



GOVERNMENT OF ANGOLA
MINISTRY OF AGRICULTURE AND FORESTRY
INSTITUTE OF AGRARIAN DEVELOPMENT



Consultant:



Sub-consultant:



GRIEVANCE REDRESS MECHANISM (GRM)

CPAVCDP-02_24PIU

PREPARATION OF ENVIRONMENTAL AND SOCIAL IMPACT
ASSESSMENTS (EIAS) AND ENVIRONMENTAL AND SOCIAL
MANAGEMENT PLANS (PGAS) FOR THE
AGRICULTURAL VALUE CHAIN DEVELOPMENT PROJECT
IN THE EASTERN REGION OF ANGOLA



CABINDA PROVINCE
AGRICULTURE VALUE CHAINS
DEVELOPMENT PROJECT
(CPAVCDP)



República de Angola
Ministério de Agricultura
e Florestas



TECHNICAL

This document refers to the "Complaint Resolution Mechanism" (D2) of the "Project for the Development of Agricultural Value Chains in the Eastern Region of Angola – CPAVCDP-02_24PIU".

Within the scope of the two Subprojects, the following documents are expected to be submitted:

- D1 - Initial Report (IR)
- **D2 - Grievance Redress Mechanism (GRM)**
- D3 - Stakeholder Engagement Plan (SEP)
- D4 – Pest Management Plan (PMP)
- D5 – Environmental and Social Impact Assessment (ESIA)
 - Environmental and Social Management Plan (ESMP)
 - Waste Management Plan (WMP)
- D6 – Presentation of Reports
- D7 – ESIA and WMP Final (including WMP)

DOCUMENT CONTROL

CUSTOMER	CPAVCDP-02_24PIU
PROJECT	AGRICULTURAL VALUE CHAIN DEVELOPMENT PROJECT IN THE EASTERN REGION OF ANGOLA
Subproject 1.	Rehabilitation of small-scale irrigation systems resilient to climate change. (Lunda Sul)
Subproject 2.	Rehabilitation and equipping of two research centres and construction of a new research station in Moxico. (Lunda Sul, Moxico, Cuando Cubango)
DOCUMENT	Grievance Redress Mechanism (GRM)
No. FROM THE DOCUMENT	D 2
CONSULTANT / SUB-CONSULTANT	ENGCONSULT / ENGIACTIVE

REV.	DATE	ELABORATE	CHECKED	APPROVED	GENERAL DESCRIPTION
00	15/11/2024	EE/SB/RL	EB	EB	Complaints Resolution Mechanism

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LIST OF ACRONYMS

ACRONYM	DESCRIPTION
CRR&S	Proof of Receipt of Complaints and Suggestions
FIPF	Focal Point Identification Form
FRR&S	Complaints and Suggestions Registration Form
IDA	Institute of Agrarian Development
MRR&S	Complaints and Suggestions Resolution Mechanism
PF	Focal Point

1. INTRODUCTION

The Eastern Angola Agricultural Value Chain Development project includes the following subprojects:

1. Rehabilitation of small-scale irrigation systems resilient to climate change. – Lunda Sul
2. Rehabilitation and equipping of two research centres and construction of a new research station in Moxico. (Lunda Sul, Moxico, Cuando Cubango)
 - (i) Construction of a Research Station – Lunda Sul (Mona Quimbundo Agrarian Technical Institute)
 - (ii) Rehabilitation and equipping of a Research Centre – Moxico (IDA facilities in Luena)
 - (iii) Rehabilitation and equipping of a Research Centre – Cuando Cubango (Middle Agrarian Institute of Missombo)

The realization of these subprojects can create expectations in the local population, raising anxieties, doubts and resistance, in addition to potentially causing negative impacts, especially with regard to aspects that affect safety, health and the environment, and may give rise to complaints or suggestions. Therefore, it is necessary to implement a Complaint Resolution Mechanism (RRM), which will solve and respond to complaints that may arise during the different phases of the subprojects, as well as allow the receipt of suggestions.

This GRM records complaints and also suggestions related to subprojects, allowing them to be identified. It establishes the process for receiving, analysing and resolving complaints and receiving suggestions from the community covered by the subprojects and from all stakeholders involved. It establishes effective and agile communication, with the ability to mediate relations between the Project Promoter, the Contractor, the local Institutional Authorities (provincial, municipal and communal), the communities and the general public.

The functionality and implementation of the GRM is essential to ensure that concerns, complaints and suggestions are dealt with fairly and efficiently, promoting and ensuring the trust and satisfaction of stakeholders and affected parties, as well as allowing for the verification of whether social and environmental risk mitigation measures are effective and determining when and what type of preventive and/or corrective actions should be applied to reduce the negative impacts of sub-projects.



In general, the main objectives of the GRM include:

- Satisfaction of stakeholders and/or affected parties: ensuring that complaints and suggestions are dealt with efficiently. To solve and respond to complaints, aiming to restore the confidence and satisfaction of the community in the area of intervention of the subprojects;
- Problem identification: register complaints to analyze and understand the causes and thus apply preventive measures so that they do not happen again
- Transparency: maintain an open channel where the local community can express concerns about the social, environmental and safety impacts of the work, as well as suggestions for improving the activities taking place in the construction phase.
- Responsibility: demonstrate a clear commitment to the local community in relation to the execution of the works, following up on complaints and taking responsibility for any impacts caused by the activities of the work;
- Relationship Strengthening: Create a stronger relationship with communities by ensuring that their concerns are addressed appropriately.
- Compliance and Legality: ensuring that all interventions are legally compliant with environmental, social and safety regulations, minimizing risks and negative impacts.

2. STRATEGY FOR THE IMPLEMENTATION OF THE COMPLAINTS RESOLUTION MECHANISM

For an effective strategy in the implementation of the Complaints Resolution Mechanism (GRM), it is important to establish and define the channels for submitting complaints and to widely promote information about the mechanism, ensuring that everyone is aware of its existence and operation.

The application of the Complaints Resolution Mechanism (GRM) on the ground aims to ensure an efficient and transparent process in the reception and resolution of complaints and suggestions.

For the implementation of the mechanism, a social team must be formed that will have a social specialist who will coordinate and supervise the activities of the mechanism, and at least one field social worker, who will be on the ground to ensure the correct functioning of the entire process of receiving, registering and resolving complaints as well as receiving suggestions.

The places for receiving complaints and suggestions should be defined, as well as institutional Focal Points (FP) and, when necessary, community FPs should be identified and designated to increase proximity to the community, facilitating and speeding up the effective functioning of the mechanism.

The entity responsible for the implementation of the GRM will be defined during the launch of the tender for the contract, and the monitoring of the mechanism is ensured by the Project Promoter (IDA).

The GRM on the ground should be implemented in articulation and permanent communication with local and traditional government authorities, including and involving stakeholders (community, Municipal and Communal Administration, IDA Provincial Department Heads), with the application of different actions:

- i. Identification of local institutional FPs (Municipal Administration, Communal Administration and IDA) as well as, if necessary, identification of community FPs in the areas of intervention of the projects (Annex 1 – FP Identification Form)
- ii. Training and capacity building of FPs to receive and complete the Complaints and Suggestions Registration Forms (Annex 2 – Complaints and Suggestions Registration Form)
- iii. Definition of days, times and places for the reception and registration of complaints and suggestions



In the event that the entity responsible for the GRM considers it necessary to identify and designate community FPs, it should inform these FPs that this function is carried out on a voluntary basis and ideally, they are expected to be available at least two (2) days a week to receive complaints and suggestions. Community FP after training should receive a badge that identifies them as FP of the specific area of implementation of each subproject.

As for institutional FPs, different people must be designated in the institutions, defined by the entity responsible for the mechanism, who during their opening hours can receive complaints and suggestions.

3. IDENTIFICATION OF FOCAL POINTS

The institutional FPs will be designated by the institutions that are stakeholders and partners of the projects, such as the Municipal Administration, the Communal Administration and the IDA among other entities, public or private, that are defined by the entity responsible for the mechanism. Institutional FPs must be nominated or appointed following the internal rules of their respective institutions.

If the need is identified, by the entity responsible for the mechanism, to be designated community FPs, they must be indicated by the traditional authorities of the communities themselves (soba, elders, neighborhood coordinators, etc.).

The FPs indicated and designated must have a specific profile, with characteristics determined to meet the following criteria:

- Be a leader and/or person of trust recognized by the institution and/or community.
- Know how to read and write without difficulties.
- Speak the local language.
- Availability and attendance to carry out FP training
- Have availability, time and willingness to voluntarily carry out FP tasks to receive and forward complaints.

The entity responsible for the GRM is responsible for carrying out the Training of FPs, so that they are able to perform their duties. After the training, if they are community FPs, they are provided with a badge or other document that identifies them as Project FPs.

It is also the responsibility of the entity responsible for the mechanism to hold meetings with the traditional authorities, soba, residents' committees and other leadership structures and community organizations of each affected neighborhood, to present the MRR and FP of the Project.

4. TRAINING OF FOCAL POINTS

After the identification and selection of the Focal Points (FP), with the completion of the FP Identification Form (Annex 2), the entity responsible for the mechanism will carry out a verification to ensure that they meet the established criteria. Afterwards, this same entity will promote a training, where the FP will have the opportunity to learn about the phases of the project and the specific activities carried out in each of the phases.

During the training, the tasks to be performed in the FP role will be presented. The PF are responsible for registering complaints and suggestions, in this sense, they will be able to receive complaints and suggestions, correctly fill in the Registration Forms of Complaints and Suggestions (Annex 2) as well as the Proof of Receipt of Complaints and Suggestions (Annex 3). They will be guided on how to proceed, what is the appropriate period, the place and to whom they should deliver this documentation.

In the case of institutional FPs, the days and times for receiving and delivering complaints and suggestions must be the places and times of the institutions. In the case of community FPs, during the training, the places, days and times for receiving the Complaints and Suggestions Registration Forms must be defined with them.

FP should be reassessed by the entity in charge of the mechanism before starting their duties to ensure that they know the schedule of the works as well as their roles and responsibilities as FP.

5. DISCLOSURE OF THE GRM - COMPLAINTS RESOLUTION MECHANISM

The GRM dissemination process and/or plan ensures that all stakeholders, including contractor workers and project subcontractors as well as affected communities, are fully informed about the existence and operation of the facility. Proper disclosure is key to encouraging the use of the mechanism and fostering an environment of transparency and trust.

To ensure the wide dissemination of information on the GRM, the entity responsible for its implementation should use different strategies:

➤ **Informational Materials**

- **Flyers and Posters:** Develop informational materials that explain the objectives of the GRM, how to make a complaint, and the resolution process. These materials will be distributed and posted in strategic locations.
- **Provide a Step-by-Step Guide:** Create a detailed guide to the complaint process, including examples of situations that can be reported, to facilitate understanding.

➤ **Partnerships**

- **Collaboration with Local Organizations:** Establish partnerships with local organizations and institutions that can help in publicizing the mechanism and collecting feedback from the community.
- **Engagement with Community Leaders:** Include community leaders in outreach, as they can act as intermediaries and reinforce the message.

➤ **Workshops and Community Meetings**

- **Awareness Sessions:** Organize workshops and community meetings to explain the RRM, answer questions, and encourage community participation.

It is important that communities are integrated in the different stages of project implementation, ensuring that the important role of communities as stakeholders and affected by the project is recognised and valued.

- **Internal Trainings:** Conduct training sessions for all partners and stakeholders, ensuring they understand the MRR and can guide claimants appropriately.



➤ **Digital Communication** (optional)

- **Organization Website:** Dedicate a specific section on the website of the entity responsible for implementing the mechanism, with detailed information on how it works, and contacts for support.
- **Social Media:** Use the organization's social media to promote the RRM, sharing regular information and interacting with the audience.

6. COMPLAINT RESOLUTION STEPS

The MRR cycle has interconnected phases following a sequence.

The different phases of the MRR&S for resolving complaints and receiving suggestions, in summary, include:

1. Registration of the complaint and suggestions and submission of proof of receipt of the complaint and suggestions by the PF
2. Delivery of the Complaints and Suggestions Registration Forms by the PF to the responsible entity of the GRM
3. Analysis, resolution and response of the complaint and receipt of suggestions by the entity responsible for the GRM
4. Monitoring of the resolution of the complaint: suggestions by the GRM responsible entity

The following are the steps for resolving complaints in detail:

1. Receipt of the Complaint

- **Registration and Identification of the Complaint:** the PF fills in the Complaints and Suggestions Registration Form (FRR&S – Annex 2), where it identifies whether it is a complaint or a suggestion. In the case of a complaint, pay attention to the type of complaint (urgent or non-urgent). At FRR&S, it collects basic information, such as name, contact and records the date of registration and in detail, describes the complaint or suggestion, and evidence can be attached, such as photos.
- **Acknowledgment of Receipt:** the complainant receives proof of receipt of complaints and suggestions (CRR&S – Annex 3) that proves that the complaint or suggestion has been received and that it will be analyzed.

It is important for the PF to indicate to the complainant an estimated time frame for responding to the complaint

2. Submission of the Complaint for due treatment or the Suggestion for analysis

- **Period:** the period for submission of the complaint by the PF to the entity responsible for the mechanism, varies depending on the type of complaint: urgent or non-urgent. In case of urgency, the PF must communicate within 24 hours to the entity responsible for the mechanism. If it is not urgent, you must deliver it within a maximum of 5 working days, that is, once a week. In the case of a suggestion, the PF must deliver it to the entity responsible for the mechanism within a maximum period of 5 working days, that is, once a week.

3. Analysis, Resolution and Response of the Complaint by the entity responsible for the mechanism

- **Investigation:** Examine the complaint, gathering additional information and if necessary, consulting with the people involved.
- **Solution Development:** Determine the best way to resolve the complaint. This may include monetary compensation or other action.

In the case of suggestions, they should be analyzed and a decision made on their implementation.

- **Communication of the Resolution:** Inform the complainant about the solution adopted, clearly explaining what was decided and the reasons that led to the decision was taken. In the case of suggestions, a response by the entity responsible for the mechanism is not mandatory
- **Execution of Corrective and/or Preventive Action** - in the case of complaints | **Improvement Action** - in the case of suggestions: In the case of complaints, the defined and agreed solution must be implemented as soon as possible and ensure the execution of all the necessary actions for the effective resolution of the complaint. In the case of suggestions, define and implement improvement measures.

4. Monitoring the Resolution of the Complaint

- **Satisfaction Check:** In the case of complaints, after the corrective action(s) have been implemented, contact the complainant to verify that the complaint has been resolved and that they are satisfied with the response. In the case of suggestions, if they are accepted and improvement measures are defined and applied, it is recommended to establish contact with the person who made the suggestion to assess their satisfaction.

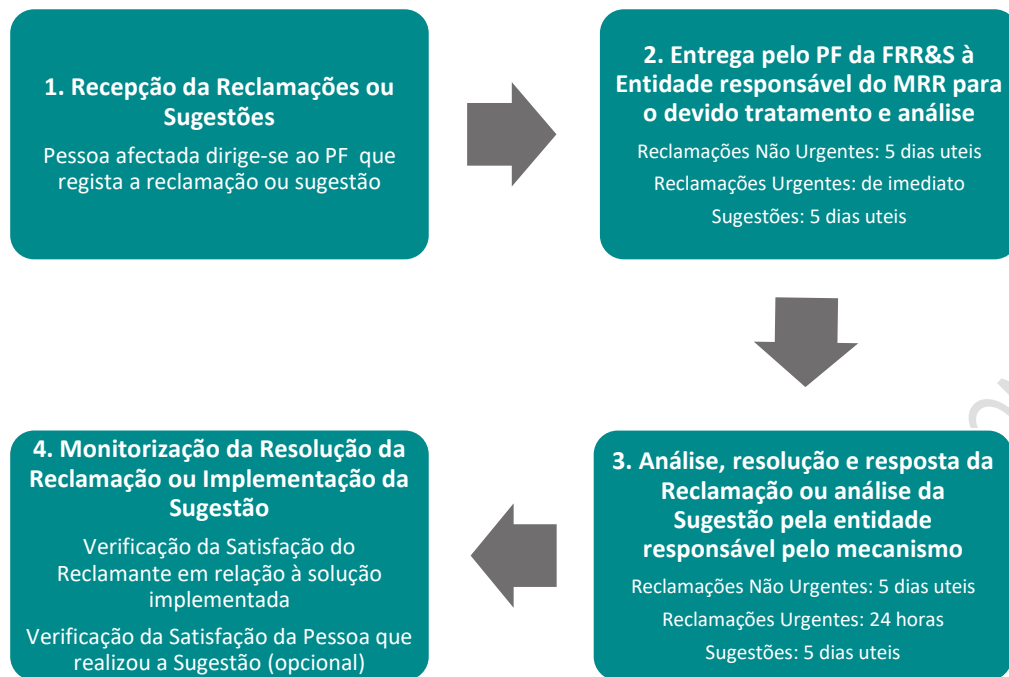


Figure 1. Flowchart for the resolution of complaints and the receipt of suggestions by the MRR.



7. CONTRACTORS' GRIEVANCE MECHANISM

It is recommended that the contracting companies involved in the project have an internal grievance mechanism for workers, however it is only mandatory if it is specified in the contract. In the event that contracting companies are not contractually required to have a grievance mechanism, their employees can and should use this GRM to submit their claims.

All employees of the contracting companies must participate in an information session organized by the entity responsible for the mechanism, in order to ensure that they are aware of the existence and functioning of this Grievance Redress Mechanism (GRM) implemented in the project.

8. MONITORING AND EVALUATION OF THE MECHANISM AND RESULTS

All complaints and suggestions received through the GRM are handled by the entity responsible for the mechanism that will be defined during the launch of the tender for the contract, which must have a database for the registration and monitoring of complaints and suggestions.

It is recommended that the entity responsible for the mechanism submits a monthly GRM Balance Report to the Project Promoter indicating the total number of complaints and suggestions received; the complaints resolved; unresolved complaints; explain the resolution process; the difficulties encountered and the corrective actions to overcome the difficulties, acceptance of suggestions, implementation of improvement measures, as well as the activities carried out in the communities to disseminate the GRM.

This practice will allow an active follow-up of the handling of complaints, monitor the response time and also the satisfaction of complainants and analysis of suggestions, in this way, ensure the proper functioning of the mechanism.

At the end of the project, the GRM entity holds a meeting with the FP for an overall evaluation of the mechanism. The results and good practices of the facility are presented, and FPs share their experiences during the project and their expectations for the future.

9. ATTACHMENTS

Annex 1. Focal Point Identification Form (FIPF)

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Annex 1.

Focal Point Identification Form (FIPF)

Focal Point Identification Form

☐ *Institutional*

Institution: _____

Function: _____

Opening hours (opening – closing):

morning: _____ - _____

afternoon: _____ - _____

☐ *Focal Point Community Focal Point*

Dwelling: (with reference from the house): _____

Function in the Neighborhoods: _____
(e.g., resident, member of the residents' committee, soba, teacher, etc.)

Province: _____ *Municipality:* _____

Full Name: _____

Date of Birth (d/m/y): ____/____/____ *Phone/Mobile:* _____

Identity Card: _____ *Gender (M/F):* _____

Profession/Occupation: _____ *Education:* _____

Criteria	Yes	No
Can read and write	<input type="checkbox"/>	<input type="checkbox"/>
Can speak local languages (indicate which ones)	<input type="checkbox"/>	<input type="checkbox"/>
Are you a leader in the community/neighborhood?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have conditions in your home to receive people who are going to complain?	<input type="checkbox"/>	<input type="checkbox"/>

Indicate the days and time and place that you can receive the Complaints
(fill in only if you are a Community Focal Point)

Days	Timetable	Local
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Other Important Information:

Annex 2.

Complaints and Suggestions Registration Form (FRR&S)

Complaints and Suggestions Registration Form

☐ Complaint ☐ Suggestion

Date: ____/____/____ Reference number (to be completed by the GRM entity): _____

Full Name: _____

Contact: _____ Email: _____

Date of Birth: ____/____/____ Occupation: _____

Address (with house reference): _____

Neighborhood: _____ Municipality: _____

Name of Soba/Coordinator: _____ Contact: _____

Category:

☐ Affected person ☐ Representative of the affected person ☐ Institution. Which? _____

☐ Contractor employee ☐ Inspector ☐ employee Other: _____ ☐

➤ **Typology of the Complaint** (respond only if it is a Complaint. Mark with "x" the correct option or options)

#	Urgent Complaints	#
1	Bad behavior of the construction workers (alcohol, prostitution, disrespect, sexual and moral	<input type="checkbox"/>
2	Sexual Exploitation and Abuse/Sexual Harassment (EAS/AS)	<input type="checkbox"/>
3	Child labor (under 16 years old)	<input type="checkbox"/>
4	Labor maltreatment (abuse, psychological or physical violence from colleagues and/or employer)	<input type="checkbox"/>
#	Non-Urgent Complaints	X
5	Damage to property (house, fence, vegetable garden, business, etc.)	<input type="checkbox"/>
6	Difficulty in receiving compensation payment for property damage (waiting time, amounts,	<input type="checkbox"/>
7	Road/Road/Path Access Block	<input type="checkbox"/>
8	Dust/Air Pollution	<input type="checkbox"/>
9	Claim for compensation of land or property/business lost due to the works	<input type="checkbox"/>
10	Lack of safety (lack of signage, fencing, pedestrian crossings, etc.)	<input type="checkbox"/>
11	Noise or Vibration derived from the works	<input type="checkbox"/>
12	Waste/Garbage at the construction site	<input type="checkbox"/>
13	Non-payment of wages and benefits related to labour law	<input type="checkbox"/>
14	Odours/smell derived from the works	<input type="checkbox"/>
15	Lack of information about the project or the works	<input type="checkbox"/>
16	Uncompleted works e.g.: the asphalt was not replaced on the pavement	<input type="checkbox"/>

17. Other (please specify): _____

How long has the situation lasted?

Who (person/organization) is responsible for the situation? _____

Description of Complaint/Suggestion:

Complainant's Signature: _____

Signature of the PF that received the complaint: _____

UNOFFICIAL ENGLISH TRANSLATION VERSION



Annex 3.

Proof of Receipt of Complaints and Suggestions (CRR&S)

Proof of Registration of Complaints and Suggestions

☐ Complaint ☐ Suggestion

Reference number (to be completed by the GRM authority): _____

Date: ____/____/____

I received the complaint/suggestion from **(complainant's name)**:

Resident of the neighborhood: _____ Municipality:

Regarding (type of complaint): _____

Complainant's contact: _____

Complainant's signature: _____

Signature of the person who received the Complaint: _____

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Proof of Registration of Complaints and Suggestions

☐ Complaint ☐ Suggestion

Reference number (to be completed by the GRM authority): _____

Date: ____/____/____

I received the complaint/suggestion from **(complainant's name)**:

Resident of the neighborhood: _____ Municipality:

Regarding (type of complaint): _____

Complainant's contact: _____

Complainant's signature: _____

Signature of the person who received the Complaint: _____

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