

Missouri Botanical Garden Grievance Mechanism

Characterization of the Threatened Flora of São Tomé and Príncipe Project



CEPF Grant 104-130

Contents

1. INTRODUCTION.....	1
2. DEFINITIONS	2
3. GRIEVANCE REPORTING CHANNELS	2
4. GRIEVANCE MECHANISM PROCESS	2
5. APPEAL	5
6. REPORTING	5
Appendix 1 - Grievance Lodgement Form.....	6
Appendix 2 - Grievance Closure Form.....	7
Appendix 3 - Grievance Register Form.....	8

1. INTRODUCTION

The purpose of this document is to formalize the management of grievances from Missouri Botanical Garden’s stakeholders to minimize the social risks to the organization, related to the project “Characterization of the Threatened Flora of São Tomé and Príncipe Project”. The grievance process, outlined in this document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships with external stakeholders. The procedure applies to all external stakeholders, but does not cover grievances raised by internal stakeholders, such as employees.

2. DEFINITIONS

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants to have addressed by the organization in a formal manner.
Grievance mechanism	A formalized way to accept, assess, and resolve community complaints concerning the performance or behavior of the organization, its contractors, consultants, or employees. This includes adverse economic, environmental and social impacts.
Internal stakeholders	Groups or individuals within a business who work directly within the organization, such as employees, consultants, and contractors.
External stakeholders	Groups or individuals outside an organization who are not directly employed or contracted but are affected in some way by the decisions of the organization, such as community members, partner organizations, other NGOs, and the government.

3. GRIEVANCE REPORTING CHANNELS

Missouri Botanical Garden will communicate this procedure to its external stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Various channels for external stakeholders to voice their grievances formally include:

- Telephone - Stakeholders can call or text any of the following Missouri Botanical Garden staff members and the project representatives using their e-mail address and/or cell phone:
 - Tariq Stévant – Coordinator of the Central and West Africa program: tariq.stevart@mobot.org ;
 - Porter P. Lowry II – Director of Africa and Madagascar Program: pete.lowry@mobot.org ;
 - Laura Benitez – projet coordinator in Principe, laura.benitez@fauna-flora.org; +2399967983
 - Maria do Céu Madureira – projet coordinator in São Tomé, mceu.madureira@gmail.com; +2399907397
- E-mail - Grievances can be sent to mbgafrica@yahoo.com.
- Face to face - Stakeholders can voice their grievance to any MBG employee, who will then escalate using the correct procedures.

In addition, any grievance reported to MBG will be forwarded to CEPF's Regional Implementation Team. In cases of appeal or unsatisfactory answers provided by MBG to resolve the grievance, the external stakeholder can also forward the grievance to the CEPF Executive Director:

- CEPF Regional Implementation Team: Mariana Carvalho – Team Leader: cepf-gfwa-rit@birdlife.org ; +233 (0)302 255 015/ +233 (0) 261 737 101
- CEPF Executive Director: cepfexecutive@conservation.org

4. GRIEVANCE MECHANISM PROCESS

The figure below describes the process that will be used to resolve any grievances:



4.1. Receive Grievance

- In Person/over the phone - If a grievance is received face to face or over the phone and the stakeholder wishes to address the grievance formally, it is the responsibility of the employee who receives the grievance to complete a Grievance Submission Form (see Appendix 1). Once the form is completed, the employee will then pass it on to the grievance mechanism coordinator for processing.
- Electronic – The grievance mechanism coordinator receives all grievances submitted via email. The coordinator will review the grievance and complete a Grievance Submission Form when necessary.

4.2. Record

All formal grievances will be recorded in the Grievance Register Form (see Appendix 3), and hard copies of Grievance Submission Forms will be stored in the Grievance Register.

4.3. Screen

Each recorded grievance will be discussed with the Director of MBG’s Africa and Madagascar Program (or a nominated representative), who will help to determine the severity of the grievance and will assign it to an appropriate grievance owner. Guidance for this is provided in the following table:

Category	Description	Grievance Owner
Invalid	An invalid grievance is one that involves something out of the control of MBG. E.g. relating to internal matters of the community, such as conflicts between community members, unless they are directly caused by MBG projects or activities.	Any full time staff member
Level 1	When a grievance has no risk of damaging the reputation of MBG, and an answer can be provided immediately and/or MBG are already working on a resolution. (Only instances in which the grievant wishes to formalize the grievance need to be submitted to the External Grievance Register)	Any full time staff member

Level 2	Single event grievances with only a low risk of affecting the reputation of MBG.	Project coordinator level or above
Level 3	Repeated, extensive and high profile grievances that may jeopardise the reputation of MBG.	Head of Program level

In addition to thisAny grievance reported to MBG will be forwarded to CEPF’s Regional Implementation Team (Mariana Carvalho, Team Leader, cepf-gfwa-rit@birdlife.org, +233 (0)302 255 015/ +233 (0) 261 737 101) and to CEPF’s Grant Manager within 15 days. The MBG project manager will also communicate a detailed description of the answers and actions proposed to resolve the grievance. If the external stakeholder is unhappy with the resolution and/or does not agree with the proposed actions, then the grievance owner may escalate the matter to the CEPF Executive Director (cepfexecutive@conservation.org) or the external stakeholder may directly submit the grievance to the CEPF Executive Director (see 5. APPEAL).

4.4. Acknowledge

A grievance will be acknowledged, by the grievance owner, within five working days of a grievance being submitted. Communication will be made either verbally or in writing (stakeholders will outline their preferred method of contact on the Grievance Submission Form, see Appendix 1).

The acknowledgement of a grievance should include a summary of the grievance, that method that will be used to resolve the grievance, and an estimated timeframe in which the grievance will be resolved. If required, the acknowledgment provides an opportunity to ask for any additional information needed or to clarify any issues.

4.5. Investigate

The grievance owner is responsible for investigating the grievance. The investigation may require the grievance owner to make site visits, consult employees, contact external stakeholders, and/or complete other activities. Records of meetings, discussions, and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

4.6. Act

Following the investigation, the grievance owner will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The grievance owner is responsible for assigning actions, monitoring actions undertaken, and making sure deadlines are adhered to. Once all actions have been completed and the grievance owner feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.

4.7. Follow up and close out

The grievance owner will make further contact with the external stakeholder(s) two to three weeks after the grievance is resolved. When contacting the external stakeholder, the grievance owner will verify that the outcome was satisfactory and also gather any feedback on the grievance process, using the Grievance Closure Form (see Appendix 2). If required, the grievance owner may need to follow up with the external stakeholder(s) on numerous occasions to confirm that all parties are satisfied.

5. APPEAL

If the external stakeholder is unhappy with the resolution and/or does not agree with the proposed actions, then the grievance owner may escalate the matter to the CEPF Executive Director (cepfexecutive@conservation.org) or the external stakeholder(s) can directly submit the grievance to the CEPF Executive Director. The Director will convene a team of 3 or 4 senior staff to review the grievance and all documentation gathered throughout the investigation, and will determine whether further actions are required to resolve the grievance. MBG and CEPF are fully committed to resolving external stakeholder grievances, and if they are unable to resolve a complaint or a stakeholder is unhappy with the outcome, then advice should be sought from other independent parties.

6. REPORTING

The grievance register will be available internally on request, to support reporting for individual projects. Information outlining the number of grievances, time to resolution, and outcomes of grievances will be collated at 6-month intervals and presented to CEPF. MBG will evaluate and update the Grievance Mechanism procedure every two years (or as required) to continually improve its stakeholder engagement.

Missouri Botanical Garden Grievance Lodgement Form

Appendix 1



Name (of grievant):

Address:

Organisation (if applicable):

Date that grievance was made:

Time:

Preferred means of contact (provide contact details):

For internal use:

Name of MBG staff receiving grievance:

Comments:

Please provide details of your grievance (use also rear of page if required):

For internal use. Grievance ID number:

Level of Grievance:

Grievance Owner:

Note: The ID number is the date of the grievance in the format YYYYMMDD, followed by 2 digits for the number of grievances made that day. E.g. the ID for the second grievance made on Nov 27th 2018 would be 20181127-02

Missouri Botanical Garden Grievance Closure Form

Appendix 2



Name (of grievant):

Grievance ID Number:

Describe the actions taken to resolve the grievance:

Please sign to acknowledge the actions described above. If you have further comments on how your grievance was handled then please use the box on the rear of this sheet.

..... /...../.....

Grievant signature

Date

..... /...../.....

MBG staff name and signature Date

Grievance ID	Stakeholder	Date received	Grievance owner	Grievance level	Grievance description	Cause of grievance	Outcome	Resolution 'Accepted' or 'Unaccepted'	Actions/notes