

Community Adaptation Small Grants Facility

Grievance Procedure

The purpose of this grievance procedure is to establish a method whereby all grievances directed at the Community Adaptation Small Grants Facility (SGF) project partners will be resolved efficiently and fairly. Please note that there is a separate process for appeals relating to decisions on grants applications.

At first instance, complainants are encouraged to engage locally and enter into dialogue with relevant parties to resolve their concerns. If attempts to resolve the grievance locally have failed or where the subject of the grievance is of such a nature as to render such dialogue unsuitable, the grievance should be directed to the SGF Executing Entity (EE), SouthSouthNorth.

The EE will gather necessary information, and – depending on the nature of the grievance – determine a process for mediation, resolution or determination of the grievance, including where appropriate referral to other agencies for intervention. The complainant will receive an update on progress within 14 days, and in due course a formal response on the outcome of this process.

Grievances, relating to fraud or corruption, may be submitted confidentially or anonymously. However, an enquiry into a grievance is more likely to yield results where the complainant is available to provide follow-up information.

To submit a grievance **to the EE**, please contact the Director in charge of the SGF, currently Carl Wesselink (carl@southsouthnorth.org or +27 21 4470211).

Where the grievance is directed at the EE, or where the complainant believes that the EE is complicit, the complaint should be directed to the South African National Biodiversity Institute (SANBI), the National Implementing Entity (NIE) of the SGF. To submit a grievance **about the EE**, please contact the Director of Climate Change at SANBI, currently Mandy Barnett (M.Barnett@sanbi.org.za or +27 21 7998895).