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|  <p>This Trust Fund is funded by the European Union</p> |  <p>EU Local and Regional Competitiveness Project</p> |  <p>This Trust Fund is administered by the World Bank</p> |
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Local and Regional Competitiveness Project

Action Plan:

Grievance Redress Mechanisms (GRM)

I. Introduction

The goal of the Grievance Redress Mechanisms (GRM) is to strengthen accountability to project interested parties and provide channels for project interested parties to provide feedback on project sub-grant scheme. It provides a mechanism that allows for the identification and resolution of issues affecting the project. By increasing transparency and accountability, the GRM aims to reduce the risk of the project inadvertently affecting citizens/project interested parties and serves as an important feedback and learning mechanism that can help improve project impact.

The GRM established under the Local and Regional Competitiveness Project is accessible to all, including ethnic, religious, gender, and other special groups. The mechanism focuses not only receiving and recording complaints but also on how complaints are resolved. While feedback should be handled at the level closest to the complaint, but all complaints should be registered and follow the basic procedures set out in this chapter.

II. Definition of GRM

For the purposes of this Operations Manual, a grievance redress mechanism is a process for receiving, evaluating, and addressing project-related complaints from affected communities at the level of the project.

The terms ‘grievance’ and ‘complaint’ are used interchangeably.

III. GRM scope and use

SCOPE: The Local and Regional Competitiveness Project includes a grievance redress mechanism that is available for project sub-grant beneficiaries to submit questions, comments, suggestions and/or complaints, or provide any form of feedback.

WHO CAN USE THE GRM? Project interested parties can use the GRM for the purposes of making complaints or providing complaints.

WHO IS MANAGING THE GRM? The GRM for Local and Regional Competitiveness Project is managed by the Project Implementation Unit (PIU), through the assigned Grievance Coordinator.

WHEN CAN A COMPLAINT BE MADE? Complaints can be expressed during a call for sub-project proposals is open.

There is no charge for making a complaint or conveying comments or suggestions.

IV. Procedures

1. Channels to make complaints

The project will establish the following channels through which project interested parties can make complaints regarding project funded activities.

- a. A dedicated email address: marjan.kelemen@lrpc.org.mk

- b. A dedicated phone line: +389 2 3 253 818
- c. Letters sent to PIU Grievance Coordinator:
Project Implementation Unit
Local and Regional Competitiveness Project
Miroslav Krleža 60, 1000 Skopje
attn. Mr. Marjan Kelemen
- d. Verbal or written complaints to other project staff (directly or through project meetings). (If sub-project beneficiaries provide verbal feedback/complaint, project staff will lodge the complaint on their behalf, and it will be processed through the same channels.)

2. Collection/receipt of complaints

The complainant needs to complete the Annex A – Grievance Form. If the grievance form is missing the Grievance coordinator will contact the complainant without delay and ask to resubmit the complaint by using the specified form. The complaints for the Local and Regional Competitiveness Project will be collected and compiled by the Grievance Coordinator.

The Grievance Coordinator will send receipt acknowledge to the complainant within 2 days of submission together with deadlines by which they will hear back from the PIU.

3. Recording/logging

The Grievance Coordinator logs the details regarding the complaint into the tracking system. This system will be manual (hard copy). GRM files should be stored in a secure setting (locked storage cabinet).

Once a complaint has been logged and sorted, the Grievance Coordinator before preparing the official response, if needed, refers to other PIU Consultants or Technical Committee members for additional information.

The timeframe within which the complaint should be resolved is 15 days.

Once the feedback is provided to the complainant, the Grievance Coordinator enters this data into the GRM register.

4. Response to complainant

The Grievance coordinator will request feedback from the complainant as to whether she/he deems the action(s) satisfactory, and this will be recorded along with the details of the complaint and the response taken.

V. Awareness-building

1. Information provided in an accessible format

All information about the grievance handling system (the procedure to make a complaint (where, when and how), the investigation process, the timeframe(s) for responding to the complainant) including the Grievance Form are distributed to all project interested parties through the Grant Manual published on Local and Regional Competitiveness Project web site.

VI. Transparency, monitoring and reporting

1. Transparency

Policies, procedures and regular updates on the GRM system, the complaints made and resolved, will be available online, as well as on local notice boards and other permanent displays, whatever applicable. They will be updated quarterly.

2. Regular internal monitoring and reporting

The Grievance Coordinator will assess the functioning of the GRM and undertake spot checks during regular supervision visits.

- Ensure accurate entry of GRM data. Produce compiled reports to the format agreed with the Project Manager.
- Review the status of complaints to track which are not yet resolved and suggest any needed remedial action.

During annual/bi-annual general meetings, the project team shall discuss and review the effectiveness and use of the GRM and gather suggestions on how to improve it.

3. Oversight and review

The status of the development of the GRM, the levels of use by project interested parties, the challenges of implementation, etc. will be discussed in semi-annual/annual portfolio meetings. The PIU will discuss with the Bank during implementation support missions any corrective measures that may be needed.

ANNEX A – GRIEVANCE FORM

| Grievance Form | |
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| Reference No: | |
| Name and Surname | |
| Contact Information: Please note how you like to be contacted (<i>mail, phone, e-mail</i>) | By Post: Please provide mailing address: _____ _____ By Phone: _____ By E-mail _____ |
| Preferred language for communication | <input type="checkbox"/> Macedonian <input type="checkbox"/> [Other: _____] |
| Description of Incident or Grievance: | |
| What did happen? Where did it happen? | |
| Who did it happen to? | |
| What is the result of the problem? | |
| Date of Incident/Grievance | One-time incident/grievance (date _____) Happened more than once (how many times? _____) On-going (currently experiencing problem) |
| What would you like to see happen to resolve the problem? | |
| Signature: _____ Date: _____ | |
| Please return this form to: | |

ANNEX B – NOTIFICATION FORM

| GRIEVANCE ACKNOWLEDGEMENT (Form B) | |
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| <i>Instructions: This form is to be completed by the Grievance Coordinator and delivered to the complainant.</i> | |
| Date Grievance Received: | Tracking Number: |
| Grievance Received (check <input checked="" type="checkbox"/>): <input type="checkbox"/> National <input type="checkbox"/> Local | |
| Mode of Filing Grievance (check <input checked="" type="checkbox"/>): <input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> E-mail <input type="checkbox"/> Website <input type="checkbox"/> Other _____ | |
| Name of Person Raising Grievance: | |
| Contact information for the Person Raising Grievance: Email: Phone: Address: | |
| Deadline for Response from Local and Regional Competitiveness Project: | |