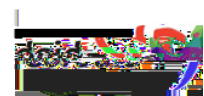




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The purpose of the TREPA project's Grievance and Feedback Mechanism (GFRM) is to address concerns and complaints by stakeholders, individuals, and communities connected to its initiatives. It aims to assure stakeholders, individuals, and communities that they will be heard and assisted in a timely and consistent manner and have all grievances addressed.





priorities, and approaches. These include positive statements as well as critiques and suggestions for improvement.

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- i. Any community member, project participant, organization, project stakeholder, or affected group or individual that believes it may be affected by TREPA's work.
- ii. Anyone who has experienced or witnessed inappropriate behaviour by an employee, contractor, or consultant of TREPA project and IUCN partners implementing the project.
- iii. Representatives can submit complaints or feedback on behalf of a community, project stakeholder, minors, or affected group.

H H D M P P A G I A C P P I D F D A C

If something about TREPA project is affecting or has the potential to affect you negatively, reporting it helps the Project Management Unit (PMU) to find a solution that can improve collaboration with stakeholders. This mechanism is one way to ensure that people have a voice in the work of TREPA project in Eastern Province.

Providing effective feedback in a timely manner will minimize poor performance and maximize desired

