of the Grievance

All submissions will be registered in the Grievance Log and thoroughly assessed and investigated by the assigned investigator. An initial confirmation of receipt of the complaint shall be dispatched to the complainant within five calendar days.

3.3. Eligibility of the Grievance

Eligible grievances are all complaints made in connection with projects directly or indirectly implemented by Caribbean Export, which are ongoing or have been closed less than one year prior to the complaint being filed.

3.4. Review Process

Once a grievance or complaint has been found eligible, the investigating officer shall meet with the complainant virtually or in person within 60 calendar days to

- a) ensure that he fully understands the issues raised in the complaint;
- b) discuss possible solutions to resolve the issue;
- c) gather additional information if required.

3.4.1. Problem Solving

Caribbean Export's preference will always be on solving the problem and finding mutually satisfactory solutions in a participatory way. An individual timetable to reach the solution will be determined. The outcome of the exercise shall be reflected in a written agreement between the parties involved.

3.4.2. Compliance Review

If problem solving is not possible, the complaint will be referred for a Compliance Review to investigate whether Caribbean Export or its partners have been in breach of policies or procedures or engaged in illegal activities. The Executive Director shall be informed in writing about the allegations, including steps taken so far within seven calendar days.

After consultation with the relevant internal and/or external parties, the Executive Director shall provide a response within 28 calendar days including any proposed remedial actions.

A draft report including findings and recommendations shall be prepared by the investigating officer within 28 calendar days of receipt of the Executive Director's response.

Comments may be provided by the complainant, the Executive Director and other parties involved within 21 calendar days of receipt of the report to be included in the final report for transmission to the Chairperson of the Board of Directors to present to the Executive Committee of the Board of Directors or full Board of Directors as deemed appropriate.

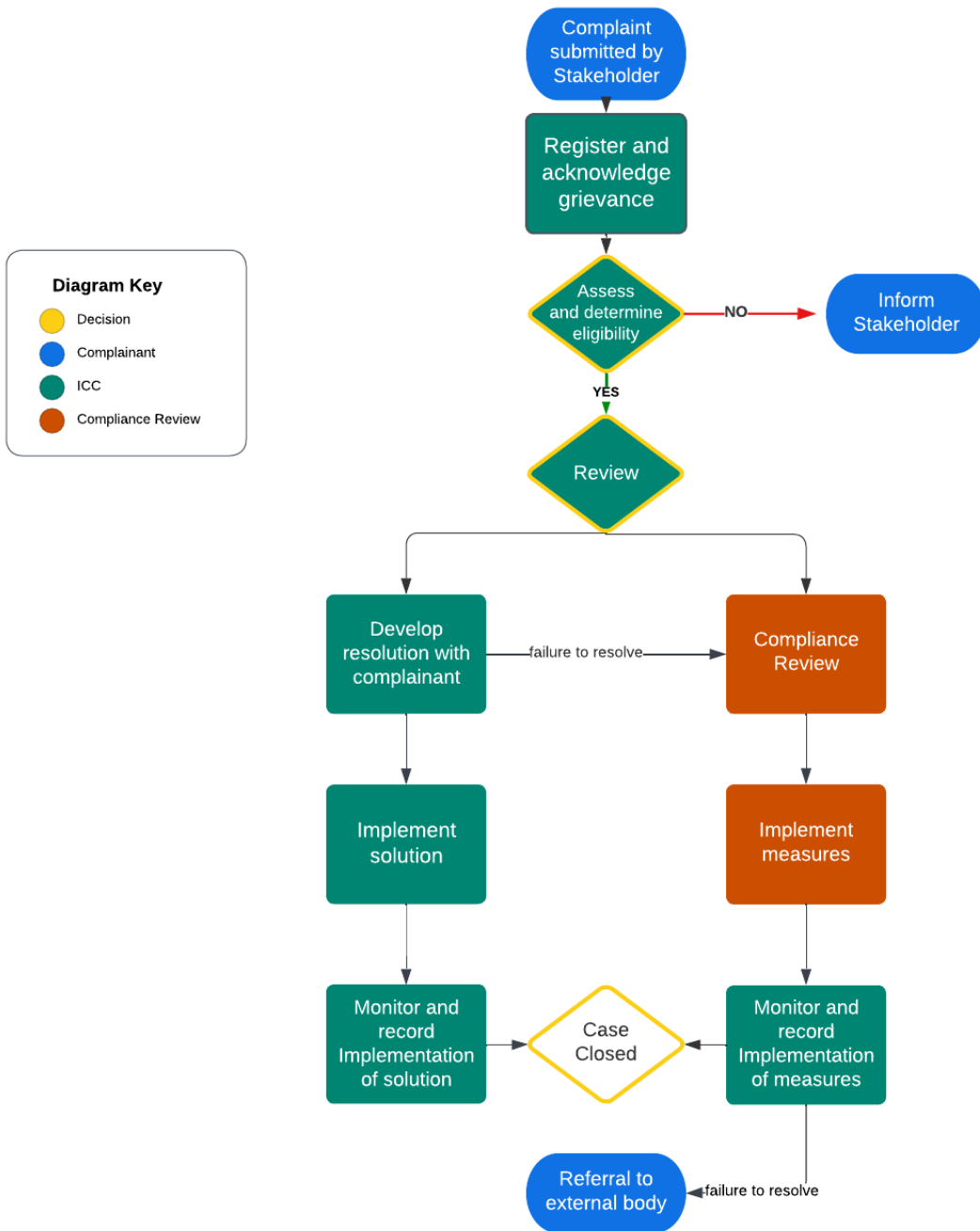
3.5. Monitoring

The investigating officer will monitor the fulfillment of the agreement or implementation of measures if applicable.

3.6. Flowchart

The below chart illustrates the process which is supported by recording each individual step in the Agency's Grievance Log.

CE Grievance Redress Mechanism



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Approved By: Deodat Maharaj, Executive Director