UNEP and its partners are committed to address Social and Environmental risks of their projects in compliance with international best practices. However, it is anticipated that implementation of projects may result in some unintended or overlooked impacts. To ensure the smooth implementation of projects while effectively addressing encountered grievances, robust Grievance Redressal Mechanisms (GRMs) should be developed. By increasing transparency and accountability, the GRM will reduce the risk of inadvertent harm to project beneficiaries and the general public and improve project effectiveness. GRMs are designed to be the “first line” of response to stakeholder concerns that have not been prevented by proactive stakeholder engagement.

GRM guiding principles:
- **Legitimate**: Enabling trust from the stakeholder groups for whose use they are intended, and being accountable for the fair conduct of grievance processes.
- **Accessible**: Being known to all stakeholder groups for whose use they are intended, and providing adequate assistance for those who may face particular barriers to access.
- **Predictable**: Providing a clear and known procedure with an indicative timeframe for each stage, and clarity on the types of process and outcome available and means of monitoring implementation.
- **Equitable**: Seeking to ensure that aggrieved parties have reasonable access to information, advice and expertise necessary to engage in a grievance process on fair, informed and respectful terms.
- **Transparent**: Keeping parties to a grievance informed about its progress, and mechanism’s performance to build confidence in its effectiveness.
- **Rights compatible**: These processes are generally more successful when all parties agree that outcomes are consistent with applicable national and internationally recognized rights.
- **Enabling continuous learning**: Drawing on relevant measures to identify lessons for improving the mechanism and preventing future grievances and harms.

Typical GRMs Process

The diagram shows typical steps in a grievance resolution mechanism, which can be tailored to the context, capacities, and concerns of a project and their stakeholders.

(Not all complaints shall be handed through the project GRM. For instance, grievances that allege corruption, coercion, obtaining employment or major violations of rights and/or policies.)