

REGIONAL COMPLAINTS AND GRIEVANCE REDRESS MECHANISM (MRPG/G)

Why an MRGP/G?

- ▶ WACA ResIP is a program with significant environmental and community risks;
- ▶ A functional grievance redress mechanism helps protect the interests of all stakeholders in the WACA ResIP program ;
- ▶ An effective grievance redress mechanism will assist in the smooth functioning of the program at the national and regional levels.

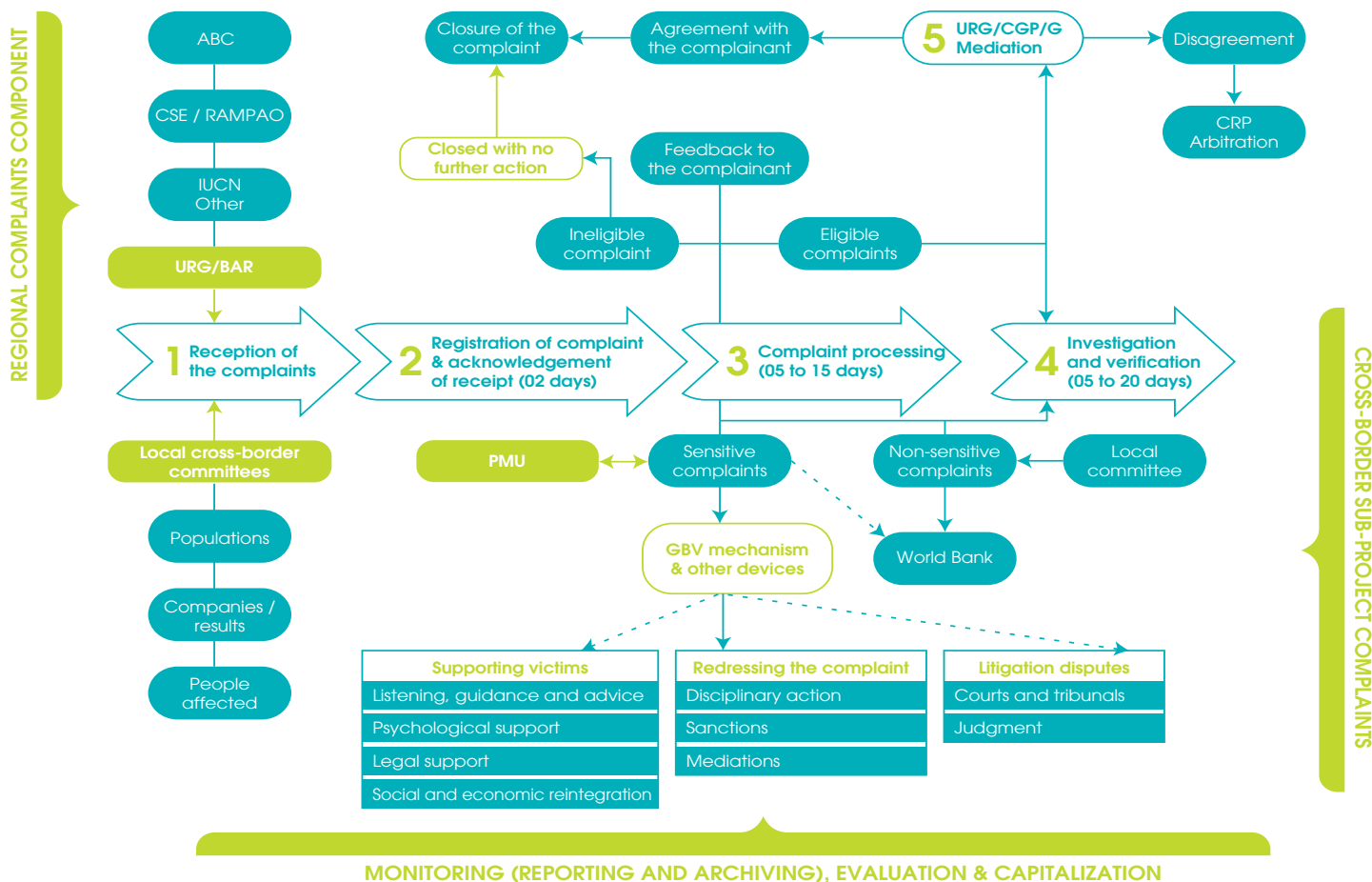
What is the objective of MRGP/G?

- ▶ To serve as a tool for inclusive dialogue and prevention of potential conflicts that could jeopardize the implementation of cross-border subprojects;
- ▶ Anticipate and resolve disputes between regional institutions and countries involved in WACA ResIP through accessible, prompt, efficient and culturally appropriate processes for receiving and handling complaints and grievances.

Who is the MRGP/G for?

- ▶ WACA ResIP regional institutions (ABC, CSE, RAMP AO, IUCN, PRCM, etc.);
- ▶ Suppliers of goods and services (companies, consultancies, individual consultants, etc.);
- ▶ Individuals and groups of individuals, whether organized or not, affected by the actions implemented under the regional component or cross-border subprojects;
- ▶ Project Management Units in countries receiving technical assistance from regional institutions.

COMPLAINT AND GRIEVANCE MANAGEMENT PROCEDURES



HOW CAN I FILE A COMPLAINT OR GRIEVANCE?

Complainants may file their complaints in accordance with their preference for open channels:

- ▶ **An oral statement:** drafted by the focal point and signed by the complainant.
- ▶ **By phone** (WhatsApp or SMS): +221 77 434 71 74 or +221 78 590 66 82
- ▶ **In person:** IUCN/WACA BAR Immeuble ELYSIUM Almadies Zone 7, Route du Méridien Dakar, SENEGAL
- ▶ **By e-mail:** wacaplaintes@gmail.com
- ▶ **By the WACA program platform:** www.wacaprogram.org/fr

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