



**Ministry of Finance,
Banking and Postal Services
Division of International Development Assistance (DIDA)/
Grant Writing Office
P.O. Box D Majuro, Marshall Islands 96960
Phone No.: (692) 625-5968;**

Grievance Redress Mechanism (GRM) for IMPACT Project

The main purpose of the GRM system is to ensure a robust, transparent process for handling complaints. For this mechanism to function effectively, it comprises a three-level resolution process. The next level of resolution is triggered if the complainant or a group of complainants remains dissatisfied with the resolution at the lower level. It is expected that all grievances related to the project will be reported through the PIU's GRM.

Level I: PIU Level

- This is the initial stage for all the grievances that come into the IMPACT GRM system. Once the grievance is registered at the PIU level, it will automatically go into Level 1 of the GRM system. The PIU-level grievance resolution will be addressed within **seven** working days of its registration. Once the grievance is resolved, the PIU grievance focal person will officially report the resolution to the complainant.

Level II: DIDA Level

- This Level II is for complainants who decline to accept the resolution made by the Level I GRM system or if the Level I GRM system remains unable to provide any resolution to the grievance within seven working days after the date of registration. Once the complainant officially appeals to the PIU regarding the refusal of the proposed resolution, the system will automatically escalate the grievance to Level II. The grievance at the level must be resolved within **15** working days. If the grievance is resolved at this level, the project's grievance focal person will officially report back to the complainant.

Level III: Project Steering Committee (PSC) Level

- This Level III is for complainants who decline to accept the resolution issued by the Level II GRM system, or for those whose grievance remains unresolved within 15 working days after the date of registration. Once the complainant officially appeals to Level II regarding the refusal of the proposed resolution, the system will automatically escalate the grievance to Level III. The grievance at the level must be resolved within **30** working days.

If the complainant is not satisfied with the resolution provided or the Level III is unable to offer one, the complainant has the right to seek legal recourse.

- The project will establish the following channels through which complainants/citizens/beneficiaries can file complaints regarding activities funded by the project.
 - **E-mail address: ciu.safeguards.diane@gmail.com**



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- **Telephone number: 625-5968**
Letters should be sent to the following address: P.O. Box D (c/o DIDA) Majuro, MH 96960
- **Oral or written complaints are filed with the E&S officer at the PIU, who will act as the grievance focal person.**
- If project participants provide verbal comments /complaints, the project staff will file a complaint on their behalf, and it will be processed through the same channels.

[The detailed information on the IMPACT GRM can be found in the IMPACT Project Operation Manual (POM), accessible through <https://mof.gov.mh/impact/>