

CCARDESA

Centre for Coordination of Agricultural Research and Development for Southern Africa



FOOD SYSTEMS RESILIENCE PROGRAMME (FSRP) FOR EASTERN AND SOUTHERN AFRICA

Procedures and Guidelines FOR THE GRIEVANCE REDRESS MECHANISM



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PROGRAMME BACKGROUND

The Centre for Coordination of Agricultural Research and Development for Southern Africa (CCARDESA) was established by the Southern African Development Community (SADC) in 2010 to coordinate agricultural research and development programs across 16 SADC member states. CCARDESA is implementing the Food Systems Resilience Programme (FSRP), a six-year regional Programme under the support of the World Bank (WB) in Madagascar, Malawi, Comoros and Tanzania. The Programme's main objective is to build resilience of the food systems of countries/region by using smart approaches that circumvent the effects of climate change on agriculture. CCARDESA is implementing regional planned activities under four core components through: (i) Building resilient agricultural production capacity; (ii) supporting sustainable development of natural resources in agricultural landscapes; (iii) supporting the value chain actors to get to the market; and (vi) promoting food systems resilience in national and regional policymaking.



CCARDESA GRIEVANCE REDRESS MECHANISM

This Grievance Redress Mechanism (GRM) accounts for any complaints from stakeholders concerning CCARDESA's activities on the implementation of the FSRP. The GRM describes the scope and procedure for raising, recording and addressing complaints, and specifies the roles and responsibilities of the parties involved.

SUBMITTING A COMPLAINT

Any individual, community, or representative such as a civil society organization may submit a complaint in writing addressed to the Grievance Redress Committee using any of the various platforms listed below. Complaints may also be submitted via Grievance Redress Committees established in implementing countries:

- ◆ By letter addressed to the Executive Director of CCARDESA, P/Bag 00357, Gaborone; for the attention of the **FSRP Regional Programme Coordinator** or **Safeguard Officer**
- ◆ Email address: fsrpgrm@ccardesa.org
- ◆ Telephone calls during business hours at +267 3914997
- ◆ Fax: +267 316 7211
- ◆ In person at CCARDESA Headquarters: Ground Floor, Red Brick building, Plot 4701, Mmaraka Road, Gaborone
- ◆ Suggestion Boxes at CCARDESA Secretariat Office or entities in implementing countries
- ◆ Online - by completing an online application form through CCARDESA website at <https://www.ccardesa.org>

Note: People who file complaints may request that their identities be kept anonymous.

To access the CCARDESA GRM document and to submit a complaint, please visit the CCARDESA FSRP web page at: <https://www.ccardesa.org/food-systems-resilience-programme-fsrp-eastern-and-southern-africa>

COMPLAINT ADMISSIBILITY

When a complaint is received, it is assessed for its eligibility. Complaints are admissible if they meet the following criteria:

- i. The Programme is active or has been closed for less than 15 months.
- ii. The complaint relates to the Programme.
- iii. The complaint is filed by programme-affected individuals and/or communities, or their authorized representatives.
- iv. The complaint alleges environmental and social harm caused or likely to be caused by the programme.

Exclusions

Grievances that allege corruption, fraud or major violations of human rights shall be referred to the Police or judicial bodies for formal investigations. Such grievances shall be captured under this GRM for record-keeping purposes to ensure that they are settled.

INFORMATION TO INCLUDE IN A COMPLAINT

When submitting a grievance/complaint, it is important that the complainant provides the following information:

- Identity and contact information of complaint.
- Project/programme details.
- Clearly state the adverse impact caused by the Programme.

- Details, and written proof of authority of the representative.
- Supporting evidence where necessary.
- Actions taken to resolve the matter, if any;
- Any proposed resolution to the grievance.

COMPLAINT MANAGEMENT

1st Tier of Redressal-National Grievance Redress Committee (NGRC)

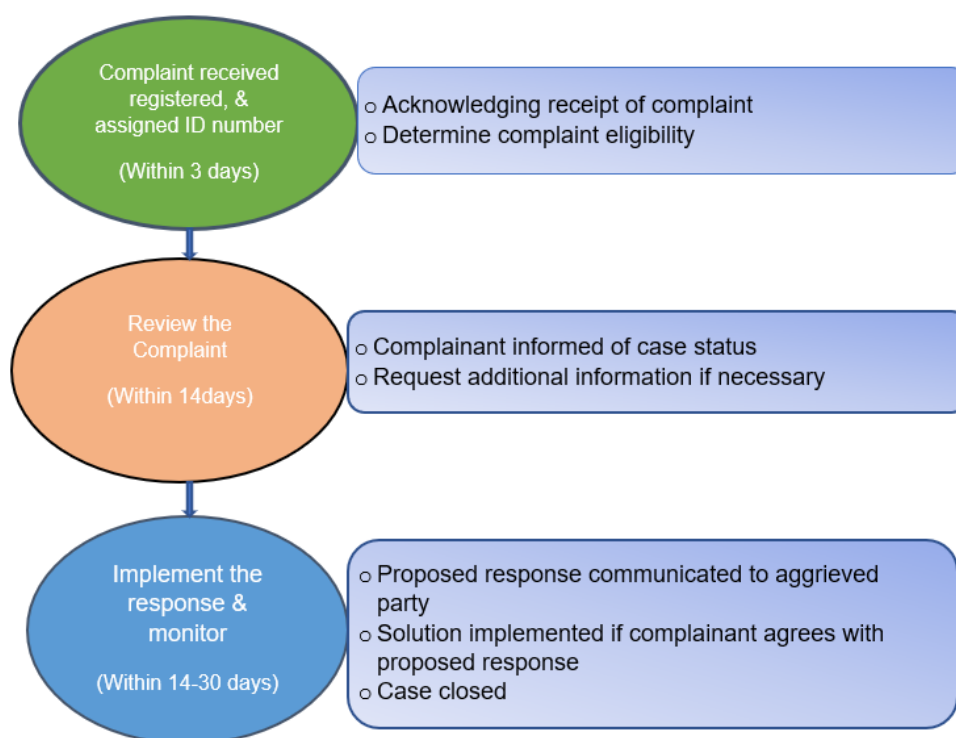
This Committee handles all grievances and disputes arising from stakeholders in a respective country. Issues linked to CCARDESA that cannot be resolved by the Committee shall be escalated to the next level of redress, the RPGRC.

2nd Tier of Redressal-Regional Programme Grievance Redress Committee (RPGRC)

This Committee is hosted by the CCARDESA Programme Implementation Unit and shall mediate all unresolved complaints from the NGRC, and from the activities of regional implementing partners. Parties can also lodge their grievances directly with the RPGRC without going through the National GRC.

PROCEDURES FOR HANDLING A COMPLAINT

The procedure of handling complaints is illustrated below.



ALTERNATIVE GRIEVANCE REDRESS CHANNELS

Another alternative to the Independent Recourse Mechanism would be to pursue appropriate recourse via the judicial system in the respective country. Complainants who are dissatisfied with the mediation effort of the Programme’s grievance committee may seek to pursue recourse via a judicial process of choice within 30 days.

REPORTING CASES OF GENDER BASED VIOLENCE (GBV)

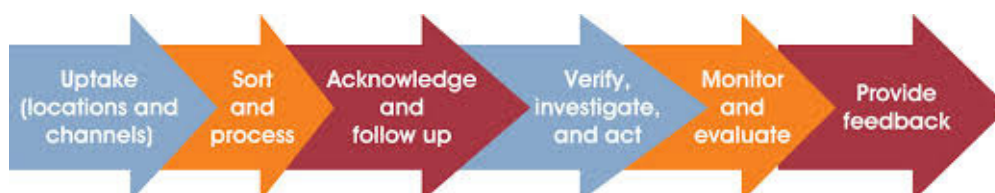
Victims of GBV perpetrated by those working under the Programme can freely report the matter to Law Enforcement, civil society groups or any relevant institutions that handle GBV cases in the area. Alternatively, you may also directly contact the Safeguards Officer for advice.



Image Source: World Bank (<https://www.worldbank.org/en/topic/gender/brief/addressing-gender-based-violence>)

WORLD BANK GRIEVANCE REDRESS SERVICE:

Parties who believe that they are adversely affected by the FSRP may opt to raise their concerns and seek redress in writing directly to the World Bank's Grievance Redress System (GRS).



- For information on how to submit complaints to the World Bank's corporate GRS, please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

WORLD BANK INSPECTION PANEL:

The Inspection Panel is a complaints mechanism that assesses allegations of harm to people or the environment and reviews whether the World Bank followed its operational policies and procedures. The Panel is independent from the World Bank management and staff and reports directly to the Board of Executive Directors.

- For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.



This information is published by:
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For more information on CCARDESA GRM,

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