



WWF-PACIFIC PROJECTS

COMPLAINTS RESOLUTION

PROCESS

Is there something you are not happy with regarding projects or the conduct of our staff?

If you answered "Yes" – please read on & share with community members.

WWF-Pacific is committed to ensuring that our working relationship with our communities is one built on trust and mutual respect. Therefore, the way we operate and the way we behave with our communities is very important to this relationship. We also recognize the challenges of our communities especially women, children and people with disabilities and the greater need for us to reach out in order to do what we can to help you.

This **Project Complaints Resolution** process is a way that we hope will enable us to better communicate with you on your concerns with a commitment to trying to help you resolve them.

Each and every WWF-Pacific staff is committed to Listen Deeply, ensuring that we practice and live out this behavior in our daily lives, in our families, in our workplace, in our church and social groups and in our communities. So we are happy to listen to your concerns. We would like to help.

If you are afraid of retaliation from a WWF staff, please be assured that WWF has a zero tolerance policy and is committed to your protection. Disciplinary action will be taken against any WWF staff for any form of retaliation against you.

We are also happy to receive any feedback on how we can improve this process and we hope that this process is a trustworthy and timely one to resolve conflicts and improve understanding between WWF-Pacific and you, our communities/stakeholders.

Please contact us if you are concerned by WWF-Pacific supported conservation activities (either through project implementation or through misconduct or unprofessional attitude by a WWF-Pacific staff).

HOW TO LODGE A COMPLAINT:

1. At the community/stakeholder level, to a WWF Field Staff or Project Manager in the field, through one of the community facilitators or village heads (verbal face-to-face meeting).

2. *[In the 1st case, the WWF Field Staff/Project Manager will try to help resolve the complainant as well as to the WWF team for documentation]*

- **Through the telephone number:** 3315 533 or 9924 416

The key point of contact will be the M&E Coordinator, Ms Vilisite Tamani, who will immediately acknowledge & confirm the complaint being received and provide a brief of the next steps to be taken.

- **Through letter or email:**

For letters, these should be delivered via post to: **WWF-Fiji Project Complaints, C/- The M&E Coordinator, WWF Pacific, 4 Ma'afu Street, Suva, Fiji**

Or

Complaints can also be sent through **WWF-Fiji's Project**

Complaints Email Address: ProjectComplaint@wwfpacific.org

Complaints can be submitted in English, iTaukei, Hindi, or Rotuman, Pidjin for Solomon Islands and Tok Pisin for Papua New Guinea. The complaint should include the following information:

- Complainant's name, address and contact details;
- If not filed directly by the complainant, proof that those representing the affected people have authority to do so; The specific project or programme of concern including the
- community name;
- The concern and/or any harm that may be resulting from it;
- Any other relevant information or documents;
- Any actions taken so far to resolve the problem, including:
 - contact with WWF;
 - Proposed solutions;
- State reasons if confidentiality is needed.

In the above cases, the M&E Coordinator will assess the eligibility of the complaint and this will be sent to a WWF Pacific Review team. A response will be communicated to the complainant within 10 working days. If the review of the complaint is going to take longer, this delay will be communicated to the complainant by the M&E Coordinator.

All complaints will need to be documented and monitored to ensure a record of actions taken, recommendations, decisions, and time-frame and these shared with relevant stakeholders.

If for any reason you do not feel comfortable submitting a grievance to the in-country GRM, you may also use the following methods:

2. A grievance can be filed with the Project Complaints Officer (PCO), a WWF staff member fully independent from the Project Team, who is responsible for the WWF Accountability and Grievance

Mechanism and who can be reached at:

Email: SafeguardsComplaint@wwfus.org

Mailing address:

Project Complaints Officer
Safeguards Complaints,
World Wildlife Fund
1250 24th Street NW
Washington, DC 20037

The PCO will respond within 10 business days of receipt, and claims will be filed and included in project monitoring.

3. Stakeholders may also submit a complaint online through an

Independent third-party platform
at <https://report.whistleb.com/vi/wwf>.

4. Alternatively, complaints may be submitted to the GEF's Conflict Resolution Commissioner, which can be reached at:

Mr. Peter Lallas, GEF Conflict Resolution Commissioner

E-mail: plallas@thegef.org

Mailing address: Mr. Peter Lallas
Global Environment Facility
The World Bank Group, MSN N8-800
1818 H Street, NW
Washington, DC 20433-002