



## Kenya Marine Fisheries and Socio-Economic Development Project (KEMFSED)

### Why is Grievance Redress Important?

- It helps to preserve and protect project funds by arresting problems before they become more serious or widespread.
- It assists in creating public awareness about the project and its objectives.
- It discourages fraud and corruption in project implementation.
- It allows project implementers to be more accountable, transparent and responsive to project beneficiaries.

### Ways to submit grievances

- Mobile phone SMS
- Phone calls
- Letters & written notes
- Verbal presentation in a meeting or public forum (baraza)
- Website feedback form
- Recorded voice
- Social media accounts.



# Grievance Redress Mechanism (GRM)

## Overview

### What is a Grievance Redress Mechanism (GRM)?

GRM is an organized way or procedure for addressing grievances and resolving problems that arise out of project implementation.

### Who should receive Grievances?

All grievances from community members will be handled by the Project Management Committees (PMC), Ward Grievance Redress Committees, and Social Accountability and Integrity Committees (SAIC). The PMC will appoint a male and female member who will receive all grievances on its behalf.

## Grievance handling process for KEMFSED sub-projects/grants

### Step 1: Receiving grievances



Grievances are received and assessed by the PMC and then forwarded to the Ward Grievance Committee (GRC). Grievances can be submitted in the form of mobile phone SMS, phone calls, letters, written notes, verbal presentation in a meeting or public forum (baraza), website feedback form, recorded voice or social media account.



### Step 2: Acknowledgement and recording



The PMC and the Ward Grievance Redress Committee record grievances in a register. The information to be recorded includes: Date and time of the grievance, name and contact details of the complainant, a brief description of the grievance.



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### Step 3: Investigating the grievances

The PMC and the Ward Grievance Redress Committee investigate the grievance received. The investigation can include a risk assessment. It may involve follow-up communication/discussions with the affected party. Minutes of the discussion are recorded in the grievances database.



### Step 4: Resolving of Grievances

Grievances are resolved using the rules set in KEMFSED Grievance Redress Guidelines and Procedures. Action taken on the grievance by the PMC and Ward Grievance Committees should be just, fair, prompt and feedback given to the complainant within 7 days of receipt of the grievance. If the PMC or Ward Grievance Committee is unable to resolve the grievance then the Social Accountability and Integrity Committee (SAIC) will be requested to handle it. If SAIC is unable to resolve the grievance, it will forward the complaint to the County Project Implementation Unit (CPIU). Each level handling the grievance should not take more than 7 days to respond to a grievance.



### Step 5: NPCU involvement

If a complaint cannot be resolved at the level of the CPIU, it should be forwarded to the National Project Coordinating Unit (NPCU) for advice. Send grievance to: Email: [complaints@kemfsed.org](mailto:complaints@kemfsed.org) | Tel: +254736350250.



### Step 6: Reporting of Grievances

The PMC, the SAIC, Ward Grievance Redress Committee and the CPIU will maintain grievance registers and record all grievances received, their status, action taken and make quarterly reports to the NPCU. The NPCU will review and assess common grievances that need a corrective action plan across the KEMFSED project.



### Step 7: Complainant satisfaction

The grievance handling process should end with a written agreement signed by representatives of the PM and Ward Grievance Committee and the complainant. If the grievance has not been resolved or the resolution needs further input, it should be presented to the project's Social Safeguards team for appropriate action.



## Gender Based Violence (GBV) Grievance

Grievances related to gender-based violence (GBV) and sexual harassment will be handled by social safeguards team at the county and national levels. Serious cases will be referred to the criminal justice system. They can be reported via the **Toll free GBV hotline**: 0800720587 SMS: 21094

## IMPORTANT NOTE!

Disclosure of Information on Grievances: The PMC should allow community members and the public to have access to the grievances register and the quarterly reports. It should also disclose this information during general community meetings or barazas.

### For more information, contact:

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