

# THE CROPPER FOUNDATION

## Project Grievance Mechanism (PGM)

### I. Introduction

**Purpose:** A Project Grievance Mechanism (PGM) is a structured process that allows **external stakeholders** to raise concerns, complaints, or grievances related to a project. A grievance may be about any act, omission, situation or decision which a stakeholder thinks is unfair, discriminatory or unjustified. The purpose of this grievance mechanism is to provide an efficient method for stakeholders to express their concerns regarding a given project to ensure that complaints are addressed fairly, promptly, and effectively.

**Scope:** This mechanism focuses on issues related to a project's implementation, financial mismanagement, unethical practices, or any other relevant matter.

**Stakeholders:** The following external stakeholders are eligible to submit a grievance:

- Beneficiaries
- Individual Consultants
- Consulting Firms
- Volunteers
- Vendors
- Funders
- Partners

#### **Objectives:**

- Ensure all grievances are heard and addressed in a timely manner.
- Promote transparency and trust among stakeholders.
- Enhance project accountability and continuous improvement.

### II. Confidentiality

Grievances will be handled with strict confidentiality as far as reasonably practicable.

Due to the anonymous nature of some grievances, the organisation will be unable to respond directly to the Complainant. In this regard, the outcome of the investigation will be communicated in a general manner, such as through internal announcements or reports.

There may be circumstances whereby due to the nature of the investigation or disclosure, it will be necessary to disclose the identity of the complainant. In such circumstances every effort will be made to inform such person(s) before such disclosure is made.

If it is necessary for a complainant to be involved in an investigation (for example by providing evidence), the fact that you made the original disclosure will, so far as reasonably practicable, be kept confidential and all reasonable steps will be taken to protect you from any victimization or detriment as a result of having made a disclosure.

### III. Grievance Submission Process

#### **Step 1: Submit a Complaint**

Stakeholders should complete the **grievance submission form (Annex II)** when submitting a complaint. The organisation will accept, log, and seek to address grievances contained in the form.

General Required Information:

- Name and contact information (**optional for anonymity**)
- Relevant project name
- Description of the grievance
- Date of occurrence
- Any supporting documents or evidence

**Methods of Submission:**

- **Submitting a Complaint by Mail or In-Person Drop-Off**

Forms must be placed in a sealed manila envelope and addressed to the Chief Executive Officer.

**Address:**

Chief Executive Officer  
The Cropper Foundation  
13 Anderson Street  
St. James

- **Submitting a Complaint by Email**

Save your completed complaint form as a PDF.  
Include in the title of email: "Complaint Submission"  
Send email to: [info@thecropperfoundation.org](mailto:info@thecropperfoundation.org)

**Step 2: Grievance Acknowledgment**

- Grievances will be acknowledged within **five (5) business days** and logged in a grievance database.
- Complainants who are not anonymous will receive confirmation of their grievance submission by telephone and/or in writing via email or mail.

**Step 3: Grievance Assessment**

- Grievances will be assessed by the **Chief Executive Officer**.
- If the grievances are against the Chief Executive Officer, the complaint will be assessed by the Board of Directors/Trustees.
- Timeframes for assessments will be based on complaint complexity (severity and urgency).
- A proposed resolution should be determined within **15 to 30 business days**.
- Complainants may be invited to meet with the team during the assessment.
- A resolution will be proposed based on the outcomes of the assessment.

**Step 4: Communication of Resolution**

- Once a resolution has been reached, the decision will be documented and communicated to the complainant **in-person, writing via email or mail**.

- For anonymous complaints, the outcome of the investigation will be communicated in a general manner, such as through internal announcements or reports.
- The resolution will include details on how the resolution was reached and any actions taken.
  - A summary of the grievance process.
  - The decision made by the CEO.
  - The reasoning behind the decision.
  - Information on any further recourse or steps if the complainant is dissatisfied.

#### **Step 5: Accept or Appeal Process**

- If the resolution has been accepted, no further action is required.
- However, complainants have the right to appeal if they are not satisfied with the resolution.

#### **Step 6: Close-Out, Monitoring and Reporting**

##### **Close-Out Steps (If accepted)**

- A final communication will be sent to the complainant summarizing the entire grievance process, including the steps taken, the resolution, and any follow-up actions.
- The grievance will be officially closed in the project records and grievance database, marking it as resolved. This would include all documentation related to the grievance and its resolution.
- An internal assessment will be conducted on the grievance mechanism itself, identifying lessons learned and areas for improvement based on the grievance experience.

##### **Monitoring and Reporting**

- The data collected from grievances will be analysed, including trends, common issues, and resolution effectiveness. This analysis can inform future project planning and risk management.
- Based on feedback and analysis, any necessary adjustments to the grievance mechanism will be made to enhance its effectiveness for future grievances.
- If applicable, training will be provided for staff and stakeholders involved in the grievance mechanism based on insights gained from the grievance process to improve handling of future grievances.

### **IV. Appeal Submission Process**

#### **Step 1: Submit an Appeal**

- Complete the **Appeal Submission Form (Annex III)**
- Submit the form via **mail, in-person drop-off or email.**

#### **Step 2: Appeal Acknowledgment**

- Appeals will be acknowledged within **five (5) business days via telephone and/or in writing via email or mail** and logged in a grievance database.

#### **Step 3: Appeal Assessment**

- Appeals will be assessed by the **Board of Directors/Trustees.**
- Timeframes for assessments will be based on complaint complexity (severity and urgency).

- A proposed resolution should be determined within **15 to 30 business days**.
- Complainants may be invited to meet with the team during the assessment.
- A resolution will be proposed based on the outcomes of the assessment.

#### **Step 4: Communication of Resolution**

- The appellant will be informed of the outcome of the appeal within **15- 30 days** after the decision has been made **via in-person and/or writing via email or mail**.
- The notification would include:
  - A summary of the appeal process.
  - The decision made by the review panel.
  - The reasoning behind the decision.
  - Information on any further recourse or steps if the appellant is dissatisfied.
- If the appellant is still dissatisfied after the appeal decision, they may have the option to escalate the grievance to an independent ombudsperson. The organization will provide further guidelines on how to pursue this recourse.
- Any complaint which cannot be amicably settled, shall be referred to adjudication/arbitration in accordance with the Laws of Trinidad and Tobago.

#### **V. Other Contact Information**

##### Chief Executive Officer

- Name: Mrs. Cherise Braithwaite-Joseph
- Email: [cbjoseph@thecropperfoundation.org](mailto:cbjoseph@thecropperfoundation.org)

##### Project Lead

- Name: Ms. Nikita Ali
- Email: [nali@thecropperfoundation.org](mailto:nali@thecropperfoundation.org)

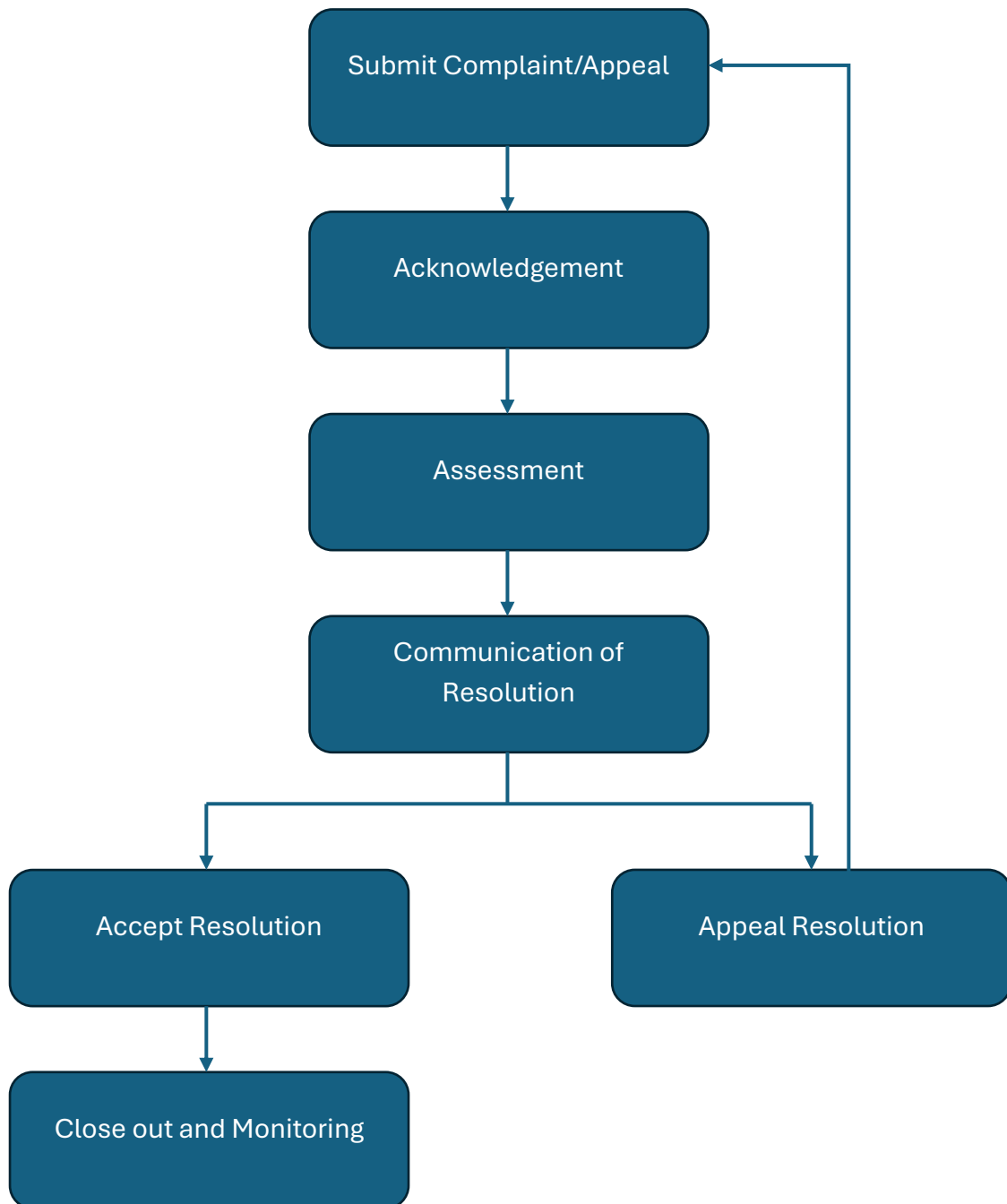
Tel: 1868-221-5751

Email: [info@thecropperfoundation.org](mailto:info@thecropperfoundation.org)

Website: <https://thecropperfoundation.org/>

## Annex I

Figure 1: Project Grievance Mechanism Flow Chart



## Annex II

### Grievance Submission Form

Thank you for taking the time to provide your feedback. Your insights are invaluable to us. Please fill out the form below. If you prefer to remain anonymous, you may skip the contact information section.

**Project Name:** \_\_\_\_\_

**Project ID:** \_\_\_\_\_

**Date of Submission:** \_\_\_\_\_

#### 1. Grievant Information

(If you would like us to follow up with you, please provide your contact information. Otherwise, you may skip this section.)

- **Name:** \_\_\_\_\_
  - **Contact Information:**
    - Phone: \_\_\_\_\_
    - Email: \_\_\_\_\_
  - **Affiliation/Organization (if applicable):** \_\_\_\_\_
  - **Address:** \_\_\_\_\_
- 

#### 2. Grievance Details

- **Date of Incident:** \_\_\_\_\_
- **Time of Incident (if applicable):** \_\_\_\_\_
- **Location of Incident:** \_\_\_\_\_

#### 3. Nature of Grievance (Please check all that apply)

- Safety Concern
- Environmental Impact
- Quality of Work
- Delay in Project Progress
- Communication Issues
- Other (please specify): \_\_\_\_\_

#### 4. Description of Grievance

(Please provide a detailed description of the grievance, including any relevant facts, events, and

individuals involved.

### 5. Supporting Documents

(Please attach any relevant documents, photographs, or evidence that support your grievance.)

- Attached
- Not Attached

### 6. Suggested Resolution

(Please describe how you believe this issue could be resolved.)

### 7. Acknowledgment

(If you would like to be anonymous, you may skip this section.)

I, the undersigned, acknowledge that the information provided above is accurate to the best of my knowledge. I understand that this grievance will be reviewed and addressed according to the project's grievance handling process.

**Signature of Grievant:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### For Official Use Only

**Grievance Reference Number:** \_\_\_\_\_

**Received By:** \_\_\_\_\_

**Date Received:** \_\_\_\_\_

**Status:**

- Open
- In Review
- Resolved
- Closed

**Comments/Actions Taken:** \_\_\_\_\_

**Signature of Reviewer:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### Instructions for Use:

1. Print copies of this form and make them available to all stakeholders involved in the project.

2. Ensure that all submissions are kept confidential and treated with respect.
3. Regularly review grievances to identify patterns that may require systemic changes in project management

## Annex III

### Appeal Submission Form

#### 1. Contact Information:

- **Name:** [Your Full Name]
- **Address:** [Your Address]
- **Phone Number:** [Your Phone Number]
- **Email:** [Your Email Address]

#### 2. Date of Submission:

- [Date]

#### 3. Project Details:

- **Project Name:** [Name of the Project]
- **Project Location:** [Location of the Project]
- **Project Reference Number (if applicable):** [Reference Number]

#### 4. Summary of the Grievance:

- **Original Grievance Submission Date:** [Date of Original Submission]
- **Description of the Grievance:**  
[Provide a brief description of the grievance, including the specific issue you raised and any relevant background information.]

#### 5. Appeal Details:

- **Reason for Appeal:**  
[Explain why you are appealing the original decision. This could include reasons such as dissatisfaction with the resolution, lack of response, or new evidence that has come to light.]
- **Supporting Information:**  
[Include any relevant documents or evidence that support your appeal. This may include emails, meeting notes, photographs, or other pertinent materials.]

#### 6. Desired Outcome:

- [Clearly state what you hope to achieve through this appeal. This could be a specific action, resolution of the grievance, or other outcomes.]

#### 7. Declaration:

I hereby declare that the information provided in this appeal submission is accurate and complete to the best of my knowledge. I understand that providing false information may lead to the dismissal of my appeal.

**8. Signature:**

- [Your Signature (if submitting a hard copy)]
- [Your Printed Name]

**9. Additional Notes:**

- [Optional: Any additional comments or information you wish to include.]

**Instructions for Submission:**

- Please submit this completed template along with any supporting documents to the following contact:
- [insert submission method, e.g., email address, mailing address, or online portal].
- Ensure that your appeal is submitted within the designated timeframe as outlined in the project grievance mechanism guidelines.