



OFMP III Grievance Redress Mechanism 2023-2027

KEY GOAL OF OFMP III:

The key goal of the Oceanic Fisheries Management Project III (OFMP III) is to maintain and enhance the sustainability of oceanic living marine resources and the associated fishery through an ecosystem-based approach. This will contribute to food security and the economic well-being for the region's Small Island Developing States (SIDS).

GRIEVANCE REDRESS MECHANISM:

The purpose of this Grievance Redress Mechanism (GRM) is to address and record any complaints that may arise during the implementation of the OFMP III project. The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the community and project level.

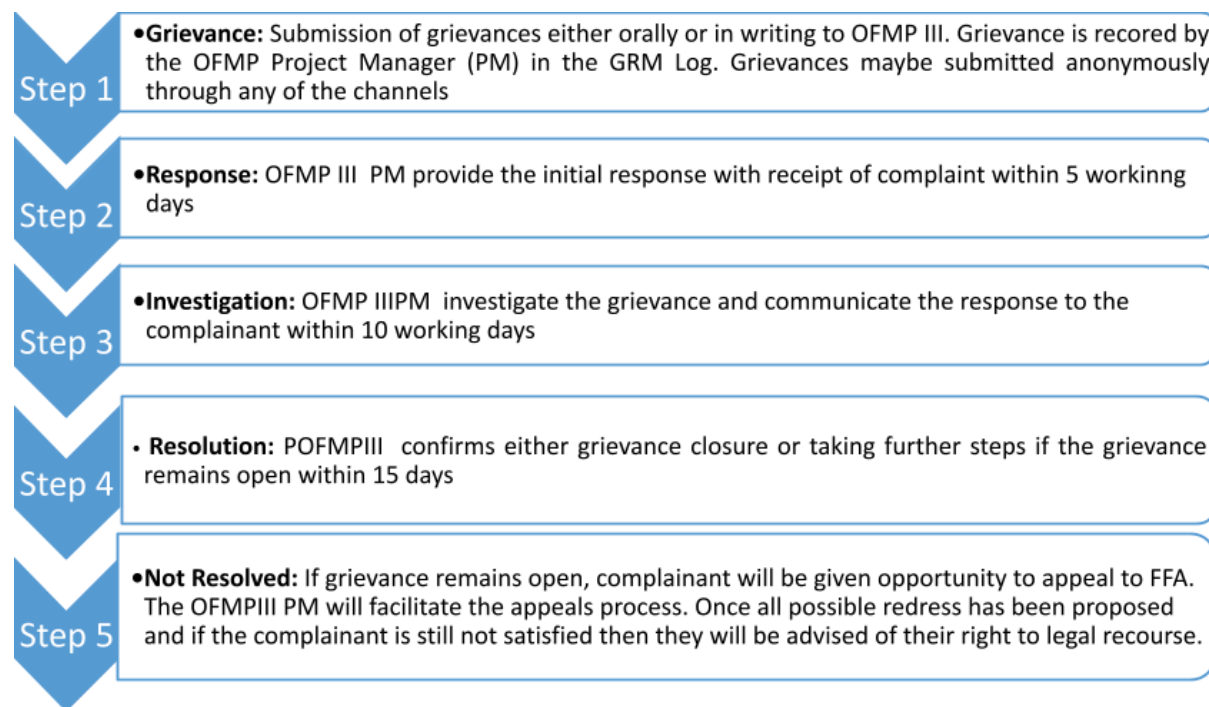
All grievances will be treated confidentially. Complainants are protected from any form of retaliation or disadvantage as a result of raising a concern.

The key objectives of the GRM are:

- Settle the grievances through consultation with all stakeholders including inform stakeholders of the solutions.
- Forward any unresolved cases to the relevant authority.
- Record, categorize and prioritize the grievances.



GRIEVANCE REDRESS MECHANISM PROCESSES AND TIMELINES:



Complaints may be submitted via email, verbally (e.g. during consultations or project missions), or through national focal points. Project staff can assist in documenting complaints where needed. Local language submissions are accepted.

A grievance log will be maintained to record the nature, timing, and resolution of all complaints. This will be reviewed annually as part of the project's safeguards monitoring.

CONTACT DETAILS FOR ANY GRIEVANCES:

For any grievances, please contact the OFMP III Project Manager, Lisa Buchanan at lisa.buchanan@ffa.int.

You will receive an initial response with receipt of complaint within 5 working days.