

Grievance Mechanism for External Stakeholders

Purpose

To address concerns of ICCF Group's external¹ stakeholders (e.g., project partners and beneficiaries, consultants and contractors, other stakeholders impacted by ICCF Group's work).

Aim

To ensure that all comments, inquiries and complaints concerning ICCF Group's work will be examined, and that appropriate corrective measures will be taken.

Process

Grievances shall be dealt with as follows:

1. **Acknowledgement:** Written confirmation of receipt of the comment/complaint is sent within 10 working days by the person who received it.
2. **Record:** Registration of the comment/complaint in the grievance file, including relevant documents.
3. **Notification:** Communication of the comment/complain as follows:
 - a. If it is concerning a specific project, communication to the relevant project manager, copy the Grants Manager.
 - b. If it is concerning general ICCF Group operations/activity, communication to the Executive Vice President.
 - c. Notification may also need to be made to other stakeholders such as the relevant donor, project partners and project steering committee.
4. **Assessment:** A decision is made on the nature of the investigation that will take place.
5. **Investigation:** Appropriate investigation of the comment/complaint by an internal team assigned to this task (for example this may include staff directly involved as well as the project manager and the Executive Vice President). The investigation may include meetings with the plaintiff and other stakeholders and review of relevant documents. An impartial party shall be involved in meetings with the plaintiff. Minutes of meetings and documents will be added to the grievance file.
6. **Resolution:** Depending on the findings of the investigation:
 - a. A resolution is decided immediately
 - i. The complaint is rejected
 - ii. A response is agreed
 - iii. The complaint is referred as appropriate
 - b. A resolution cannot be achieved, and the case is presented to ICCF Group's Board of Directors for further input
7. **Communication:** Once resolution has been achieved, the decision is communicated to the plaintiff in writing. Documents are added to the grievance file.
8. **Satisfaction:** If the plaintiff is not satisfied by ICCF Group's response, it can be taken to an impartial mediator as mutually agreed. If it remains unresolved, legal action may be taken. At all stages, documents are added to the grievance file.

¹ Note that the grievance procedure for ICCF Group staff is addressed in the Personnel Policy Manual.