



UNDP Armenia Stakeholder Response Mechanism

1. SCOPE

- 1.1. The scope of the SRM is to address grievances related to the social and environmental impacts of any Project implemented by the UNDP in Armenia [further referred as “Project”] in a timely and efficient manner.
- 1.2. Grievances related to other topics should be referred to the appropriate mechanisms.¹
- 1.3. The CO SRM does not replace existing national redress mechanisms or the mandate of the UNDP procedures on complaints review.

2. MANDATE

- 2.1. The mandate of the SRM is to receive and seek to resolve complaints about actual or potential environmental or social harm to the affected person(s) arising from the Project. In its accessibility to complainants and its responses to complaints, the SRM will be gender-responsive, culturally sensitive, non-discriminatory, and inclusive. Complaints related to sexual abuse and exploitation (SEA) will be treated in a survivor-centered manner and ensure referrals for safe and survivor assistance.
- 2.2. The SRM will ensure:
 - (i) an accessible, predictable, and transparent procedure for receiving and responding to complaints;
 - (ii) direct engagement and dialogue with complainants to clarify issues and interests and develop mutually acceptable responses;
 - (iii) equitable and rights-compatible resolution of complaints, including contribution to remedy for environmental or social harm demonstrably caused or contributed to by the Project;²
 - (iv) opportunity for learning from complaints and their resolution in ways that contribute to improved management of environmental and social risks and ensure alignment with UNDP's Social and Environmental Standards as well as applicable laws, regulations, and policies.

¹ Namely, fraud, abuse, or misconduct-related grievances should be referred to the Office of Audit and Investigations (OAI).

² Remedy (or contribution to remedy when the risk/impact is not solely the responsibility of the Project) may be provided through prevention, mitigation, and/or compensation, as appropriate.



3. ELIGIBLE COMPLAINTS

3.1. To be eligible for SRM, the complaint must pertain to a Project and its activities after the signature of the Project Document and before the Project closure, indicate how the Project has/may contribute to social or environmental harm and be made by people who could be affected by the harm referenced (or by an authorized representative)

3.2. The SRM cannot respond to anonymous grievances. However, confidentiality of complainants respected, if requested.

3.3. If the complaint is related to Sexual Exploitation and Assault (SEA), the record-keeping and information sharing about SEA survivor assistance will adhere to the 'do no harm' and confidentiality principles, and the survivor's personally identifiable information will remain confidential unless the victim expressly consents to it being shared.

3.4. With the complainant's agreement, the SRM will refer requests alleging non-compliance with UNDP fraud or corruption to the UNDP Office of Audit and Investigations (OAI) or the relevant national authority(ies).

4. STEPS FOR SUBMISSION AND REVIEW OF THE COMPLAINT

4.1. The complaint may be submitted to the Project online using an email: srm.am@undp.org or paper-based dropping package at the mailbox set at the UN House (Address: 14 Petros Adamyan Street, Yerevan, Armenia).