



AGRICULTURAL VALUE CHAIN DEVELOPMENT PROJECT

GRIEVANCE REDRESS MECHANISM MANUAL

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Consultant

Tsitsi Muvunzi | Gender, Research and Development Specialist

T : +23279831512 | C: +232 34268916 |

E : muvunzitsitsi@gmail.com

20 D Wilkinson Road, Freetown, Sierra Leone

LIST OF ACRONYMS

ACC	Anti-Corruption Commission
AVDP	Agricultural Value Chain Development Project
DGRMC	District Grievance Redress Management Committee
ESMF	Environment and Social Management Framework
FGRC	Farmer Grievance Redress Committee
FSU	Family Support Unit
GBV	Gender Based Violence
GoSL	Government of Sierra Leone
GRM	Grievance Redress Mechanism
IFAD	International Fund for Agricultural Development
IVS	Inland Valley Swamp
MDAs	Ministries, Departments, and Agencies
NGRC	National Grievance Redress Committee
NSC	National Steering Committee
OFID	OPEC Fund for International Development
OPEC	Organisation of Petroleum Exporting Countries
PCU	Project Coordinating Unit
PWD	Persons with Disabilities
SLRA	Sierra Leone Roads Authority
SMEs	Small and Medium Enterprises
VGRC	Village Grievance Redress Committee

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CHAPTER ONE: INTRODUCTION & BACKGROUND

1.1. Project Context

Implemented over a period of six years, the Agricultural Value Chain Development Project (AVDP) is aimed at improving the livelihoods, food security and climate resilience of rural farming households. The project's development objective is to increase incomes for smallholder farmers through the promotion of agriculture as a business. Its target was estimated at 43,000 direct beneficiaries and their families, with a total reach of 260,000 people. The project is co-funded by International Fund for Agricultural Development (IFAD) loan, IFAD grant, Government of Sierra Leone (GoSL), the Adaptation Fund (AF), OPEC Fund for International Development (OFID), private sector and the direct beneficiaries' contributions.

The Project is implemented by the Government of Sierra Leone, through the Ministry of Agriculture and is being implemented in 10 Districts of Sierra Leone. AVDP works with Farmers' Organisations, Service Providers and Small and Medium Enterprises (SMEs) in rice, cocoa and oil palm value chains through crop diversification to enhance nutrition and create alternative income streams. The project is contributing to addressing key challenges faced by farmers, in relation to the lack of quality inputs, limited access to extension services, low investments and limited working capital, unfavourable farm to market linkages and climate change. AVDP addresses these challenges by providing technical assistance through Farmer Field School as well as the strengthening of farmers' organisations to better plan production and purchase of inputs. Additionally, the project also provides certified seeds through the seed multiplication plots and matching grants to enhance investment in productive infrastructure. Overall, it is anticipated that smallholder producers will be organised in producer groups, have increased productivity and that excess production will be sold through stable business connections with private sector partners thus improving income levels and livelihoods.

The risks associated with the project include corruption and poor governance classified as high; macroeconomic risk also classified as high, as well as institutional capacity for implementation and sustainability risks classified as medium. Adequate mitigating measures were proposed with the Project Steering Committee and Presidential Task Force playing a central role in monitoring these risks and ensuring that any issues with the potential to jeopardise the project is addressed. The environmental and social risks associated with the Project are minimal, site specific, and has been classified as Category B and can easily be

managed with the mitigation measures adopted by the project. A number of potential environmental risks were identified in the Environment and Social Management Framework (ESMF) with remedies that can support to improve the environment and natural resources management. These include direct deforestation and land degradation issues caused by expanding tree crop plantations into forested areas; indirect deforestation and excessive pressure on forest and woodlands caused by the use of fuelwood for rice parboiling and oil-palm processing; obstruction of Inland Valley Swamp (IVS) drainage areas, resulting in water logging of otherwise arable land; erosion and landslides caused by road construction around winding hilly areas and valleys.

The Project consists of three components: (i) Climate Resilient and Smart Agricultural Production (ii) Agricultural Market Development (iii) Project Coordination and Management. The outcome of component 1 is that the volume and value of production systems are made more climate resilient. The sub-components focus on 'support to smallholder rice production and productivity', 'support to tree crop production and productivity' and 'support to the vegetable chain'. The expected outcome of component 2 is the improved performance and organisation of the selected value chains for increased smallholder production and productivity'. Component 2 contains two subcomponents: (i) market access and (ii) climate resilient rural infrastructure. The third component is focused on coordination and management by the National Programme Coordination Unit (NPCU) within the ministry of Agriculture and Forestry and in partnership with the Tony Blair Institute (TBI).

1.2. Grievance Redress Mechanism (GRM) Context

A Grievance Redress Mechanism (GRM) is an important tool for local communities and other stakeholders to express themselves. The GRM is a method for mitigating, managing, and resolving potential problems, challenges, and concerns, as well as ensuring that the project meets its obligations under international human rights law and IFAD Accountability and Complaints Procedures¹, which provide redress to project affected parties and address issues at an early stage. In addition to grievances, the GRM is intended to channel citizens' questions, concerns, and complaints about the project to the project implementers.

The implementation of the AVDP requires the collaboration of various people from Farmers' associations and organizations, Government Ministries, Departments, and Agencies (MDAs),

¹ IFAD (2022). Accountability and Complaints Procedures: Compliance with IFAD's Social and Environmental Policies. <https://www.ifad.org/en/accountability-and-complaints-procedures>

Communities, Small and Medium Enterprises (SMEs), staff, vendors, consultants, and so on. During project implementation, there may be minor environmental and social risks associated with project activities, which will result in some complaints that must be addressed. Apart from these grievances, there are likely to be some pre-project grievances that may have been mingled with project implementation. As a result, this GRM was created to ensure that individuals and communities harmed by AVDP project activities can file a complaint, which will be promptly reviewed and addressed by the Project Coordination Unit (PCU). As a result, this document provides guidance for the AVDP Project's complaint and grievance management. The goal is to provide an appropriate, centralized mechanism for AVDP that can also be used to meet IFAD safeguards requirements.

The GRM outlines a process for documenting and addressing Project grievances (and complaints) raised by affected persons or community members regarding specific Project activities, environmental and social performance, the engagement process, and/or unanticipated social impacts caused by or exacerbated by project activities. It specifies the roles and responsibilities of the parties involved, as well as the scope and procedural steps. The GRM is subject to revision based on experience and stakeholder feedback. On the Project Website, AVDP will publish a Project-Wide Grievance Redress Mechanism.

1.3. Rationale for the Grievance Redress

Agriculture development projects typically result in dramatic changes for communities. While change may provide opportunities for some, it may severely affect others, despite project efforts to be socially and environmentally responsible, as well as genuine efforts to engage communities and create project safeguards. As a result, the project should provide a space for communities and/or individuals to channel and resolve their grievances. Lack of such an environment leads to persons or communities affected by project activities turning to other avenues of protest, such as the streets, court system, and local and international press, where the risk levels for a project are dramatically higher. Alternatively, affected communities may feel powerless to intervene as unresolved, ignored, or scorned grievances accumulate over time, eventually erupting into intractable community opposition. The consequences of ignoring such disputes or responding too late are severe. Many major agriculture projects around the world are stalled due to unresolved disputes over land, water, or labor issues, particularly where community participation in project implementation is significant.

As a result, the AVDP Grievance Redress Mechanism (GRM) provides a platform for communities and individuals in the project communities to voice and amicably resolve their complaints as soon as possible. The GRM's primary goal is to identify and resolve community incidents before they escalate into unmanageable disputes.

1.4. Objectives of the GRM

1.4.1. Overall Objective

The GRM aims to resolve project-related complaints, reduce social risk, and promote mutually constructive relationships and project development goals with the participation of all stakeholders, including affected parties.

1.4.2. Specific Objectives

Specifically, this GRM was designed to:

- a) Establish a prompt, easy-to-understand, consistent, and respectful mechanism to receive, investigate, and respond to AVDP-related complaints and grievances.
- b) Keep project stakeholders, including beneficiaries, informed and accountable.
- c) Address Project-area environmental and social issues.
- d) Improve relations between Project implementers, executors, and beneficiaries.
- e) To educate the public in all project localities about the Project and the GRM, especially their critical roles in implementing the GRM.
- f) Enhance networking and collaboration with other agencies operating at community, chiefdom and district levels.

1.5. Scope of the GRM

The AVDP's GRM provides the means for problems to be solved while Project activities are ongoing. However, the GRM is meant to work in addition to existing legal channels like courts and other approaches to resolving issues. It does not replace them. The GRM is meant to improve the results of the Project by spreading information about the Project and its goals, discouraging fraud, corruption, and gender-based violence (GBV), reducing socioeconomic and environmental risks, and giving the Project Coordination Unit (PCU) practical suggestions and feedback while the Project is being carried out.

So, the proposed grievance handling system won't be able to deal with every problem or disagreement that might come up among a group of people whose problems or disagreements may not only have started before Project activities, but also be outside the scope of those activities or beyond the ability of project staff to solve. Because of this, the proposed grievance system will mostly deal with problems that come up when AVDP activities are put into place, such as:

- a) Land acquisition and compensation related grievances
- b) Dispute between communities as a result of direct or indirect effects of commencing the project, on the lives and property of the people.
- c) Disagreements among community stakeholders about who owns the project and who gets to take part in its activities.
- d) Delays in the implementation process which may agitate community members.
- e) Misunderstandings related to how beneficiaries were chosen and how they were involved in project activities.
- f) Problems with service delivery by the implementing team, contractors, sub-contractors, vendors, and volunteers.
- g) Problems related to violence against women and girls in project communities, such as sexual harassment, exploitation, and abuse.
- h) Complaints about construction work.
- i) Procurement issues, especially local ones. The procedures for putting the plan into action include a bidding process for hiring consultants and private companies. This could lead to complaints about how contracts are chosen and managed, the quality of materials delivered, or the work done on site.

1.6. Key Guiding Principles

The effectiveness of this GRM will be guided by the following key principles:

- a) *Compatibility with rights*: The results of the mechanism is in line with international and national standards. This GRM does not preclude aggrieved parties from using other ways to get justice.
- b) *Accessibility*: Anyone and everyone will be able to use the GRM at any time. Through its GRM, AVDP will try to deal with potential problems like language, literacy, lack of knowledge, cost, or fear of retaliation.
- c) *Timeliness*: Each step of the GRM has a deadline, and responses must be made within a certain amount of time. The standard processes and procedures for collecting and resolving grievances will make sure that grievances are dealt with quickly and in a fair

way. When a complaint is made, it will be taken care of or sent to the right place for resolution within 21 days.

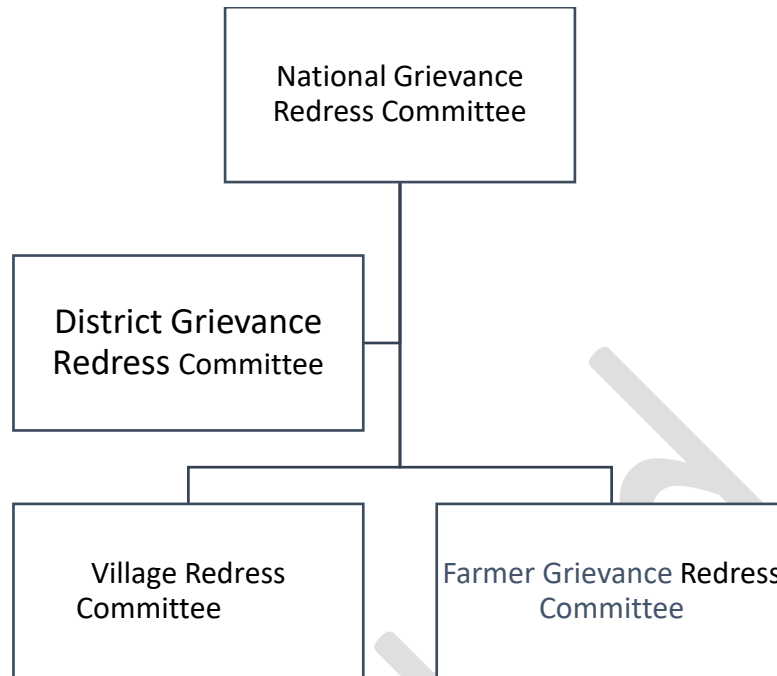
- d) *Fairness*: All of the procedures will be fair when it comes to access to information and meaningful public participation.
- e) *Openness and responsibility*: The whole GRM process shall be done in the public's best interest.
- f) *Capability*: For the GRM to work well, the project will devote the technical, financial, and human resources it needs.
- g) *Feedback*: The GRM will provide a way for people to share their thoughts on the project so that its impact on the lives of the people can be enhanced
- h) *Confidentiality and anonymity*: The Project GRM will follow confidentiality rules to protect the identity of complainants. It will also accept anonymous complaints from people who do not want to be identified.
- i) *Inclusion*: The GRM tries to be as socially inclusive as possible by giving a wide range of project stakeholders ways to access the GRM. It also supports grievance collection and resolution processes that include both men and women and encourages people with disabilities to take part in the GR process in a meaningful way.
- j) *Clarity and Limits*: The GRM make it clear what kinds of complaints can be heard and what kinds can't, so that no one can use it for their own personal gain. For example, accusations of corruption or other crimes should be dealt with in a different place, like the Anti-Corruption Commission.

2. CHAPTER TWO: GRIEVANCE REDRESS MECHANISM STRUCTURES

The AVDP GRM will be implemented using a three-tier redress mechanism systematically as indicated below:

- a) Community Level
- b) District Level
- c) National Level

The GRM structure is presented diagrammatically below.



Below are detailed explanations per level.

2.1. Community Level

At the community level, a Community Grievance Redress Management Committee (CGRC) will be established and will consist of:

- a) Village Grievance Redress Committee (VGRC) to be composed of community stakeholders.
- b) A Farmer Grievance Redress Committee (FGRC) which will be composed of beneficiary farmers.

At community level, traditional leaders shall serve an advisory role.

GRM members at village level shall be appointed by community members and should meet the following criteria:

- a) Must be resident in the community for a period of three years prior to the appointment.
- b) Must be willing to volunteer their services to the GRM Committee without receiving payment.
- c) Must agree to abide by AVDP and IFAD's Safeguarding Policy and Code of Conduct.
- d) Must have no criminal record.
- e) Must be of good moral standing with good reputation in the community.
- f) Must be approved by community members.

Committee members must be appointed in a consultative and highly participatory manner that ensures that membership represents a consensus reached by community members.

2.1.1. Village Redress Committee (VGRC)

The VGRC shall be established under the Project, in each of the beneficiary communities. It shall be the first tier of grievance redress to support the resolution of grievances emanating at community level during project implementation. The VGRC shall consist of the Village Land Committees established under Sierra Leone's National Land Commission Act (No. 19 of 2022)². Where they are not existing, the project will coordinate a community meeting that will facilitate the selection of the VGRC. In that case therefore, the VGRC representatives shall be selected through consensus by community members in an inclusive manner. The VGRC shall be composed of ten representatives, with a chairperson and a representative from the Ministry of Agriculture and Forestry (where possible) shall be the Secretary. The committee shall as much as possible be composed of the following members:

- a) Water point representative
- b) Village Development Committee Representative
- c) Extension Officer
- d) Area Policing Representative
- e) Teacher or representative from the Ministry of Basic and Senior Secondary Education
- f) Religious Groups Representative
- g) Representative of livelihood or agriculture focused Non-Governmental Organisation
- h) Women's Representative
- i) Persons with Disabilities' (PWDs) representatives
- j) Youth representative

In line with the Gender and Empowerment Act (2022)³, the composition of the committee shall have at least 30% representation of women.

The roles and responsibilities of the committee shall include but not limited to:

- a) Recording all grievances as they are submitted by the complainants.

² GoSL (2022). The National Land Commission Act, no.19 of 2022.
<https://www.fao.org/faolex/results/details/en/c/LEX-FAOC212618/>

³ GoSL (2022). The Gender Empowerment Act, No. 45 of 2021.
https://www.parliament.gov.sl/uploads/bill_files/THE%20GENDER%20EMPOWERMENT%20ACT,%202021.pdf

- b) Vetting all received grievances and determining their suitability for resolution under this GRM. If the grievance is not within the committee's jurisdiction, it will be referred to the appropriate authority.
- c) Calling all concerned parties to a hearing.
- d) Considering and investigating the issue, facilitating and mediating grievance resolution.
- e) Documenting the status of the complaint and its resolution.
- f) Referring the grievance to the District Grievance Redress Management Committee (DGRMC) or other appropriate committee for resolution with appropriate documentation and justification for reference if the case is unresolved.
- g) Educating communities about GRM.

2.1.2. Farmer Grievance Redress Committee

A Farmer Grievance Redress Committee (FGRC) will be established under the project to resolve grievances that emanate from the project. The FGRC shall be composed of ten representatives, with a chairman and a secretary. The FGRC shall have at least 30% representation of each gender in line with the Gender and Empowerment Act (2022).

The roles and responsibilities of the FGRC shall include but not be limited to:

- a) Recording grievances as they are submitted by complainants.
- b) Vetting grievances and determining whether they are within the FGRC's jurisdiction.
- c) To make appropriate referrals for grievances that fall outside the committee's jurisdiction to the District Grievance Redress Management Committee (DGRMC), with the necessary documentation and justification for reference.
- d) Calling all parties involved to a hearing.
- e) Investigating and facilitating mediation and grievance resolution.
- f) Promptly responding to the complaining party and submitting reports to the Project Implementing Unit.
- g) Raising farmer awareness of GRM.

Farmers' GRM members at community level shall be appointed by community members and should meet the following criteria:

- a) Must be a farmer.
- b) Must be resident in the community for a period of three years prior to the appointment.
- c) Must be willing to volunteer their services to the GRM Committee without receiving payment.

- d) Must agree to abide by AVDP and IFAD's Safeguarding Policy and Code of Conduct.
- e) Must have no criminal record.
- f) Must be of good moral standing with good reputation in the community.
- g) Must be approved by community members.

Committee members must be appointed in a consultative and highly participatory manner that ensures that membership represents a consensus reached by community members.

2.1.3. Selection and Appointment of GRM Committee Members

At the minimum, the selection process to be overseen by the PCU should include the following steps:

- a) A general community meeting conducted with community members aimed at providing orientation on the project, the role of GRM Committee Members and their importance.
- b) Following community mobilization, individuals may volunteer for membership for the committee or be nominated by the community members or groups.
- c) In this general community meeting community members will reach a consensus and finalize the selection of the committee members.
- d) Community Grievance Redress Committee members must register their commitment to membership by signing the pledge form (See Annex 2: Committee Pledge Form).

At least two weeks after the formation of the committee, a meeting to select office bearers shall be held. In this meeting, committee members shall get to know each other, agree on meeting schedule and venue of meetings. Members should also agree on the process of calling emergency meetings and frequency of meetings with community people. This meeting will be organized by AVDP, who shall be responsible for taking attendance lists and documenting proceedings.

For the Committee to function effectively and efficiently it shall include:

- a) Chairperson
- b) Co-chairperson
- c) Secretary
- d) Vice Secretary
- e) Treasurer
- f) Financial Secretary
- g) Organizing Secretary
- h) Members

Once the committee has been set up with the duties assigned appropriately, the details of the members shall be displayed in public places within the community following the format prescribed (See Annex 1: Register for Community Grievance Redress Mechanism Committee).

2.1.4. Responsibilities of Committee Members

- a) Chairperson
 - i. Chairs committee meetings
 - ii. Informs AVDP decisions made by committee members
 - iii. Represents the committee in other community meetings.
 - iv. Contact person for AVDP
- b) Co-Chairperson
 - i. Supports the Chairperson.
 - ii. If the Chairperson is not present, he or she will take the responsibility and duties of the Chairperson.
- c) Secretary
 - i. Maintains the records and notices and arrange the meeting when requested by the chairperson
 - ii. Keeps committee documents in a safe place.
 - iii. Keeps record of decisions made at meetings
 - iv. Notify committee members of the date, time and venue for meetings
 - v. Keeps the notice board in the community updated with relevant information about committee members
 - vi. Receives correspondences on behalf of the committee and informs the committee members.
- d) Vice -Secretary
 - i. Supports the secretary and
 - ii. If the secretary is not present, he/she will take the responsibility and duties of the Secretary.
- e) Treasurer
 - i. Lead resource mobilization efforts in consultation with other members
 - ii. Keeps record of details of funds raised and expenditure incurred.
 - iii. Develops the committee's Financial Report in consultation with the Financial Secretary.
- f) Financial Secretary
 - i. Supports the Treasurer in resource mobilization in consultation with other members.

- ii. Supports the Treasurer to keep records of details of funds raised and expenditure incurred.
 - iii. Represents the Treasurer in his/her absence
 - iv. Develops the Financial Report of the Committee and presents it to members in consultation with the Treasurer
- g) Organizing Secretary
- i. Organizes events on behalf of the committee
 - ii. In the absence of the Chairperson and Vice Chairperson; the Organizing Secretary represents the committee in external meetings
 - iii. Assist in fundraising
- h) Committee Members
- i. Acts on tasks given to them.
 - ii. Supports the committee as may be required.

If approved by community people chiefdom traditional authorities will serve as advisors to be consulted by the Community GRM Committee as may be relevant.

2.1.5. Resignation and Removal of the Committee Members

- a) A committee member may resign his/her office by a letter addressed to the Committee with a copy to AVDP. Resignation can also be through a verbal communication made to members in a committee meeting. The resignation shall be effective from the date on which it is accepted by the committee.
- b) A committee member can be removed from office any time by at least 8 out of 10 members. Voting to remove a member shall only take place after a formal complaint of misconduct has been lodged with the committee, and a letter of dismissal shall be formally written to the committee member concerned (*signed by all members*), accompanied by a verbal communication.
- c) Upon resignation, a committee member must submit all materials belonging to the committee that are in their possession.

2.2. Chiefdom Level

A Chiefdom Grievance Redress Committee (CGRC) shall be established in consensus with chiefdom members and stakeholders. In the event that the establishment of a CGRC is not feasible because of resource constraints, it shall be the responsibility of the District Committee and PCU to ensure that relevant issues from the Farmers' and Village Committees are referred to traditional leaders especially Paramount Chiefs. The CGRC shall be composed of the following members:

- a) Chiefdom Lands Committee Representative
- b) Chiefdom Farmers' Based Organisation Representative
- c) Ministry of Local Government and Rural Development
- d) Ministry of Social Welfare
- e) Ministry of Gender and Children Affairs
- f) Ministry of Lands, Housing and Country Planning
- g) Agriculture Focused NGOs' representative.
- h) Inter-religious Council
- i) Chiefdom Youth Council Chairman
- j) AVDP representative

2.3. District Level

At district level, the project shall establish a District Grievance Redress Management Committee (DGRMC) as the second tier of GRM. The DGRMC shall resolve grievances that will be referred to them at community level and those that are reported to them directly. The DGRMC shall be chaired by the Ministry of Agriculture and Forestry. The NPCU shall provide secretarial duties to the DGRMC which shall consist of the following district representatives:

- a) Ministry of Agriculture and Forestry representative
- b) District Lands Committee Representative
- c) Land Commission
- d) Farmer Based Organizations' representative
- e) Ministry of Local Government and Rural Development representative
- f) Ministry of Social Welfare Representative
- g) Ministry of Gender and Children Affairs' representative
- h) Ministry of Lands, Housing and Town Planning
- i) Representative an agricultural focused private sector entity
- j) Representative of an agriculture/livelihoods focused NGO
- k) Agronomist/ IVS Officer/ Extension Officer or Tree Crops Officer

ADVP shall provide specific designations per organisation for each district in consultation with the member institutions mentioned above.

The roles and responsibilities of the DGRMC shall include but will not be limited to the following.

- a) Resolving and addressing grievances which have been referred from the community level by both the Village Redress Committee and the Farmer Grievance Redress Committee.
- b) Referring to AVDP unresolved grievances at community and district level.
- c) Referring issues relating to land disputes and other related matters to the Paramount Chiefs or traditional leaders for resolution. The Committee should liaise with AVDP Focal Points to ensure that these issues are followed up and addressed.
- d) Building the capacity of the Village Redress Committee and the Farmer Grievance Redress Committee.
- e) Reporting to AVDP all complaints handled at community and district level.
- f) Providing timely feedback on issues that were referred from the community level.
- g) Documenting status of the complaint and its resolution.

At community and district level the aggrieved party or parties is/are required to channel their grievances to the committees through any means including verbal narration, telephone, text messages or letters. The committee will sit as and when complaints are lodged. The grievance redress process at these levels shall follow the steps articulated in this manual in resolving grievances including introducing any other initiative that could complement the effectiveness of the process. The District Committee Members may consult appropriate institutions at regional level where necessary to support in giving advice and implementing resolutions.

2.4. National Level

At National Level, the National Steering Committee (NSC) shall serve as the National Grievance Redress Committee (NGRC) and shall be the third tier of GRM under AVDP. The NSC is composed of representatives of key stakeholders including, the ministries for Finance, Economic Development and Planning, Trade and Industry, Local Government, Community Development, Social Welfare, Gender and Children Affairs, Lands, Country Planning and Environment, EPA, Youth and Sports, Directorate of Feeder Roads of Sierra Leone Roads Authority (SLRA), the Chief Agricultural Officer/Technical Head of MAF, two members of Farmers Associations (one for staple crops and one for tree crops), and two private sector representatives (one for staple crops, especially rice, and the other for tree crops).

The NGRC's primary responsibility shall be to resolve the grievances that the DGRMC would have failed to resolve. The NGRMC will hear and adjudicate on appeals against the DGRMC decisions. The committee shall co-opt the Ministry of Justice, Sierra Leone Police including

the Family Support Unit and Anti-Corruption Commission when need arises. Its responsibilities shall include but will not be limited to:

- a) Reviewing grievance details and relevant background information, including DGRC meeting notes/minutes pertaining to the specific grievance case.
- b) Keeping track of the status and resolution of the grievances.
- c) Giving timely complainants feedback.
- d) Referring unresolved grievances to relevant authorities.

2.5. Responsibilities of Staff

It shall be the responsibility of all staff to:

- a) Manage perceptions, including minimizing as much as possible negative perceptions about AVDP.
- b) Disseminating accurate information about the project and its impacts.
- c) Informing beneficiaries and stakeholders about the existence of the GRM.

3. CHAPTER THREE: STANDARD OPERATING PROCEDURES

3.1. GRM Process

This GRM shall enable the project team to receive questions, concerns, complaints, and grievances, which are then investigated, recorded, and resolved. At the community level, there is no ideal model or one-size-fits-all approach. However, the PCU recognises that the best conflict resolutions are generally achieved through localized mechanisms that consider specific issues, context, local customs, project conditions and scale. In addressing issues brought forward, the following steps shall be taken by the GRM committees cited above.

- a) Receiving and documenting a complaint.

The complaints will be received and recorded on an official form (See Annex 3: Complaints Form General). The responsible GRM operator shall acknowledge receipt verbally or in the form of a letter or a copy of the official form to the aggrieved party within 5 days of receipt.

- b) Screening and evaluating the complaint.

Having received and documented the complaint, the responsible GRM operators will urgently meet, discuss and evaluate the complaint. At community level, this will involve determining whether the case being raised is relevant to the project. The decision on eligibility will facilitate an initial assessment and response. This means determining whether the issue:

- Is eligible to be handled through the GRM or should be referred to other mechanisms urgently (PCU, police, health centre etc.)
- Requires further clarification in order to determine eligibility.
- Should be referred to the district committee or

The resolution reached on this shall be recorded in the Screening Form (See Annex 4: Complaints Screening Form).

c) Creating a response.

Having screened and evaluated the complaint, the GRM operators will assign responsibility to the appropriate structure to address the issue. This should be recorded in the Response Form (Annex 5: Response Form) which shall be read to the complainant, and a copy provided to them if they so wish.

d) Choosing a method of resolution.

It shall be the responsibility of the relevant AVDP structure to select an appropriate method for addressing the complaint. The AVDP GRM Focal Point shall document the resolution reached and submit the report to the AVDP GRM structures and a copy shared with the Project Coordinator and the complainant/s. The resolution mechanism shall take into consideration the following dispute resolution mechanisms:

- i. Take immediate action to resolve the complaint.
- ii. Additional assessment and engagement with aggrieved parties and related stakeholders to determine the best way to resolve the issue.
- iii. Determination that the complaint is ineligible for the GRM, either because it does not meet the basic eligibility requirements, or because another mechanism within or outside the project is the best place for the complaint to go, or both.

e) Announcing the outcome.

It shall be the responsibility of the GRM operators to ensure that the appropriate feedback is provided timely, either orally or in written form to the aggrieved party using a language that they understand. This may also be done by telephone, through a meeting or discussion. The response should include a clear explanation of why the response is being proposed, what the response would be and any alternative choices available to the aggrieved party or parties. The aggrieved parties shall have the choice to:

- i. Accept and proceed with the course of action.
- ii. Request for a review of a decision or referral decision made.
- iii. Further dialogue on a proposed action
- iv. Pursuit of the complaint through other channels – The AVDP Focal Point shall ensure that all the organizational, judicial or non-judicial avenues for redress that the aggrieved party considered are recorded and the aggrieved party is supported with or without direct referral to the GRM.

The announcement of the outcome shall occur within 21 days from receipt of a complaint.

- If the aggrieved party agrees with the proposed action AVDP shall proceed with the proposed response.
- If the aggrieved party rejects the proposed action, the AVDP Focal Point shall record the reasons proffered, if any and recommend a platform for the aggrieved party to discuss another alternative.
- It shall be the responsibility of the Project Coordinator to ensure that a meeting is held with the aggrieved parties who are not satisfied by the initial proposed response.
- If there is still no agreement, AVDP shall make sure that the aggrieved parties understand the choices available, whether through the judicial system or other channels and document the outcome of the discussion with the complainant in a way that makes clear what options were offered and why the complainant choose not to pursue them.
- For challenging cases at community and district level, the matters can be referred for mediation or adjudication with the National Grievance Redress Committee indicated above. This shall be done in the sprit of promoting impartiality and strategic oversight.
- Aggrieved parties shall also have the liberty to appeal the decisions at district level to the Nation Grievance Redress Committee.

f) Implementing the strategy.

Once an agreement between the aggrieved party and the GRM operators is reached to move forward with the proposed course of action, then the response should be implemented. If it is determined that the grievance can be addressed through a relatively simple action agreed with the complainant, the GRM operators should take all necessary measures to ensure this is done in consultation with AVDP. If the grievance is considered complex enough that it requires additional assessment and engagement with the aggrieved party and other stakeholders to determine how best to respond, AVDP shall do the needful while the Community Grievance Redress Committee monitors and track the process. Whether action

is required on the part of AVDP, such as investigating alleged damage caused by an activity, changing the time and location of an activity or making information more accessible among other issues; the Community and Districts Grievance Redress Committees should be well informed.

If it is determined that a multi-stakeholder approach is necessary, AVDP GRM operators shall facilitate stakeholder engagement meetings to collaboratively work on the issue, contract an external facilitator or use community dispute resolution structures in consultation with the aggrieved parties. In such cases AVDP shall, in collaboration with its GRM structures, monitor joint implementation and facilitate feedback meetings to deal with challenges during implementation.

g) Documenting, Monitoring and evaluating the outcomes.

The final step is to close out the grievance. If the response was successful, AVDP's GRM Focal Point shall document the satisfactory resolution in consultation with the aggrieved parties. The following key issues shall be considered in closing the case:

- i. In cases where there have been major risks, impacts and/or negative publicity; AVDP shall include written documentation from the aggrieved parties indicating satisfaction with the response.
- ii. In other less risky cases, the GRM Focal Point shall record the action taken, confirm that the response was satisfactory to the aggrieved parties and AVDP; and document the facts.
- iii. In more unusual and complex situations, key lessons shall be documented.

It shall be the responsibility of AVDP's GRM Focal Point to ensure that accurate case documentation is done for public accountability, organizational learning and resource effectiveness. AVDP's GRM Focal Point shall be responsible for the documentation and filing including setting up appropriate mechanisms for such, at community, district and national level.

An annual GRM Review shall be conducted to discuss successes, challenges and gaps. The review process shall be the responsibility of AVDP's Project Coordinator who shall also ensure that the GRM is reviewed to address gaps and to take into consideration emerging issues. At district level, the AVDP Focal Point, shall keep all the necessary documentation. An annual clients satisfaction survey shall be conducted in line with the attached questionnaire (Annex 6: Client Satisfaction Survey Form).

3.2. Filing Complaints

Those who have been aggrieved can file a complaint in person, through the Project Committees (see attached contact list) at community and district level. Alternatively, complaints can be launched online via the AVDP website, via SMS or WhatsApp (xxxx), or email to the AVDP GRM Focal Point (xxx). Through the specific Gender Based Violence (GBV) GRM model, complaints for GBV and other sensitive cases will be referred to specialized agencies for matters relating to rape, sexual harassment, abuse, and other sensitive GBV cases (see details under Grievance Redress Mechanisms for GBV survivors). Complaints related to fraud and corruption shall also be dealt with in line with AVDP and IFAD's internal regulations and cases referred as may be necessary (see details under Grievance Redress Mechanism for Fraud and Corruption Cases).

Complaints and incidents may also be submitted to the GRM Focal Point at xxxxx, by personal visit on any working day (Monday-Friday) from 8:30 am to 4:00 pm, or by phone call, WhatsApp, or SMS on +xxxxx on all working days from 8:30 am to 4:00 pm.

The complaint boxes will be available at all Project locations. Any complainant can send their complaint through the boxes, which are opened weekly by GRM Focal Points. The complaints form will be accessible via the AVDP website.

3.3. What information is needed?

The following details should be provided by complainants.

- a) Specify the nature of their complaint or describe their grievances.
- b) Specify the negative impact(s) the reported grievance has had on them and the project.
- c) Indicate the identity of the complainant and whether confidentiality is requested.
- d) Indicate whether the complaint was filed by the affected individual or a representative.
- e) If the complaint is submitted by a representative, include the representative's name, signature, contact information, and written proof of authority.
- f) Supporting evidence is not required but may be useful for analyzing and resolving the complaint.
- g) The complaint may also include suggestions for resolving the issue, according to the complainant.
- h) The complainant's identity will be kept confidential.

3.4. Management of Reported Grievances

Once complaints are lodged, the complainants will receive:

- a) The GRM procedure and an explanation of the next step
- b) Timeline for giving feedback
- c) Contact details of the Focal Person at community level and the Project GRM Coordinator
- d) Reference number for which the complaint can be traced.

Complaints should be resolved as quickly as possible, if not immediately when they are reported. This means that any individual involved in project implementation who receives a complaint should take the necessary measures to resolve it. This should be based on dialogue. The grievance management procedure should be as follows:

- a) Use of the Grievance Redress Management Form (GRMF) to record, process, and file grievances. This should be signed and dated by the aggrieved party, the grievance note should be written when a complaint is warranted.
- b) When complaints are received via telephone, the call recipient must record all pertinent information in the GRMF.
- c) If the complainant is incapable of writing, the Focal Point Person will compose the letter on their behalf.
- d) Additionally, informal complaints will be documented.
- e) The anonymity and privacy of those who file complaints will be protected.

3.4.1. Timeline for Grievance Redress at Community Level

The resolution at the first level will be done within 14 working days and notified to the concerned through a standardized disclosure form. Should the Grievance not be solved within this period it would be referred to the next level of Grievance Redress which is the district level. However, if the complainant requests for an immediate transfer of the issue to the next level or is dissatisfied with the recommendation, the issue will be taken to the next level. At the district level, the resolution timeframe will not exceed 21 working days.

At the national/project level, the resolution period will also take a maximum of 21 working days and the concerned shall be notified through the disclosure form. Should the grievance not be solved within this period, the complainant will be advised to seek recourse through national arbitration processes.

3.5. Committee Meetings

- a) *Regular Meetings* – At least one monthly meeting shall be held at each level of the GRM lasting between two to three hours. At least six of the members must be present for each meeting. During the meeting members are expected to discuss issues pertaining to the project and issues brought to their attention, decide on a plan for the coming month and draw up an agenda for the next meeting.
- b) *Meeting with Project Staff* – Quarterly meetings will be held by the PCU with each GRM and field staff. At least one of these meetings per year shall involve senior staff.
- c) *Meetings with Project participants and stakeholders* – At least once a month the Community Grievance Redress Committees will sit with project participants to discuss achievements, challenges and issues faced. The meetings also provide an opportunity for the committee to present their plans, progress in achievement of plans and any gaps and challenges. Meetings offer the opportunity for the committee to stay connected with the project, raise issues related to transparency and accountability and for the project staff to provide the necessary clarity and explain actions to be taken on any issues requiring further action.
- d) *Meetings with Community Members* – Hold half yearly update meeting with community members where the Community Grievance Redress Committee will present their objectives, current plans and achievements; respond to feedback, questions, concerns and queries from community stakeholders and members.
- e) *Exceptional Meetings* – When needed, the Chairperson of a GRM committee shall call for an exceptional meeting, for instance in the case of an emergency or in cases requiring immediate action.

3.5.1. Quorum for Decision Making

- a) The quorum should be six out of the ten committee members, and if this is not possible for all meetings, decisions made without a quorum shall be approved in the next meeting.

3.6. Complaints Related to Gender Based Violence and Sexual Offenses

The GRM procedures relating to Sexual and Gender Based Violence (SGBV) takes guidance from the Government of Sierra Leone's National Referral Protocol on SGBV.

3.6.1. Guiding Principles for SGBV Prevention and Response

The key guiding principles underpinning SGBV prevention and response under the AVDP project are:

- a) *Safety* – This means that all steps shall be taken to ensure the safety of the survivor, the protection of their interests and needs.

- b) Confidentiality – SGBV cases shall be handled in confidence and details will not be discussed to anyone except in processes that aid in the investigation and with the consent of the survivor.
- c) Dignity and self-determination – AVDP shall take necessary measures to ensure respect survivor’s dignity and rights. This will include ensuring that the survivor is well informed, and their choices are respected.
- d) Non-discrimination – This means that all cases shall be treated justly, and the rights of all survivors shall be respected.

The referral pathway will vary a little according to the geography of the incident, but the basic tenets remain the same.

Every Community Grievance Redress Committee shall appoint an SGBV sub-committee made up of three members (two females, one male).

3.6.2. How complaints are made at community and district level

At the community level, cases of SGBV shall be reported to the Community Grievance Redress Committee. The CGRC will document the case using the SGBV Reporting Form and immediately consult the GRM Focal Point.

The SGBV sub-committee, when contacted shall refer survivors to the FSU and/ or health centres, Rainbo Initiative or One-Stop-Centre depending on the criticality of the assault. Cases of rape, sexual assault and those involving minors shall urgently be reported through the national 116 hotline. The SGBV sub-committee shall be responsible for:

- a) Facilitating SGBV survivors’ access to service providers, mainly the FSU and Health Centres in consultation with the project SGBV Focal Person.
- b) Immediately assess the criticality of the assault and ensure survivors requiring immediate medical care such as those bleeding profusely or reporting rape cases are referred to the medical centres as urgently as possible and information sent to AVDP’s SGBV Focal Person.
- c) For cases involving contractors, staff, agents and sub-contractors, AVDP contractors shall ensure that suspected GBV matters are treated accordingly in their different project sites.

3.6.3. Supporting Survivors

The GRM for SGBV cases is informed by the National Referral Pathway (See Annex 9: SGBV National Referral Pathway) and reflective of the realities of the project areas. Survivors will be referred to a holistic service as indicated below:

3.6.3.1. Family Support Unit

The Family Support Unit (FSU) is legally mandated to investigate and arrest suspects of alleged SGBV. The FSU works closely with the judiciary to support SGBV survivors' access to justice in the court of law. FSU also collaborates with other service providers such as health, psychosocial counselling, and social protection services to support survivors' access to quality and age-appropriate services.

3.6.3.2. Health Services

Health and psychosocial counselling service providers provide medical services in the form of medical examination and treatment for wounds, bruises and sexually transmitted infections including HIV and AIDs. They provide counselling services to support survivors to overcome the trauma they have gotten from the assault. Only Rainbo Initiative and One Stop Centres have trained and qualified staff in GBV clinical management and provides free clinical care to SGBV survivors.

Family/ Community Members/ Stakeholders

Parents/ Friends and stakeholders are acquaintances that support survivors to make informed decisions on SGBV related issues. They play a crucial role in supporting referrals to service providers.

Social Services/ Safe Homes/ Psychosocial Counselling

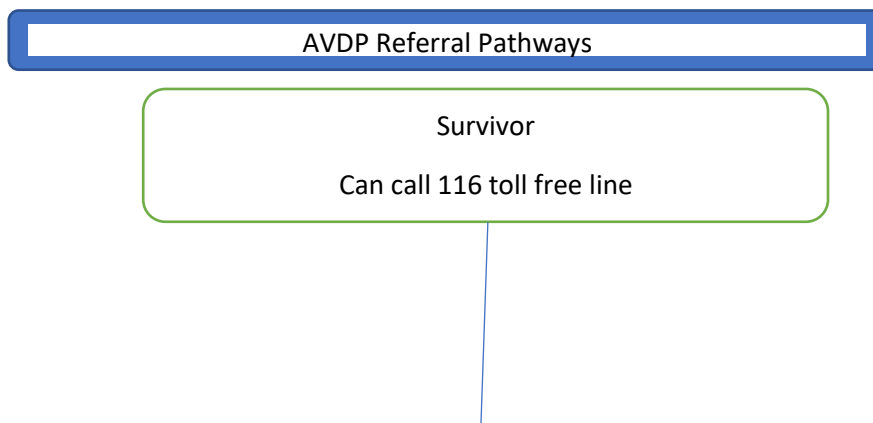
These are providers of interim care or safe shelter and psychosocial rehabilitation services for GBV survivors. This category of the referral pathways provide safe shelter and psychosocial support to survivors who are experiencing trauma and social protection challenges. GRM operators shall ensure that such survivors are referred appropriately. They may also be referred from health service providers and FSU.

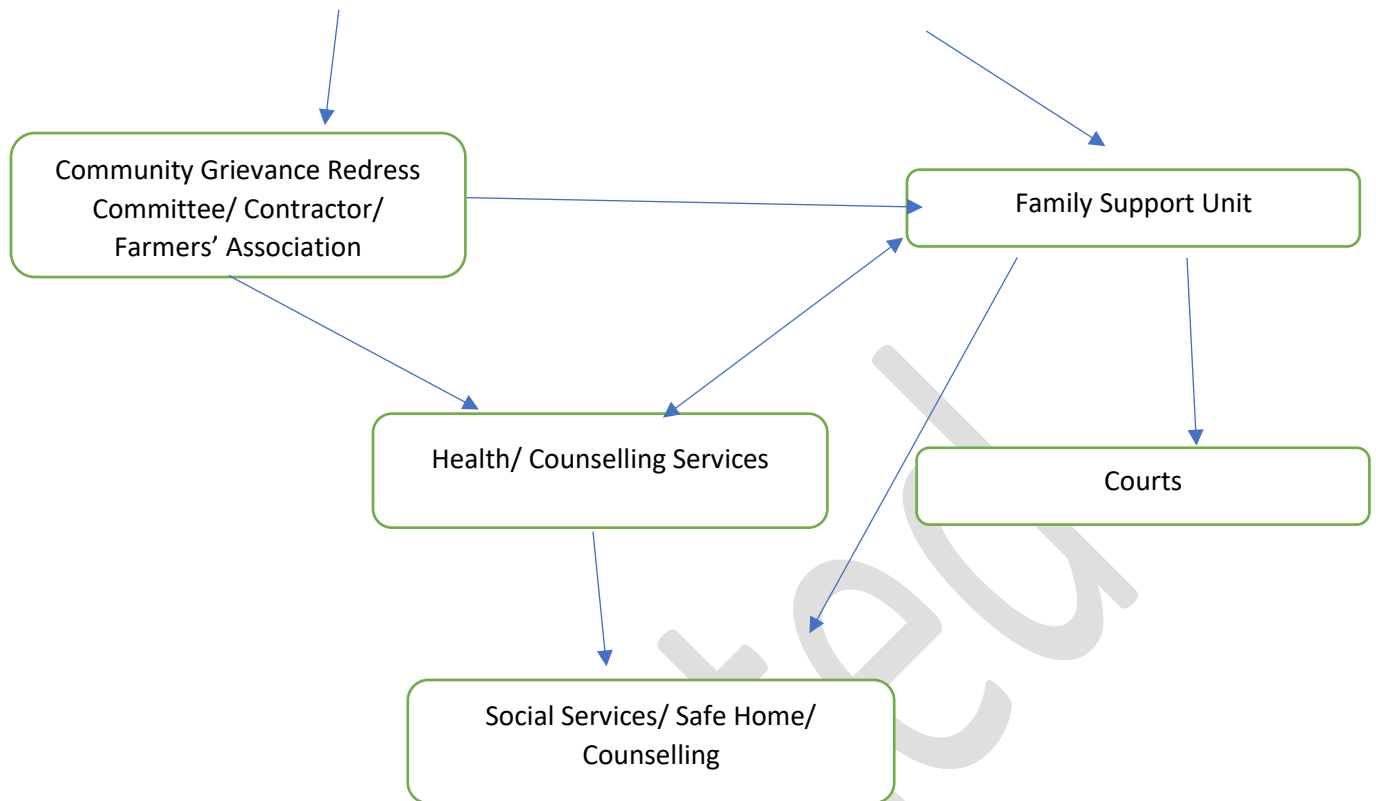
The Court

The courts provides the platform for trials and legal proceedings for SGBV matters and adjudicate justice based on evidence tendered to the court by prosecutors and lawyers. The court may either dismiss, acquint and discharge, levy charges or sentence the perpetrator accordingly.

The diagram below presents the Project's referral pathways for SGBV cases.

3.6.4. AVDP Referral Pathways





3.6.5. Awareness Raising and Capacity Development

Considering the high incidences of SGBV in Sierra Leone and the moderate risk of SGBV associated with AVDP, PCU shall take this as an opportunity to raise awareness about SGBV to mitigate the risks.

- a) Mitigating SGBV risks in the communities shall be done through a range of sensitization activities across the five locations including the popularization of the referral pathways in the project communities. This will include use of Information Education and Communication Materials, public announcements, radio discussion, drama and outreach activities.
- b) SGBV sensitization activities shall be mainstreamed across other awareness raising activities in the project in order to avoid duplication and ensure synergy.
- c) A budget shall be allocated to sensitization activities. In order to promote cost efficiencies, sensitization activities where possible shall be blended with similar other activities in the project.
- d) All of the project staff who deal with complaints, grievances, and concerns will get special training and on-going help so they can do their jobs well.
- e) A Gender Specialist will oversee the trainings. Protocols will also be set up for how data will be shared, collected, and stored.

- f) Personal information about complainants, accused people, and witnesses will be kept and only the GRM Focal Point and the other key GRM stakeholders listed above will be able to see it. Data that is shared will be made anonymous, unless it is in the best interest of the people being helped to help them better.
- g) The project will hire a specialist service provider (Rainbo Initiative) to train all GRM staff on how to code and handle sensitive GBV cases. The project will spread the word about the GRM and the ways to report on it.

The project will work with the Family Support Unit of the Sierra Leone Police, the Ministry of Gender and Children's Affairs (the One Stop Center), the Rainbo Center, and other GBV related organizations to make sure that GBV survivors get the help they need. Support will include trainings and raising awareness about GBV issues in the local communities to make sure project communities know what, how, and where to report GBV, referral and management of issues reported, and tracking of the medical, legal, psycho-social counseling, and safe homes that will be given to survivors at the community or project level. Due to the sensitive nature of GBV cases and the possible stigmatization of GBV survivors, the GRM Focal Point will keep track of all GBV complaints, grievances, or concerns, confirm that they have been received, and use the above-mentioned structures to deal with the issues.

3.7. Complaints Related to Corruption and Fraud

Allegations of Fraud and Corruption associated with the project shall be handled at project level in line with AVDP and IFAD policies. IFAD and AVDP maintains zero tolerance towards prohibited practices such as fraud and corruption in all AVDP operations and activities.

3.7.1. Who can report Corruption and Fraud?

In line with IFAD's legal framework and AVDP standards, AVDP requires all its beneficiaries, staff, vendors, consultants, fund recipients and stakeholders to promptly notify AVDP of any allegations of fraud and/ or corruption in relation to its project. The management of complaints associated with fraud and/or corruption shall be in line with AVDP's Project Procurement Guidelines and the IFAD Policy on Preventing Fraud and Corruption.

Complaints in relation to corruption can be lodged in connection with the following individuals and entities.

- a) AVDP Staff and other persons working for AVDP as non-staff personnel.
- b) AVDP individuals and entities holding commercial contracts (e.g. consultants and contractors) with their associated agents and personnel.
- c) Any organisation, association or individual recipients of AVDP funds.

3.7.2. Prohibited practices

In line with IFAD's Policy on Preventing Fraud and Corruption⁴ the following actions are prohibited, and can should be reported.

- a) A corrupt practice is the offering, giving, receiving, or soliciting, directly or indirectly of anything of value to improperly influence the actions of another party.
- b) A fraudulent practice is any act or omission, including a misrepresentation that knowingly or recklessly misleads or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
- c) A collusive practice is an arrangement between two or more parties designed to achieve an improper purpose, including improperly influencing the actions of another party.
- d) A coercive practice is impairing or harming or threatening to impair or harm, directly or indirectly any party or the property of the party to improperly influence the actions of that or another party.
- e) An obstructive practice is:
 - i. Deliberately destroying, falsifying, or altering or concealing evidence that may be material to an investigation by AVDP or making false statements to investigators to materially impede an investigation by AVDP.
 - ii. Threatening, harassing, or intimidating any party to prevent that party from disclosing its knowledge of matters relevant to an investigation by AVDP or from pursuing such an investigation.
 - iii. The commission of any act intended to materially impede the exercise of the Fund's contractual rights of audit, inspection, and access to information.

3.7.3. How are complaints made?

Individuals and entities that have been found to have engaged in prohibited practices, as cited above can be reported following the channels listed below.

- a) Email Address: **xxxx**
- b) Telephone number: **xxxx**
- c) Suggestion boxes placed in the respective communities.

⁴ IFAD (2018). Revised IFAD Policy on Preventing Fraud and Corruption in its Activities and Operations. https://www.ifad.org/documents/38711624/40189363/fraudpolicy_eb86_e.pdf/e2ae80aa-e423-4d7c-a582-c01c1917b427?t=1545052888000

- d) Reports made to the Community Redress Committee shall be referred promptly to the GRM Focal Point at AVDP.
- e) In the event of uncertainty as to whether an act constitutes fraud and/or corruption, advice shall be sought from AVDP through Community Focal Points or individuals may utilize confidential email address indicated above to seek guidance.

3.7.4. Training and Awareness Raising

- It shall be the responsibility of the GRM Focal Person to ensure that all consultants and staff including volunteers and interns receive an orientation on AVDP and IFAD's Policies on Fraud and Corruption.
- AVDP staff and non-staff personnel, contractors, vendors, fund recipients and third parties shall have the following responsibilities:
 - Read and understand AVDP's policy on fraud and corruption.
 - Take appropriate action to inform those they are working with including, staff, sub-contractors, agencies, and representatives.
 - Fully cooperating with any investigations conducted by AVDP, including making available documents (online and hard copies) and all information required for inspection by auditors or investigators.
 - Maintain strict confidentiality regarding information received because of their participation in an investigation or sanctioning process.
 - Vendors, contractors, consultants, fund recipients and third parties should maintain any documents, accounts and records relating to any activity conducted with AVDP for a period specified in their respective contracts.
 - Disclose any information relating to themselves or any of their personnel, subcontractors or agents concerning relevant actual or potential conflict of interest relating to the procurement process or the execution of a contract.
 - Promptly report to AVDP any allegations or indications of prohibited behaviours that come to their attention by virtue of their involvement in AVDP operations and activities.

Orientation and capacity development will target the following groups of people:

- a) AVDP Staff, consultants, contractors, security personnel etc.
- b) Internal and external GRM Operators
- c) Project beneficiaries, community members and project stakeholders

The capacity development for all staff shall include the following key components.

- a) Rules, policies and standards followed in the GRM process internally and externally.
- b) Understanding how to make the institution accessible, respected and credible.
- c) Guidelines followed by GRM users and how information is documented and stored.

Capacity development of AVDP staff involved in addressing grievances will focus on building staff knowledge on specific skills set, following training tools designed for this purpose. The training shall cover the following topics:

- a) Negotiation, influence and conflict management – This should include techniques on how to:
 - i. Facilitate decisions based on appropriate and legitimate criteria
 - ii. Preserving manageable relationships even when disagreements exist.
 - iii. Exploring options and alternatives in order to reach mutual agreements where possible.
- b) Empathy in terms of understanding how people in a dispute can understand the various alternative choices they have to reaching a mutually beneficial outcome. GRM operators should understand how choices look to conflict parties for purposes of supporting them effectively.
- c) Designing and managing joint problem solving including engaging determining responsibility, assessing the validity of claims, determining how policies apply in a case and valuation.
- d) Communication skills including active listening, understanding perceptions, dealing with difficult conversations and managing feedback.
- e) The customer service approach to managing GRM – This means understanding how feedback works and developing the capacity to manage feedback process well.
- f) Facilitation skills – This should include how to run group discussions and meetings effectively, managing multiple interests, facilitating brainstorming and production of agreements and action plans.
- g) Risk Management – This involves understanding the risks inherent in grievance redress including legal liabilities, reputational damage, harm to people or property, managing expectations and setting precedents that can be taken advantage of later.

3.7.5. Whistle-blower and Witness Protection

In line with IFAD and AVDP's policies, the following measures shall be taken to ensure the protection of witnesses in relation to cases of fraud and/or corruption.

- AVDP shall endeavor to ensure that all individuals that assist in preventing or reporting fraud and/or corruption, in good faith, are protected against retaliation.
- AVDP shall also ensure the protection of individuals and institutions subjected to unfair and/or malicious allegations as covered in AVDP's Whistle Blowers' Policy.
- AVDP shall treat all reported allegations with strict confidentiality. AVDP will not reveal the identity of the reporting party to anyone outside of the investigative, sanctioning or disciplinary process without the consent of the reporting party.
- AVDP shall not disclose to anyone outside the investigative, sanctioning or disciplinary process any evidence or information relating to the review or investigation, including the outcome of a review or investigation including the outcome of a review or investigation unless such disclosure is allowed under the legal framework.

3.7.6. Investigations, Sanctioning and Related Measures

- a) Cases have been received internally and externally by AVDP shall be investigated following AVDP's policies. AVDP's investigations will be targeted at determining whether one or more prohibited practices in connection with the project operations or activities have occurred.
- b) AVDP's investigative authority shall be administrative in nature. That means all investigations shall be governed by AVDP and IFAD's rules and procedures not Act of Parliament.
- c) Within AVDP, the unit responsible for conducting investigations into alleged fraud/ and or corruption is xxxx. If AVDP determines that its staff, non-staff personnel, fund recipients, vendors or third parties have engaged in prohibited practices, AVDP may impose administrative sanctions on such individuals on entities depending on the findings and evidence presented.
- d) If AVDP determines that its staff, non-staff personnel, fund recipients, vendors or third parties have engaged in activities criminal in nature, they will refer the cases to the Anti-Corruption Commission in line with the laws of Sierra Leone and donor regulations.
- e) Appeals on administrative decisions can be addressed to AVDP's Project Coordinator.

4. CHAPTER FOUR: DOCUMENTATION AND REPORTING OF THE GRM

4.1. GRM Monitoring and Reporting

The National Grievance Redress Committee will assess the effective operations of the GRM and undertake spot checks or quarterly supervision visits to project communities. The GRM Focal Points at community level will work with the AVDP M&E Specialists to collect and report reliable data on the GRM for annual reporting to the donors and other project stakeholders.

The M&E Specialist's responsibilities in this regard shall be to:

- a) Make annual monitoring visits to project operational communities to collect data and provide on the ground mentorship to GRM committees.
- b) Report on the GRM's status, including its creation, the committees set up in operational project communities, procedures, staffing, trainings, raising awareness, budgeting, etc.
- c) Develop and/or review Grievance Redress Reports with information about how many complaints were received and how they were handled (resolved or not).
- d) Ensure that any unresolved problems that still need to be dealt with is referenced appropriately.

4.2. Communication Strategies

To ensure the effective operation of AVDP's GRM, its objectives, procedures, channels for submitting complaints and the responsible GRM Operators will be communicated to all potential users so that they are well informed, not only to access it but to own it, taking into consideration the contextual differences of each community. This shall be ensured employing various means of communications including workshops, trainings involving community members, beneficiaries, project participants and stakeholders.

The basic communication channels to be utilized will include:

- Mass media
- Face to face communication
- Information, Education and Communication (IEC) materials
- Sensitization and outreach activities

5. ANNEXES

5.1. Annex 1 – GRM Membership Information

Committee Members and Details

District _____ Chiefdom _____ Community _____

Date _____

Name	Gender	Age	Designation in Committee	Date Appointed/ Elected to Committee	Contact Number	Occupation	Other leadership position held	Marital Status

5.2. Annex 2 – Signed Pledges

Code of Ethics Pledge

District _____ Chiefdom _____

Community _____

Name of CAC Member _____

I _____ declare that I understand AVDP's Grievance Redress Mechanism. I agree to abide by the guidelines in all the work that I shall undertake as a committee member.

Signed _____

Date _____

Witnessed by:

Name: _____

Date: _____

Signature: _____

5.3. Annex 3: Complaints Form

Complaints Form		
Date:	District: Community:	Chiefdom:
Depending on the nature of your feedback you choose to provide your personal details or remain anonymous,		
Name	Sex:	
Age:	Tick if PWD:	
<i>Compliment</i> <input type="checkbox"/> <i>Suggestion</i> <input type="checkbox"/> <i>Complaint</i> <input type="checkbox"/> <i>Other</i> <input type="checkbox"/>		
Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.	What action have you taken so far?	What outcomes would you like as a result of reporting your issue?
(For Staff)		
Action Taken Date		
Responsible Officer _____	Signature _____	

5.4. Annex 4: Complaints Screening Form

Complaints Screening Form			
Date:	District: Community:	Chiefdom:	
<i>Indicate – if details were provided by the aggrieved party or their representative</i>			
Name		Sex:	
Age:		Tick if PWD:	
Compliment	<input type="checkbox"/>	Suggestion	<input type="checkbox"/>
Complaint	<input type="checkbox"/>	Other	<input type="checkbox"/>
Please provide details of the main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.			
Description	Yes	No	Comments
Is the issue in any way linked to the project?			
Does the issue require further clarification before investigation?			
Is the issue appropriate for resolution by the GRM Committee?			
If not, can the issue be referred to the District GRM Committee?			
If not, where can the issue be referred to			
Action Taken			
Date			
Responsible AVDP Officer	Signature		
_____	_____		
Designation			

5.5. Annex 5: Response Form

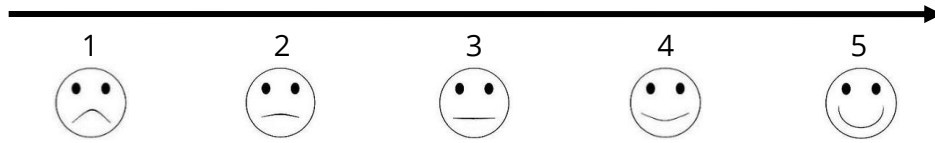
Response Form		
Date:	District: Community:	Chiefdom:
<i>Indicate – if details were provided by the aggrieved party or their representative</i>		
Name	Sex:	
Age:	Tick if PWD:	
Compliment <input type="checkbox"/>	Suggestion <input type="checkbox"/>	Complaint <input type="checkbox"/> Other <input type="checkbox"/>
Please provide details of the main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.		
Action Taken so far:		
Action to be taken towards resolution:		
Date		
Responsible AVDP Officer	Signature	
_____	_____	
Designation		

5.7. Annex 7: Beneficiary Satisfaction Survey Form

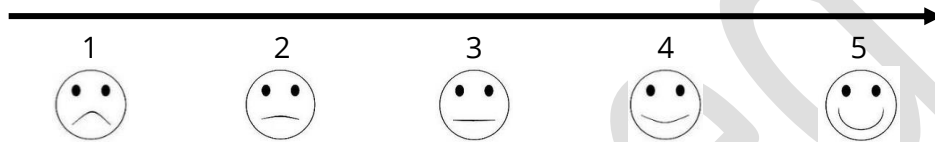
District:		Chiefdom:	
Community:			
Name of the interviewer:			Date:
Respondent information			
Respondent Gender: <i>(Optional - can be anonymous)</i> Male ____ Female ____			Age
Satisfaction questions			
Have you ever been informed about			
a) What the project is about			1=Yes 2 = No
b) Who is/was targeted by the project			1=Yes 2=No
c) How to contact the project staff and give feedback on the project.			1=Yes 2=No
Please indicate your responses on the scale: (1=not satisfied, 2=barely satisfied, 3=Average, 4=satisfied, 5=Very Satisfied)			
How satisfied are you with the assistance received so far from the project?			
How well does this assistance address your most pressing needs?			



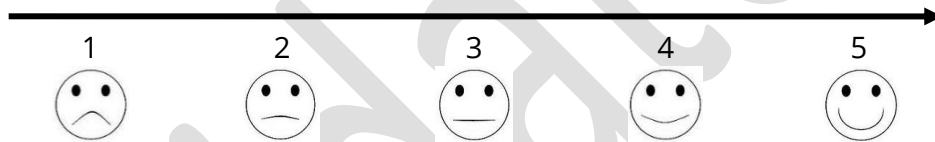
Is the program reaching those people who are most in need in the community?



How adequate was this assistance for all the people living in this community?



How satisfied are you with the level of consultation, information and involvement that you are having in this project?



How satisfied are you with the behaviour and support of the project staff and volunteers?



What one improvement do you want us to make on the assistance we have provided to you so far (describe)?

What one improvement do you want us to make on consultation, information and involvement with you and your community?

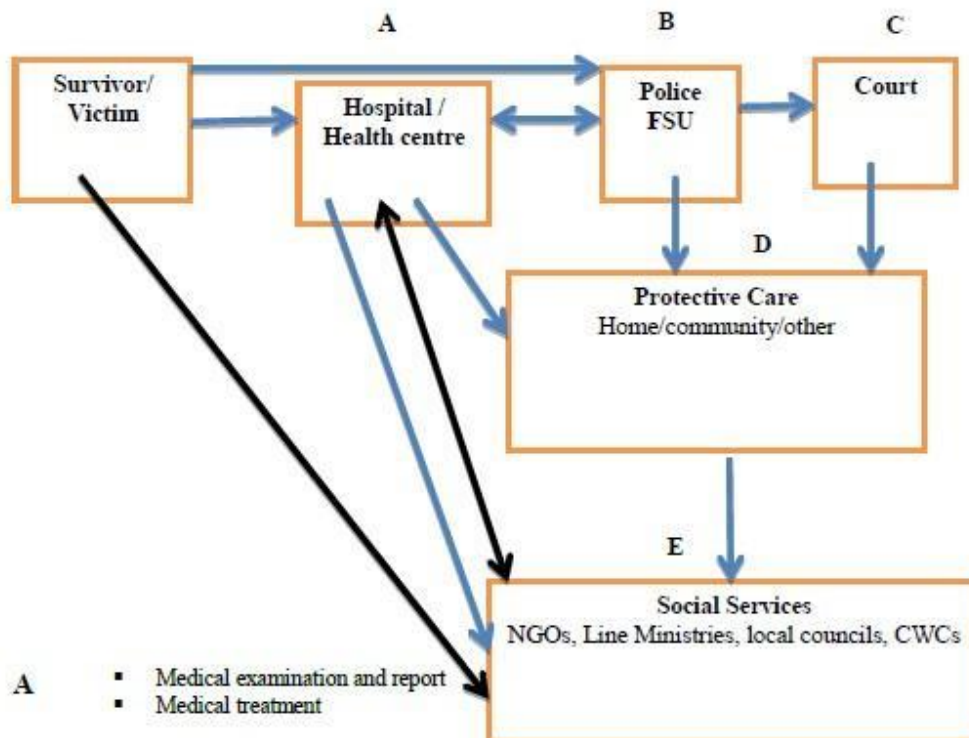
5.8. Annex 8: SGBV Incident Reporting Form

SGBV Incident Reporting Form		
Date:	District: Community:	Chiefdom:
<p>1. Please provide details with respect to the location of the situation or incident you are reporting.</p> <p>a. District: _____</p> <p>b. Community: _____</p> <p>c. Specific Location of Incident: _____</p>		
2. Please provide details of what happened.		
3. Details of the perpetrator if known		
4. Details of the survivor (with survivor's consent)		
5. When did the incident take place?		
6. Details of survivor's care giver		
7. Action taken.		
Date		
Responsible AVDP Officer	Signature	
_____	_____	
Designation		

5.9. Annex 9 - Government of Sierra Leone's Sexual and Gender Based Violence Referral Pathways

REFERRAL PATH WAYS FOR WOMEN AND CHILD VICTIMS OF SEXUAL AND DOMESTIC VIOLENCE

A. Rape/Unlawful Canal Knowledge and serious Physical Wounding with Intent or Torture



- A**
- Medical examination and report
 - Medical treatment
- B**
- Investigation
 - Prosecution
 - Counselling
- C**
- Trial- Punishment of perpetrator
- Protection of victim/survivor
 - Compensation of victim/survivor
- D**
- Protective Care - Free of attack, discrimination and stigmatization
- E**
- Counselling
 - Education/skills training/gainful employment
 - Shelter, medical & other needs
 - Legal counsel

OTHER GBV THAT DO NOT INVOLVE PHYSICAL INTRUSION OR WOUNDING, E.G. FORCED/CHILD MARRIAGE, FONDLING, INDECENT ASSAULT, CHILD LABOUR, CHILD TRAFFICKING

