

GRIEVANCE MECHANISM

Project Title

Developing a short course on ecosystem-based adaptation for relevant stakeholders in Seychelles

Project Funder

Critical Ecosystem Partnership Fund (CEPF) administered by the IUCN

All stakeholders will be informed of the grievance mechanism through a poster on the University of Seychelles notice board and also via the webpage of the University of Seychelles (UniSey).

Contact information for submitting grievances to UniSey

University of Seychelles
Email: dean.fbsd@unisey.ac.sc
Tel: 002484381208

If the complainant is not satisfied with the response, he or she may submit the grievance in writing to the Complaints Committee of IUCN NL, as the representative of the RIT: mail@iucn.nl or use the telephone number: +31 (0)20 626 1732.

If the complainant is not satisfied with the RIT's response, then it's CI's hotline.

If the complainant is not satisfied with the organization's, the RIT's and CEPF/CI's responses, then it's AFD and GCF mechanism.

"We will share all grievances —and a proposed response —with the Regional Implementation Team and the CEPF Grant Director within 15 days. If the claimant is not satisfied following the response, they may submit the grievance via the different escalation levels".