



# Are you concerned about a UNDP Project?

## Social and Environmental Compliance Review and Stakeholder Response Mechanism



Empowered lives.  
Resilient nations.

### ***Introduction***

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If you believe a UNDP-supported project or programme has harmed, or is likely to harm, you, your community, or the environment, you may request help from UNDP's Social and Environmental Compliance Unit and/or UNDP's Stakeholder Response Mechanism.

### ***Compliance Review – Responding to Concerns Relating to UNDP Social and Environmental Commitments***

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The Social and Environmental Compliance Unit (SECU) investigates complaints from project-affected communities and individuals who believe UNDP has not complied with its social and environmental commitments, and recommends measures to address findings of non-compliance. In particular, this includes non-compliance with UNDP's Social and Environmental Standards.

### ***Stakeholder Response – Helping Parties Resolve Grievances and Disputes***

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The Stakeholder Response Mechanism (SRM) helps project-affected stakeholders, UNDP's partners (governments, NGOs, businesses) and others jointly address grievances or disputes related to the social and/or environmental impacts of UNDP supported projects.

### ***Who May File a Complaint?***

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Any person or community who believes the environment or their wellbeing may be affected by a UNDP-supported project or programme may file a complaint. A representative, such as a civil society organization, may also file a complaint on behalf of affected communities. People who file complaints may request that SRM and SECU protect their names and identities.

### ***Where to File a Request?***

Please submit all SECU requests and inquiries to [secuhotline@undp.org](mailto:secuhotline@undp.org).

SRM requests may be made through the UNDP Country Office in the country where the requestor lives, or to the Headquarters SRM Team at [stakeholder.response@undp.org](mailto:stakeholder.response@undp.org).

Contact information for UNDP Country Offices is available through the UNDP Homepage at [www.undp.org](http://www.undp.org).

### ***What to Put in a Request?***

It is helpful if your request includes:

- Name, address, telephone number and other contact information
- Whether the Requestors wish to keep their identity confidential during the initial assessment
- Name, location and nature of UNDP project
- How the Requestors believe they have been, or are likely to be, adversely affected by the UNDP-supported project
- A description of other efforts, including other dispute resolution processes, the Requestors have undertaken to resolve their concerns

### ***For More Information***

[www.undp.org/secu-srm](http://www.undp.org/secu-srm)

[www.undp.org/ses](http://www.undp.org/ses)

[project.concerns@undp.org](mailto:project.concerns@undp.org)