Fiji Rural Electrification Fund (FREF) Support Programme

Stakeholder Engagement Plan and Grievance Redress Mechanism

For disclosure

23 May 2024

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1. INTRODUCTION

1.1 Background

This project aims to foster the development of mini off-grids for access to clean, affordable, reliable renewable energy and diversify Fiji's energy mix to reduce carbon dioxide emissions from the Fijian power sector, contribute to electricity access objectives and promote gender-balanced economic growth. Mini-off-grid solutions increase the reliability of electricity supply by adding to the existing grid supply, thereby improving Fiji's adaptability, and reducing its climate vulnerability.

The FREF project has been developed based on multi-stakeholder discussions and participation of a wide range of stakeholder groups.

FREF is envisaged to electrify approximately 300 rural communities (households, schools and hospitals) over the next 10 years using innovative renewable energy solutions. The provision of electricity is combined with modern auxiliary services such as smart meters, mobile payment etc. to - among other things - simplify payment processing and provision peaks. The ability to harness the provided green electricity allows rural Fijians to increase community income through multiple economic activities, reduce social inequality and promotes gender inclusivity. All which also contributes to building a more climate informed resilient livelihoods. This project will seek to electrify at least 10 rural communities over 18 months to support the expeditious implementation of FREF as well as demonstrate best practices to shore up investments in FREF and its rural electrification objectives.

1.2 Purpose of this Document

The purpose of Stakeholder Engagement Plan (SEP) is to support the long-term sustainability of the project achievements by providing a formal document outlining the project plans to communicate with stakeholders holding interest or potential interest in the project work and objectives. The engagement plan identifies the potential stakeholders, their interest levels, power, and influence, and is regularly updated to meet stakeholder circumstances.

The stakeholder management plan is used for: planning the engagement of stakeholders, developing strategies to reduce or eliminate resistance, valuing local knowledge and experience and creating strategies to increase sharing, support and buy-in. Because planning for stakeholder management generates activities, this plan becomes an input to other subsidiary plans.

The approach is based on the principles of fairness and transparency in selection of stakeholders, ensuring consultation, engagement and empowerment of relevant stakeholders comprehensively for better coordination between them from planning to monitoring and assessment of project interventions; access of information and results to relevant persons; accountability of stakeholders; implementing grievances redress mechanism and ensuring sustainability of project interventions after its completion.

This SEP also contains a Grievance Redress Mechanism (GRM). The GRM forms and integral part of the SEP and is the mechanism by which complaints about the project can be received and managed.

2. UNDP Disclosure Requirements

UNDP is committed to meaningful, effective, and informed stakeholder engagement in the design and implementation of all UNDP projects. UNDP's commitment to stakeholder engagement arises from internal policies, procedures, and strategy documents as well as key international human rights instruments, principles, and numerous decisions of international bodies, particularly as they relate to the protection of

citizens' rights related to freedom of expression and participation. UNDP also follows the UN Statement of Common Understanding on Human Rights-Based Approaches to Development Cooperation which provides for "*Participation and Inclusion: Every person and all peoples are entitled to active, free and meaningful participation in, contribution to, and enjoyment of civil, economic, social, cultural and political development in which human rights and fundamental freedoms can be realized*."

In summary, the key UNDP Social and Environmental Standards (SES) stakeholder engagement requirements are:

- Ensure meaningful, effective, informed participation of stakeholders in the formulation and implementation of UNDP Programmes and Projects, providing stakeholders opportunities to express their views at all points in the Project decision-making process on matters that affect them. (SES, Part C, paras. 18, 20).
- Conduct stakeholder analysis and engagement in a gender-responsive, culturally sensitive, non-discriminatory, and inclusive manner, identifying potentially affected vulnerable and marginalized groups and providing them opportunities to participate (SES, Part C, para. 18).
- Develop appropriately scaled Stakeholder Engagement Plans, with level and frequency of engagement reflecting the nature of the activity, magnitude of potential risks and adverse impacts, and concerns raised by affected communities (SES, Part C, para. 21).
- Meaningful, effective, and informed consultation processes need to be free of charge and meet specified criteria, including free of intimidation and external manipulation; initiated early and iterative; inclusive; gender and age responsive; culturally appropriate and tailored to language preferences; and based on timely disclosure of relevant, accessible information regarding the project and its social and environmental risks and impacts (SES, Part C, para. 20).
- Include differentiated measures to allow effective participation of disadvantaged or vulnerable groups, including persons with disabilities (SES, Part C, para. 20).
- Undertake measures to ensure effective stakeholder engagement occurs where conditions for inclusive participation are unfavourable (SES, Part C, para. 18).
- Document consultations and report them in accessible form to participants and the public (SES, Part C, paras. 20, 28).
- Ensure early and iterative meaningful stakeholder engagement throughout the assessment and management of potential social and environmental risks and impacts (SES, Part C, para. 16).
- Ensure that stakeholders who may be adversely affected by the project can communicate concerns and grievances through various entry points, including, when necessary, an effective project-level grievance mechanism, and also UNDP's Stakeholder Response Mechanism and Social and Environmental Compliance Unit (SES, Part C, paras. 23-26, 37).
- For projects that affect rights, lands, territories, resources, and traditional livelihoods of indigenous peoples, ensure meaningful consultations and free, prior informed consent (FPIC) (SES, Part C, para. 22; SES, Standard 6, para. 10).
- For projects that may involve physical or economic displacement, ensure activities are planned and implemented collaboratively with meaningful and informed participation of those affected (SES, Standard 5).
- Provide ongoing reporting to affected communities and individuals for projects with significant adverse social and environmental impacts (SES, Part C, para. 34).
- Seek to identify, reduce, and address the risk of retaliation and reprisals against people who may seek information on and participation in project activities, express concerns and/or access project-level grievance redress processes/mechanisms or UNDP's Stakeholder Response Mechanism or Social and Environmental Compliance Unit (SES, Part C, para. 27).
- Ensure that stakeholder analysis and engagement are conducted in a gender-responsive, culturally sensitive, non-discriminatory, and inclusive manner, identifying potentially affected vulnerable and marginalized groups and providing them opportunities to participate. (SES, Part C, para. 18).

3. Overview of the Project

Broadly, the three Outcomes of the project have the following key stakeholders:

- **Outcome 1:** Strengthened policy, regulations, and institutional capacity for rural renewable energy and electrification.
- **Outcome 2:** Improved private sector engagement in renewable energy generation and distribution.
- **Outcome 3:** Affordable access to risk informed electricity and auxiliary services to unlock gender sensitive development opportunities.

4. Principles For Effective Stakeholder Engagement

Stakeholder engagement is usually informed by a set of principles defining core values underpinning interactions with stakeholders. Common principles based on International Best Practice include the following:

- Commitment is demonstrated when the need to understand, engage and identify the community is recognised and acted upon early in the process.
- Integrity occurs when engagement is conducted in a manner that fosters mutual respect and trust
- Respect is created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognised.
- Transparency is demonstrated when community concerns are responded to in a timely, open and effective manner.
- Inclusiveness is achieved when broad participation is encouraged and supported by appropriate participation opportunities.
- Trust is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions.

5. Fijians as Indigenous Peoples

The demographic makeup of Fiji is iTaukei 56.8% (predominantly Melanesian with a Polynesian admixture), Indo-Fijian 37.5%, Rotuman 1.2%, other 4.5% (European, part European, other Pacific Islanders, Chinese) (2007 est.). Rotuman are restricted to the island of Rotuma.

Fijians are considered under UNDP standards as an "indigenous people", in the sense of a distinct collective which has pursued its own concept and way of human development in a given socio-economic, political and historical context; has tried to maintain its distinct group identity, languages, traditional beliefs, customs, laws and institutions, worldviews and ways of life; has exercised control and management of the lands, territories and natural resources that it has historically used and occupied, with which it has a special connection, and upon which its physical and cultural survival as indigenous peoples typically depends; and pre-dates those who colonized the lands in Oceania.

The proposed project activities were screened against UNDP's Social and Environmental Standards (SES) wherein Standard 6 was triggered (risk low). However, as the mainstream or 'dominant' group in Fiji is indeed the indigenous people, it is considered that a separate Indigenous Peoples Plan is not required, rather the requirements of the standard can be met by being integrated into the ESMP and Stakeholder Engagement Plan (SEP).

In Fiji, iTaukei are neither socially excluded nor discriminated against and have equal (or in some cases, priority) access to development opportunities as well as greater political influence, since they are a majority.

UNDP Standard 6 stipulates circumstances in which Free, Prior, Informed, Consent (FPIC) must be pursued and secured before proceeding with the specified actions, of relevance to FREF is:

Rights, lands territories, resources, traditional livelihoods: FPIC will be ensured on any matters that may affect the rights and interests, lands, resources, territories (whether titled or untitled to the people in question) and traditional livelihoods of the indigenous peoples concerned. Project activities that may adversely affect the existence, value, use or enjoyment of indigenous lands, resources or territories shall not be conducted unless agreement has been achieved through the FPIC process. (Requirement 9)

Around 90 per cent of land in Fiji is owned by indigenous Fijians (iTaukei) through their mataqali (clan) and is termed native or iTaukei land. Therefore, to use land for installation of equipment (solar arrays and ancillary infrastructures), the Project will require land use agreements, which meet FPIC requirements, to be in place.

Land in Fijian village is divided at clan level, a Mataqali, and any development on Mataqali land requires 60% of its members to approve by providing their signatures. These signatures are verified by the Ministry of iTaukei Affairs and the relevant provincial office. As it has been identified as a time critical activity, the land access agreement process is initiated during the site feasibility investigations. During site visits, the full process of obtaining formal land consent was begun for all sites. The stages of land consent sequentially occur as follows:

- Awaiting Mataqali meeting to provide consent.
- Verbal consent provided for land and awaiting written consent.
- Written land consent form provided by the village.
- Stamp from the provincial office provided for the written land consent form.
- Land consent form being reviewed by iTaukei Affairs.
- Land consent form approved.

In all cases, no activities predicated on the granting of land use agreement will be initiated until the outcomes of the agreement/FPIC process are validated and any required mitigation measures are in place.

6. Stakeholder Identification and Consultation Methods

6.1 Key Stakeholders

Key stakeholders for the project include GEF, UNDP, Project Team, Government of Fiji, other donors, local government and traditional leaders, communities, and beneficiaries, directly affected landholders, project contractors and workers, civil society groups and local NGOs. Table 1 provides a summary stakeholder analysis.

As already noted, as most of the population, particularly in village areas, can be considered as indigenous (ie iTaukei) for the purposes of UNDP Standard 6. Therefore, all consultation activities can be considered indigenous peoples, which is particularly important where the requirement for Free, Prior, Informed, Consent (FPIC) needs to be met (obtaining land use agreements). Refer to Appendix 1 for further information on the FPIC process.

Table 1 Stakeholder Analysis Overview

Stakeholders	**Interests** at stake in relation to project	**Effect** of project on interests (+, 0, -)	**Importance of stakeholder for success of project** 1 = little/no importance 2 = some importance 3 = moderate importance 4 = very important 5 = critical player	**Degree of influence of stakeholder over project** 1 = little/no importance 2 = some importance 3 = moderate importance 4 = very important 5 = critical player
GEF	Reputation	+	4	4
UNDP	Reputation	+	4	5
Other donors	Reputation	+	4	4
Project Team	Reputation	+	5	5
Government of Fiji	Reputation and capacity to plan/implement Training	+	5	5
Local government and traditional leaders	Voice of the communities – exposing positives and negatives of the project Active participation to share knowledge Welfare of local communities	+	5	5
Island communities and beneficiaries	Enhanced resilience through reduced climate impacts Ownership for longevity of action	+	4	4
Directly affected landholders	Protection of assets and/or loss of land or trees Key role in maintenance of infrastructure	0	5	5
Project contractors and workers	Safety and ability to deliver Maintenance of infrastructure	0	4	3
Women's and youths' organizations, people with disability	Gender equity and employment opportunities	+	4	3
Civil society groups and local NGOs	Environmental and social issues	0	4	3

6.2 Stakeholder Consultation Methods

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate project information to stakeholders.

When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group should be considered. The techniques mostly used in Fiji are listed in Table 2.
Table 3 outlines how and why some of the techniques from Table 2 would be used depending on target audience.

Table 2 Common consultation methods

Engagement Technique	Appropriate application of the technique
Correspondences (Phone, Emails)	Distribute information to Government officials, NGOs, Local Government, and organizations / agencies Invite stakeholders to meetings and follow-up
One-on-one meetings	Seeking views and opinions Enable stakeholders to speak freely about sensitive issues Build personal relationships Record meetings
Formal meetings	Present the Project information to a group of stakeholders Allow group to comment – opinions and views Build impersonal relation with high level stakeholders Disseminate technical information Record discussions
Public meetings	Present Project information to a large group of stakeholders, especially communities Allow the group to provide their views and opinions Build relationship with the communities, especially those impacted Distribute non-technical information Facilitate meetings with presentations, PowerPoint, posters etc. Record discussions, comments, questions.
Focus group meetings	Present Project information to a group of stakeholders Allow stakeholders to provide their views on targeted baseline information Build relationships with communities Record responses
Project website and/or UNDP Transparency Portal	Present project information and progress updates Disclose ESIA, ESMP and other relevant project documentation Seek feedback
Media, including social media	Present project information and progress updates Share information on project activities
Direct communication with affected land/asset owners	Share information on timing of works Agree options for removing / relocation of assets
Sign boards	Share information on project activities Reminders of potential impacts
Project leaflet / newsletter	Brief project information to provide regular update Site specific project information Invite feedback

Table 3. Target Audience and Key Messages Overview

WHO	WHY	HOW	SPECIFIC KEY MESSAGES
Government Department Implementing Partners Stakeholders	• To communicate progress and impacts of project. • To demonstrate transparency in project development and implementation • To credit government and build relationships	• Regular sharing of project document information, data and technical knowledge • Regular stakeholder meetings • Trainings and workshops • Disclosure (transparency)	• The project aims to build capacity with respect to renewable energy systems for project sustainability and monitoring of the project • The project collaborates with its partners and stakeholders to share knowledge and experience, promote

	• To develop strong partnership with technical partners • To train implementing partners	• Board Meetings • Tagging in social media	visibility, raise awareness and influence change • The project coordinates and reports activities with its partners and builds technical capacities. • The Project Management Unit (PMU) along with its implementing partners are accountable, transparent, and work to connect with government and stakeholders, including the islands communities and beneficiaries
Communities	• To communicate progress and impacts of project • To demonstrate transparency in project development and implementation • To expand and share knowledge • To create a platform of knowledge and experience sharing • To identify and protect sites of significance	• Approval of land use agreements for installation of infrastructure • Participation in developing mini-grid and electricity demand needs • Becoming customers of power providers • Regular community meetings, consultations, sharing sessions, and training • Community engagement through local leaders • Continuous engagement and transparent information sharing, especially when the project experiences delay in its implementation • Promotions of project information and communication materials	• The project collaborates/consults with the targeted communities and islands stake holders to share knowledge and experience, promote visibility, raise awareness and influence change • The project values community inputs to design and operation of the mini grids and long-term sustainability of the systems.
Partners, stakeholders, communities, beneficiaries and public	• To raise public awareness of climate change impacts and adaptation needs • To build public profile of Government/UNDP and project in addressing climate change issues • To strengthen and promote the visibility of the project to all the beneficiaries and the public • To communicate progress of project activities • To minimize impact on directly affected and vulnerable groups	• Project newsletters (links to press releases, new stories as they are published, interviews, etc.) • Pamphlet • Billboards • TV and radio news and program • Building media contacts and relationships • Press releases • Distributions of Information, Education and Communication (IEC) materials	• Project aims to build visibility, update, and promote project implementation, raise awareness, and influence change to public, beneficiaries, targeted communities, and stakeholders • The project is a credible development partner in communicating information and outcomes of its activities in coordination with relevant Government and community bodies.

	• To inform on the GRM	• Tagging in social media • Mitigation measures • GRM committee	• The community has a mechanism to raise concerns and have issues resolved.
Professional development and exposure	• To share knowledge and experience	• Visibility at conferences and events • Dissemination of news and case studies • Project results capitalization, publication, and dissemination	• The project values the work of development professionals with advocacy and influencing technical advisors on small renewable energy systems and looks for collaborative efforts to highlight results and lessons learnt.

7. Stakeholder Engagement Plan Implementation

7.1 Implementing Arrangements

The SEP will be aligned with the project implementation arrangements as shown in Figure 1. The Project Manager, supported by the PMU will be responsible for ensuring the implementation of safeguard plans, including SEP.

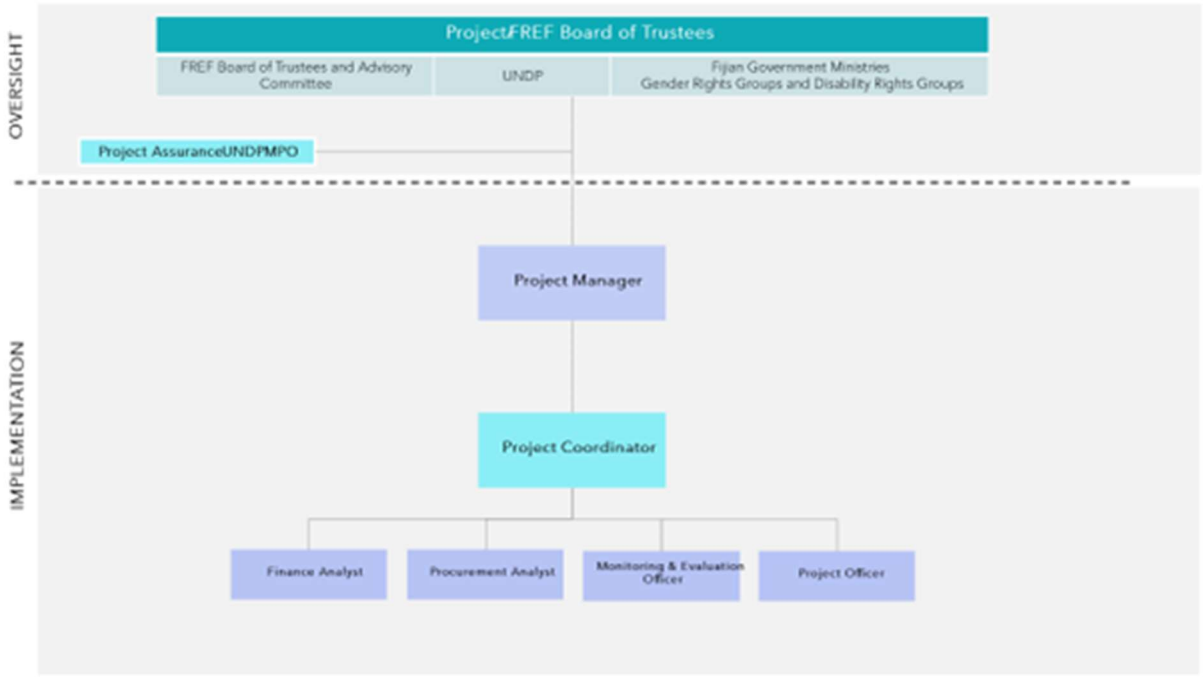


Figure 1 High-level project organisational structure

8. Public Consultation and Environmental and Social Disclosure

UNDP, as project lead, will develop and release updates on the project on a regular basis to provide interested stakeholders with information on project status. Updates may be via a range of media eg print, radio, social media or formal reports. A publicized telephone number will be maintained throughout the project to

serve as a point of contact for enquiries, concerns, complaints and/or grievances. All material will be published in English, Fijian and Fiji Hindi as appropriate.

All enquiries, concerns, complaints and/or grievances will be recorded on a register, and the appropriate manager will be informed. Some enquiries, concerns, complaints and/or grievances may require an extended period to be addressed. The complainant(s) will be kept informed of progress towards rectifying the concern. All enquiries, concerns, complaints and/or grievances will be investigated, and a response given to the complainant in a timely manner. A grievance redress mechanism has been developed to address any complaints that may not be able to be resolved quickly.

Nominated PMU/contractor staff will be responsible for undertaking a review of all enquiries, concern, complaints and/or grievances and ensuring progress toward resolution of each matter.

9. Grievance Redress Mechanism

Fiji Rural Electrification Fund (FREF) Support Programme aims to foster the development of mini off-grids for access to clean, affordable, reliable renewable energy and diversify Fiji's energy mix to reduce carbon dioxide emissions from the Fijian power sector, contribute to electricity access objectives and promote gender-balanced economic growth. Mini-off-grid solutions increase the reliability of electricity supply by adding to the existing grid supply, thereby improving Fiji's adaptability, and reducing its climate vulnerability.

FREF is envisaged to electrify approximately 300 rural communities (households, schools and hospitals) over the next 10 years using innovative renewable energy solutions. The provision of electricity is combined with modern auxiliary services such as smart meters, mobile payment etc. to - among other things - simplify payment processing and provision peaks. The ability to harness the provided green electricity allows rural Fijians to increase community income through multiple economic activities, reduce social inequality and promotes gender inclusivity. All which also contributes to building a more climate informed resilient livelihoods. This project will seek to electrify at least 10 rural communities over 18 months to support the expeditious implementation of FREF as well as demonstrate best practices to shore up investments in FREF and its rural electrification objectives.

Project activities include support to

- Strengthened policy, regulations, and institutional capacity for rural renewable energy and electrification.
- Improved private sector engagement in renewable energy generation and distribution
- Affordable access to risk informed electricity and auxiliary services to unlock gender sensitive development opportunities.

To ensure stakeholders can communicate concerns throughout the project cycle, an effective project-level grievance mechanism will be implemented.

This Grievance Redress Mechanism provides a structured, transparent, and accessible process through which such concerns can be raised, assessed, and resolved in a timely and rights-compatible manner.

10. Definition of the Grievance Redress Mechanism

A Grievance Redress Mechanism (GRM) is a formal, project-level system established to receive and address stakeholder concerns related to project activities. The FREF GRM functions as a first-line, non-judicial mechanism that seeks to resolve grievances through dialogue, fact-finding, and problem-solving. It does not

replace or limit access to judicial, administrative, or customary dispute resolution mechanisms, and stakeholders retain the right to pursue such avenues at any time.

The GRM is designed in accordance with the UNDP Social and Environmental Policy and is intended to support both community trust and donor confidence by ensuring that risks are identified early and addressed responsibly.

11. Purpose, Scope, and Eligibility

The primary purpose of FREF Grievance Redress Mechanism (GRM) is to provide affected stakeholders with a safe, predictable, and credible channel for raising concerns related to project activities. The mechanism seeks to resolve grievances promptly and fairly, prevent escalation into conflict, protect the rights and livelihoods of communities, and strengthen the overall social and environmental performance of the Project.

The GRM applies to grievances that are perceived or actual and that relate to project-supported activities, responsible parties, contractors, or private sector entities benefiting from project activities. This includes grievances related to social or environmental impacts (property damage, access and mobility, cultural heritage, behavioural issues, gender based violence - SEA/SH, pollution, resource depletion, land degradation, biodiversity, access to natural resources), benefit sharing arrangements, labour and working conditions, discrimination, workplace safety, gender equality and social inclusion.

To be eligible for consideration under this mechanism, a grievance must plausibly relate to project activities and be submitted by an individual or group that may reasonably be affected by the issue raised, either directly or through an authorised representative. Anonymous grievances are accepted, although the absence of contact information may limit the Project's ability to provide feedback or resolution. In addition, the complaint must:

i. Indicate how Project activity(ies) have caused or contributed, or may cause or contribute to social or environmental harm; and
ii. Be made by a person or people (directly or through an authorized representative) who could plausibly be affected by the harm(s) referenced in the complaint.

If further information is needed to determine eligibility, the GRM should seek such information from the complainant before making an eligibility determination.

Non-eligible complaints

i. Any complaint that is found by the Project to have been filed fraudulently or maliciously;
ii. Complaints not related to FREF Project.

12. Guiding Principles

The FREF GRM is guided by principles[1] of legitimacy, accessibility, predictability, equity, transparency, and rights compatibility. The GRM is designed to be known and accessible to all stakeholders, including women, youth, persons with disabilities, and remote coastal communities. It provides clear procedures and indicative

[1] UNDP Guidance Note on GRM, 2017: https://ses-toolkit.info.undp.org/sites/g/files/zskgke446/files/SES%20Document%20Library/Social%20and%20Environmental%20Standards/Supplemental%20Guidance_Grievance%20Redress%20Mechanisms.pdf

timelines so that complainants understand how their grievance will be handled and what outcomes may be expected.

The GRM seeks to ensure fairness by enabling stakeholders to engage on informed and respectful terms, and by applying consistent standards across community-based, public sector, and private sector-led interventions. Confidentiality is respected at all stages, and no complainant will face retaliation for raising a concern. The mechanism also promotes continuous learning by analysing grievance trends and feeding lessons back into project design, safeguards management, and investment structuring.

Details of the guiding principles are as follows:

i. **Legitimate:** enabling trust from the stakeholder groups for whose use they are intended, and being accountable for the fair conduct of grievance processes. Accountability for ensuring that the parties to a grievance process cannot interfere with its fair conduct is typically one important factor in building stakeholder trust.

ii. **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. Barriers to access may include a lack of awareness of the mechanism, language, literacy, costs, physical location and fears of reprisal.

iii. **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 monitoringi mplementation. Inorder for a mechanism to be trusted and used, it should provide public information about the procedure it offers.

iv. **Equitable:** seeking to ensure that aggrieved parties have reasonable access to sources of information, advice and expertise necessary to engage in a grievance process on fair, informed and respectful terms. Where imbalances are not redressed, perceived inequity can undermine both the perception of a fair process and the GRM's ability to arrive at durable solutions.

v. **Transparent:** keeping parties to a grievance informed about its progress, and providing sufficient information about the mechanism's performance to build confidence in its effectiveness and meet any public interest at stake. Providing transparency about the mechanism's performance to wider stakeholders, through statistics, case studies or more detailed information about the handling of certain cases, can be important to demonstrate its legitimacy and retain broad trust. At the same time, confidentiality of the dialogue between parties and of individuals' identities should be provided where necessary.

vi. **Rights compatible:** these processes are generally more successful when all parties agree that outcomes are consistent with applicable national and internationally recognized rights. Grievances are frequently not framed in terms of rights and many do not initially raise human rights or other rights concerns. Regardless, where outcomes have implications for rights, care should be taken that they are consistent with applicable nationally and internationally recognized standards and that they do not restrict access to other redress mechanisms.

vii. **Enabling continuous learning**: drawing on relevant measures to identify lessons for improving the mechanism and preventing future grievances and harms. Regular analysis of the frequency, patterns, and causes of grievances; strategies and processes used for grievance resolution; and the effectiveness of those strategies and processes, can enable the institution administering the GRM to improve policies, procedures, and practices to improve performance and prevent future harm.

viii. **Based on engagement and dialogue**: consulting the stakeholder groups for whose use they are intended on their design and performance, and focusing on dialogue as the means to address and resolve grievances. For an operational-level grievance mechanism, engaging regularly with affected stakeholder

groups on the GRM's design and performance can help to ensure that it meets their needs, that they will use it in practice, and that there is a shared interest in ensuring its success.

13. Institutional Arrangements and Levels of the GRM

The GRM operates across multiple, interconnected levels to ensure that grievances can be addressed at the most appropriate point while retaining clear escalation pathways.

At the first level, grievances are addressed through Project-level GRM, which is managed by UNDP PMU unit under the guidance of the Project Manager. This level focuses on early resolution and direct engagement with affected stakeholders and responsible parties.

Where grievances cannot be resolved at the Project level, or where the complainant is not satisfied with the response, the grievance may be escalated to the UNDP Country Office Stakeholder Response Mechanism under the guidance of the Program Team Leader for the PMU and ultimately the UNDP Deputy Resident Representative (DRR). This level provides independent oversight and additional mediation capacity.

Where a grievance relates to alleged non-compliance with UNDP Social and Environmental Standards, or remains unresolved, the complainant may request referral to the UNDP MCO Stakeholder Response Mechanism (SRM) or the Social and Environmental Compliance Unit. Stakeholders will be advised to follow the escalation pathway, but they may access any of these levels directly, without first exhausting project-level processes.

Moreover, the PMU will proactively inform communities and stakeholders of the details of the GRM, either directly or through local contractors. This will include information about where people can go and who they can talk to if they have a grievance. This information will be widely and regularly publicised, throughout the duration of the public consultation exercise, through meetings and the distribution of posters.

The information will be provided in a format and language that is readily understandable by the local population and/or orally in areas where literacy levels are low during routine stakeholder engagement.

14. Grievance Handling Process

14.1 Overview of the grievance response process

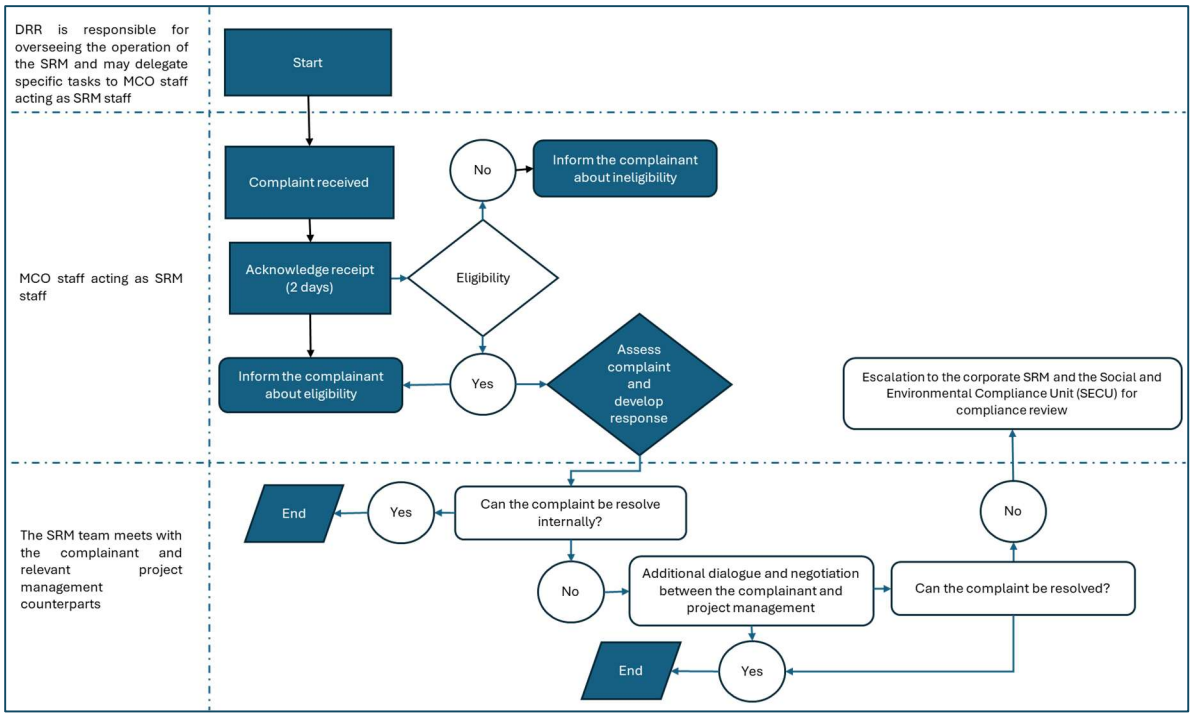
The GRM will function on two levels:

Level 1: At the Project Management level, under the direction of the Project Manager, supported by the PMU.

Level 2: At UNDP level:

Country Office Stakeholder Response Mechanism (Level 2.2): if the complaint is not resolved after 60 days at Project Assurance Level, the complaint is referred to UNDP Country Office (CO) Stakeholder Grievance Mechanism overseen by the UNDP Resident Coordinator.

The figure below illustrates this process.



The complainant has the option to bring the complaint directly to any of the GRM or SRM windows, and to transfer the complaint to another window at any time, or to abandon the process. At anytime, if a complainant claims non-compliance with the UNDP's Social and Environmental Standards, it gets referred to the Social and Environmental Compliance Unit upon complainant request or agreement.

As the result of this two-level mechanism, **the complainant can raise a compliant at any time through**:

1. Project Grievance Redress Mechanism

2. UNDP Country Office Stakeholder Response Mechanism
   - Visit the UNDP Pacific Multi-country Office in Fiji at Level 2, Kadavu House, 414 Victoria Parade, Suva
   - **By phone:** +679 3312500
   - **By post:**

     ATT Resident Representative's Office
     United Nations Development Programme
     Level 2, Kadavu House,
     414 Victoria Parade, Suva, Fiji.

   - **By email:** registry.fj@undp.org
   - **By social media apps:** https://www.facebook.com/undp.pacific
   - For more details, you may also consult the Terms of Reference: UNDP Pacific Office Stakeholder Response Mechanism.

     Details on the SRM are available on UNDP Pacific Multi-country Office in Fiji website.

3. UNDP SECU, if the complaint is relates to UNDP SES non compliance:

   Email: secuhotline@undp.org
   Details on the SECU process available on UNDP's website.

14.2 Process for the Grievance Redress Mechanism

Grievances may be submitted verbally or in writing, including through community meetings, field visits, email, written correspondence, or through trusted representatives. Submissions are free of charge and may be made in a language and format appropriate to the complainant.

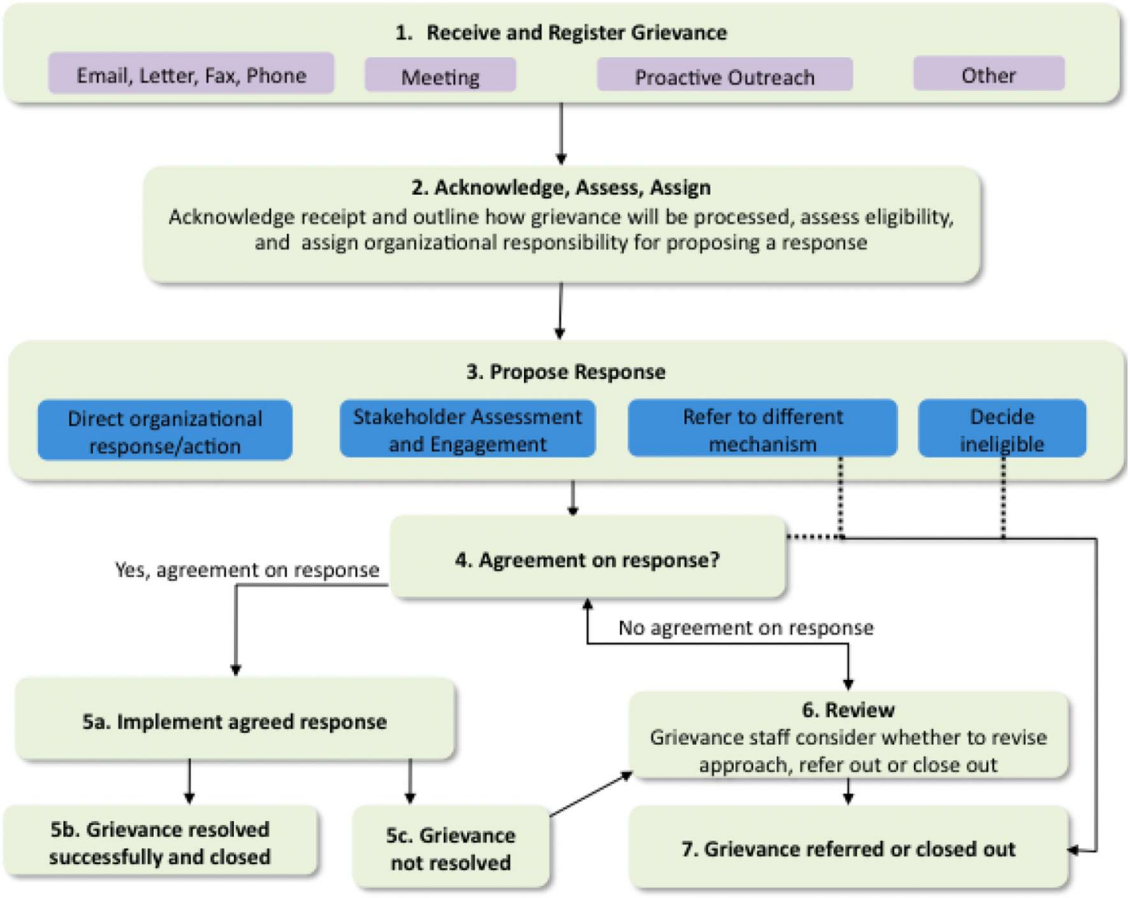
Upon receipt, grievances are registered by the GRM Focal Point of the FREF PMU (Monitoring and Evaluation Officers) within three working days and assigned a reference number for tracking. The complainant is acknowledged promptly and informed of the indicative timeframe for response. All complaints received will be reported immediately to the PMU for recording into the project GRM Database.

The grievance is then assessed to determine eligibility and scope. Where additional information is required, the GRM Focal Point will seek clarification from the complainant. If a grievance is deemed ineligible, the reasons will be documented and communicated clearly.

For eligible grievances, the PMU undertakes a review and investigation proportional to the nature and severity of the issue. This may involve consultations with communities, contractor, private operators or technical specialists in environmental or social safeguards. Particular attention is given to grievances that may have implications for community livelihoods, environmental integrity, or investment governance.

A proposed response is developed and communicated to the complainant in clear and accessible language. The complainant is given the opportunity to agree to the proposed resolution, request modifications, or seek escalation. The PMU aims to resolve grievances within five working days after acknowledgement, unless circumstances require additional time.

Where agreement is reached, the PMU implements the agreed actions and monitors progress until completion. Once the complainant confirms satisfaction, or the Project determines that reasonable steps have been taken, the grievance is formally closed. Where resolution is not achieved, the grievance is escalated in accordance with the procedures described above. The following process will be followed to address and resolve a grievance:



Process	Description	Time Limit
Step 1: Receive grievance	• Face to Face • Phone, Letter or Email • Completed and Submitted Complaint Form (online or in person or on behalf of complainant) • Community complaints or protests (verbal and non-verbal), including signs or roadblocks	3 working days
Step 2: Acknowledge, Assess and Assign Grievance Significance	• Register grievance • Report grievance • Assess eligibility • Log grievance on system with a number for tracking • Communicate receipt of grievance	
Step 3: Develop a Response	• Develop an appropriate response and identify resolution depending on the significance	5 working days
Step 4: Communicate Response and Seek Agreement	• Investigate and consult with relevant parties to fully understand issues and implement actions agreed upon • Communicate response back to the complainant	60 Days (from acknowledgement of receipt)

Process	Description	Time Limit
	• Agree on the proposed way forward to resolve grievance	
Step 5: Implement Resolution	• Where agreement is met, move forward with proposed action • Monitor success of resolution	
Step 6: Review Response	• Communicate results of resolution to stakeholders • Identify if further action is required	
Step 7: Close Out or Refer Request	• Close out the grievance if response is successful • Where unsuccessful, refer the grievance to the Project Assurance	
Step 8: Monitoring and Evaluation	• Monitor ongoing success of the resolution • Results to be included in project monitoring processes	ongoing

Step 1: Receive and Register Grievance

The process of reporting a grievance should be easily accessible. The preferable channels for reporting a grievance can be discussed with the community as part of community engagement including project or output level periodical meetings/forums/feedback sessions.

A grievance may be received by the FREF PMU, Fiji Department of Energy, Provincial Council, Ministry of Itaukei affairs, Provincial Administrators, Contractor Representative and is then forwarded to the GRM Focal Point of the PMU (Project Officer/Project Assistant). Grievances can be submitted:

- in writing
- telephonically
- or presented verbally to the local project representative, contractor or implementer utilising their relevant contact details.

Alternatively, grievances can be submitted in writing, telephonically or presented verbally to the Grievance Manager using the following details:

Name: Catherine Heritage – Project Assistant

Email: catherine.heritage@undp.org
Phone: 715 2031
By person: United Nations Development Programme, Level 7, Kadavu House,
414 Victoria Parade, Suva, Fiji.

Ashneel Chandra - FREF Project Coordinator
Email: ashneel.amitesh.chandra@undp.org
Phone: 844 4056
By person: United Nations Development Programme, Level 7, Kadavu House,
414 Victoria Parade, Suva, Fiji.

For people who require assistance, a claim may be filed by a trusted representative. Claims may be submitted in all official languages of Fiji. An anonymous[2] complaint option is available through the Complaint Form.

[2] not identified by name

All stakeholder grievances shall be logged using the **Grievance Form** below:

To be filled by complainant or on behalf of complainant

Complainant Information (Person Reporting)						
Name:				**Gender:**		
Address:				**Telephone:**		
National ID:				**Email:**		
Type of complainant:						
Affected person/s	**Intermediary (on behalf of the AP)**	**Civil organization**	**Service organization**	**Others (specify)**		
Registration (assigned):						
Complaint Details						
Mode of receiving the grievance:						
Letter	**Phone call**	**Fax**	**Email**	**Verbal complaint**	**Suggestion box**	**Others (specify)**
Location of the problem/issue specified in the complaint:						
Type of problem/grievance:						
Construction	**Compensation/payment**	**Revegetation**	**Access**	**Social nuisance**	**Other (specify)**	
Short description of the problem:						
Short description of the factors causing the problem:						
Person/agency responsible for causing the problem:						

Project	Affected parties	Service delivery agencies	Local political authority	Civil organizations	Funding agencies	Others (specify):

Past action/s taken by the complainant (if any):			
Details of the focal point that received the complaint:			
Name of the person who received the complaint:		**Position:**	
Name of the receiving office:		**Date:**	
Actions taken by the Receiving Office			

	Short Description	Name of Action Officer	Date
Action 1			
Action 2			
Action 3			
Final Resolution			
Signature:		**Date:**	

The Grievance Focal Point will log, document and track all responses received within the secure **grievances database** below. Grievances shall be assigned a case number and records of communication/consultation shall all be attached with the relevant entry and filed. The database shall be monitored regularly by the Grievance Focal Point of the PMU for recurring responses so that appropriate mitigation can be developed. As a minimum the following information shall be recorded:

- Case number;
- Complainant's name and contact details;
- Date of complaint;
- Details of complaint;
- Resolutions discussed and agreed with the party(is) in question;
- Actions implemented (including dates); and
- Outcome of the actions implemented.

Grievance database

Number	Date	COMPLAINT FROM (Community/ Private sector/Public sector/Contractor/Donnor/Other)	Category of grievance	Channel	Location of complaint	Staff member logging the complainant	Name of complainant	Gender	Grievance Description	Photographs (if possible, also can include screen shoots of messages/emails)	Inmediate Response	Update/Progress (facilitator to fill out)	Status Grievance	Date of closure

Step 2: Acknowledge, Assess and Assign Grievance

Acknowledgement

The Grievance Focal Point shall acknowledge receipt of any responses as soon as possible, but up to three days from the date it was submitted and shall inform the complainant about the timeframe in which a response can be expected. A Response Receipt Form below shall be signed and a copy provided to the complainant.

To be sent/delivered to complainant to acknowledge grievance received

Grievance Receipt Form	
Grievance Number:	
Date Submitted:	
Target Date for initial meeting to address grievance:	
Name:	
Address and Contact Details:	
Grievance Received by:	
Name of Grievance Focal Point	
Contact Details of Grievance Focal Point	Telephone: Email: Address:

Additional considerations on acknowledging grievances are as follows:

- Literacy levels should be taken into consideration when providing the complainant with the acknowledgment of receipt, and verbal acknowledgement should accompany a written acknowledgement.
- Where appropriate acknowledgement should be provided through the Grievance Focal Point of the PMU.

Assessment

The following steps shall be performed in a timely manner to avoid delaying resolution of a grievance:

1. Determine whether the grievance is eligible.
    a. Eligible grievances include all those that are directly or indirectly related to the Project and that fall within the **scope** of the Grievance Response Mechanism as outlined above.

    b. Ineligible Complaints may include those that are clearly not related to the Project or its contractors' activities, whose issues fall outside the scope of the Grievance Redress Mechanism procedure or where other legal or community procedures would be more appropriate to address the grievance.

2. If the grievance is deemed **ineligible** it can be rejected however a full explanation as to the reasons for this must be given to the complainant and recorded in the Grievance Database.

Assignment

If the grievance is eligible, the Grievance Focal Point of the PMU will convene a Grievance Management Team composed of the PMU Project Manager and a PMU member relevant to the complaint (for instance, the PMU person responsible for the Output). The team will assign organisational responsibility for formulating a response. The Grievance Focal Point, under the guidance of the Project Manager, has the responsibility for coordinating the Project response to an eligible request.

The progress on process should be logged in the Grievance Database.

Step 3: Develop a Response

The Grievance management team will obtain as much information as possible from the person who received the complaint, as well as from the complainant to gain a first-hand understanding of the grievance:

1. Analyse the problem.
2. Conduct necessary investigations and evaluations. Undertake a site visit, if required, to clarify the parties and issues involved. Gather the views of other stakeholders including project employees, if necessary and identify initial options for settlement that parties have considered.
3. If the grievance concerns physical damage, (e.g. crop, house, community asset) take a photograph of the damage and record the exact location as accurately as possible.
4. Explore potential solutions and mobilize additional additional resources persons such as Responsible Parties, Project Manager and UNDP Country Office staff as necessary to propose a response to the grievance. The Grievance Focal Point, under the guidance of the Project Manager, is responsible for coordinating the process and convening meetings with additional resources persons.

Step 4: Communicate Response and Seek Agreement

The Grievance Focal Point drafts a proposed solution and communicates it to the complainant and parties involved within 5 business days. Upon receipt of the proposed resolution, the complainant will be asked to approve or disapprove the suggested actions. The Grievance Focal Point in coordination with PMU will implement the solution in the agreed timeframe.

The proposed response should include:

1. A clear restatement of the complainants/concerns received by the Grievance Focal Point;
2. A detailed description of the proposed response, with an explanation of why the Grievance Focal Point is proposing it;
3. A listing of the complainant's choices, given the proposed response. (Those choices may include, among others: agreement to proceed; request for a review of an eligibility decision, a referral decision, or a plan for compliance review; further dialogue on a proposed action; or participation in a proposed assessment and engagement process.); and
4. The expected timeframe for resolution aiming to resolve any grievances within 60 days from the date that it was received.

The following template is populated by the Grievance Focal Point and sent to the complainant to seek agreement and continue with resolution.

Grievance Resolution Response	
Grievance Number:	
Date of Communication:	
Name of Complainant:	
Restatement of Grievance/ Concern	
Proposed Solution/Response	Eligibility status:
	Proposed Solution:

	Explanation:
List of choices for moving forward	1. Agreement to proceed with above solution. 2. Request for a review of an eligibility decision, 3. A referral decision, or 4. A plan for compliance review. 5. Further dialogue on a proposed action. 6. Request participation in a proposed assessment and engagement process 7. Other to be suggested by complainant
Target Date for Resolution	*(60 days from receipt of grievance)*
Grievance Received by:	
Name of Grievance Focal Point	
Contact Details of Grievance Focal Point	Telephone: Email: Address:

Step 5: Implement Response

It is essential that the complainant(s) fully understand both the proposed response, and what choices they can make after considering the proposed response. The complainant may or may not agree with the proposed response. If there is agreement, then the Grievance Focal Point can proceed with the proposed response. Actions agreed upon during mediation will be implemented in a timely manner. Ideally, a timeline will have been established and documented for the implementation of the respective actions during the mediation or in the immediate response to the problem prior to the mediation.

The progress should be logged in the Grievance Database. If possible, the resolution of the complaint shall be made publicly available to keep other interested parties informed about the process and its outcome. However, this will be decided according to the privacy preferences of all parties involved. The Grievance Focal Point is responsible for overseeing the implementation of agreed actions to resolve the complaint.

Step 6: Review Resolution

It is important for the Grievance Focal Point and the stakeholders to monitor implementation jointly. Where implementation of agreements reached is a multi-step process, and there is some implementation risk, the Grievance Focal Point should seek commitments from all stakeholders to "come back to the table" when needed to deal with challenges during implementation.

The Grievance Focal Point is to populate the template below, in line with agreed response on a given grievance and monitor progress.

Actions to Resolve Grievance (Official Use)			
Delegated to:			
Action	Who	When	Completed (Y/N)
Strategy to communicate response:			
Response/ Resolution:			

Sign-Off:	
Date:	

Step 7: Close Out or Refer Request

The final step is to close out the grievance. If the response has been successful, the Grievance Focal Point should document the satisfactory resolution. In cases where there have been major risks, impacts and/or negative publicity, it may be appropriate to include written documentation from the complainant indicating satisfaction with the response. In others, it will be sufficient for the Grievance Focal Point to note the action taken and that the response was satisfactory to the complainant and the organization/program. Once sign-off has occurred, this should be recorded in the Grievance Database.

If the grievance has not been resolved, the Grievance Focal Point should document steps taken, communication with the complainant (and other stakeholders if there has been substantial effort to initiate or complete a multi-stakeholder process), and refer the grievance to Program Team Leader to escalate the complain to SRM Focal Point. The Grievance Focal Point needs to document the outcome of the discussions with the complainant in a way that makes clear what options were offered through the GRM and why the complainant chose not to pursue them.

To be completed by the Grievance Focal Point once all actions agreed upon have been completed

Conclusion					
Is complaint Satisfied?	□ Yes	□ No	Comments from Grievance Focal Point:		
Is Grievance Closed?	□ Yes	□ No	Grievance Resubmitted?	□ Yes	□ No
Signature of Project Manager:			Date:		
Date:			New Grievance Number:		

Step 8: Monitoring and Evaluation

The project will monitor grievances routinely as part of the broader management of the Project. This entails:

1. Monitoring may be as simple as a telephone call with the complainant and a discussion with the PMU to confirm that a relatively straightforward response has been fully implemented. On the other hand, effective monitoring may require ongoing meetings of a multi-stakeholder group that has reached agreement (e.g. to review implementation of a set of commitments for consultation with indigenous people, or implementation of a new approach to developing a voter registry).
2. On receipt of grievances, electronic notification to the Project manager will be distributed.

Grievance records will be made available to the PMU at all times by its Implementing Partners/Responsible Parties. Quarterly internal reports will be compiled by the Grievance Focal Point and distributed to the management team. These grievance reports will also be included in the quarterly progress reports and will include:

- The number of grievances logged in the proceeding period by level and type;
- The number of grievances unresolved after 60 days;
- The number of grievances of the same or similar issue; and
- The measures taken to incorporate these responses into project design and implementation.

These reports and other records will be made available for external review if required. Grievance reporting will be part of the Projects' annual reporting.

14.3 Stakeholder Response Mechanism (SRM)

When the standard Grievance Redress Mechanism (GRMs) or routine consultation processes have failed to provide a satisfactory solution to social or environmental grievances UNDP Pacific Office also provides a

Stakeholder Response Mechanism (SRM) as complementary route to escalate social or environmental grievances from project-affected stakeholders, governments, and partners to resolve concerns or disagreements.

Complaints submitted to the UNDP SRM will be addressed per the procedures outlined below. UNDP will seek resolution of complaints together with relevant partners (e.g. Implementing Partner, other members of the Project Board), with due consideration of confidentiality if requested by Complainants. The process for addressing complaints submitted to the UNDP SRM would typically involve the Project Manager and any necessary staff, external mediators, etc., under the direction of the UNDP Deputy Resident. For complaints referred from the Grievance Focal Point through the Project Manager, the SRM will:

(i) **Receive and log complaint:** Log and track all complaints received, using a spreadsheet saved in the shared CO drive that is accessible to the SRM at corporate level. Tracking should continue throughout the steps listed below. (See Annex 1 for additional detail on logging and tracking.)

(ii) **Acknowledge receipt:** Within 2 business days of receipt, contact complainant and state that the complaint has been received and is being reviewed for eligibility.

(iii) **Determine eligibility:** Within 5 business days of receipt of a complaint, review the complaint and

a. If further information is needed to determine eligibility, seek further information from the complainant and/or project staff to make a decision, allowing up to 10 additional business days for the complainant to respond to the request for additional information.

OR

b. If it is very clear that the complaint does not meet one or more of the SRM eligibility criteria, contact the complainant, state the reason for determining the complaint ineligible, and if possible, refer the complainant to the appropriate UNDP office (for procurement issues or allegations of fraud or corruption), or national or local institution(s) that may be able to respond to the complaint.

OR

c. If the complaint is determined eligible, contact the complainant to indicate that the complaint is eligible, and request a face-to-face or virtual meeting to discuss the concerns and develop a response.

(iv) **Assess complaint and develop response, in dialogue with complainant and project management**

a. Meet with the complainant (face-to-face or virtually) to:

i. discuss their concerns and determine whether they wish their identity to be held in confidence from project counterparts.

ii. clarify what the complainant has observed or experienced that leads them to believe that action/inaction by Implementing Partner and/or UNDP has contributed to impact or risk of impact; and

iii. ask what action they would like UNDP and/or the Implementing Partner to take in order to address the perceived risk or impact.
Note: The complainant may have difficulty understanding the context, causal mechanisms for environmental and social impact, and/or institutional issues regarding UNDP, the Implementing Partner, other institutions that may be contributing to the perceived risk or impact, and other institutions that could provide recourse and accountability for impacts. When needed, provide technical assistance to the complainant via NGOs or other organizations viewed as legitimate by the complainant and capable of supporting the complainant's

informed participation in the process. At a minimum, UNDP SRM staff should assist the complainant when needed.

b. Meet with the relevant project management counterparts to:

   i. clarify their understanding and views on the issues raised in the complaint.

   ii. clarify areas of agreement and disagreement with the complainant regarding project actions/inactions, risks and/or impacts; and

   iii. explore possible responses to the concerns raised in the complaint, including any action requested by the complainant.

c. Based on these meetings (and additional meetings as necessary with the complainant, project managers and staff, and other relevant stakeholders, including facilitation of meetings between the complainant and project management as needed), develop a proposed response to share with the complainant and project management.

(v) Seek agreement on a proposed response, and implement if agreed

a. Present the proposed response to both the complainant and project management, facilitate dialogue between them as needed, and modify the proposed response as necessary to satisfy the complainant and project management, while ensuring adherence to UNDP's Social and Environmental Standards.

b. If there is agreement on the proposed response (agreements should be documented in writing):

   i. monitor implementation by the project;

   ii. confirm with the complainant and the project that the response has been implemented; and

   iii. confirm with the complainant that the response has addressed their concerns.

(vi) If the response as implemented does not fully satisfy the complainant, facilitate additional dialogue and negotiation between the complainant and project management

a. This effort should continue long enough to determine whether any additional response is feasible and likely to address the remaining concerns.

b. If a further response is feasible and agreed, monitor its implementation and confirm with the complainant whether it has resolved the concerns or not.

c. Repeat this process until there is resolution of the outstanding concerns or until it is clear to the SRM that no further response by the project is feasible or likely to satisfy the complainant.

(vii) If the response as implemented satisfies the complainant, document the outcome and close the case

a. Ensure that the complainant indicates satisfaction (in writing) with the response and is not requesting further action from UNDP before closing the case.

b. Notify project management and the corporate SRM as well and ensure that the case record is available to the corporate SRM.

(viii) If there is no agreement on the proposed response or if the response as implemented does not satisfy the complainant, advise the complainant of other options and document the outcome

a. If a good faith effort to develop a response does not resolve the complainant's concern within 60 days after the project is determined eligible, or if the response as implemented

does not satisfy the complainant within 60 days after implementation was concluded, advise them on other options they may choose to pursue, including but not limited to:

i. Escalation to the corporate SRM for additional problem solving.

ii. Referral to the Social and Environmental Compliance Unit (SECU) for compliance review.

iii. Use of national administrative and/or judicial mechanisms, with the understanding that these mechanisms would not apply to UNDP.

b. Whatever option the complainant selects, document the options offered, the complainant's stated choice among the options, and the action taken by the SRM to facilitate access to the SRM at corporate level and/or to SECU.

For complaints received directly from Complainants, the SRM function will first make an eligibility determination and then continue with the process as outlined above.

15. Roles and Responsibilities

The PMU designates a GRM Focal Point responsible for coordinating the mechanism, maintaining records, and reporting on grievance trends at the PMU level. Social and environmental safeguards specialists within the PMU support investigations and ensure consistency with UNDP SES. Implementing Partners, Responsible Parties, contractors, and private sector partners are required to cooperate fully with the GRM and to refer grievances received at field level by their own respective GRM Focal Points to the Project Grievance Focal Point.

The Project Manager ensures that this GRM is applied through all aspects of the Project and its Contractors/Subcontractor's operations and activities. The Project Manager will also apply necessary controls to minimise risks that could result in stakeholder grievances.

UNDP provides independent oversight for escalated cases. In doing so, the MPO unit is to:

- Review complaints received through the GRM and their outcomes, work with the Grievance Focal Point of the PMU to identify successes, lessons learned, challenges and trends, and report its assessments to the Project Board. Should an outcome to a grievance be compensation, the UNDP MPO function is responsible for confirming this outcome and for working with the Project Board to determine how compensation will be achieved as necessary.
- Receive quarterly reports on complaints from the Project Management level of the GRM, and collaborate with its staff to identify successes, challenges, trends and lessons learned in responding to complaints;
- Provide summary reports to the Project Board of all complaints received (both those received by the operational level GRM and directly by the Project Assurance function) with any recommended actions;
- Disclose the GRM's work (including case registry, summary reports on individual cases, reports on trends or patterns, and actions taken in response to trends and patterns) to the Project Board and to project stakeholders, through periodic reporting (at least semi-annual) accessible to project stakeholders and protecting confidentiality of complainant identities where necessary;
- Monitor the Grievance Focal Point's efforts to inform project stakeholders about the GRM, and ensure the accessibility, predictability, transparency, legitimacy, and credibility of the GRM process; and
- Provide continuing education to Project Board members and their respective institutions regarding policies, procedures, and capacities needed to prevent risks and impacts which could lead to complaints, and to promote the constructive resolution of complaints.

16. Confidentiality, Data Protection, and Non-Retaliation

All information related to grievances is treated as confidential and stored securely with restricted access. Personal data is handled in accordance with applicable data protection laws in Fiji and UNDP data protection policies. Grievance information is reported externally only in aggregated and anonymised form.

The Project strictly prohibits retaliation against any individual or group for raising a grievance. Allegations of retaliation will be treated as serious grievances and addressed promptly.

17. Disclosure and Awareness

Information about the Grievance Redress Mechanism is disclosed to communities and stakeholders through project engagement activities, onboarding processes of implementing partners and responsible parties, and relevant project documentation. Information is provided in formats and languages that are accessible to affected stakeholders, with particular attention to literacy levels and cultural context.

18. Continuous Learning and Improvement

The Project reviews grievance data on a regular basis to identify recurring issues, systemic risks, and opportunities for improvement. Findings are used to strengthen stakeholder engagement, refine investment design, enhance safeguards systems, and improve the overall performance and credibility of FREF Project.