



Grievance Mechanism of IMPECT Association

The Inter Mountain Peoples Education and Culture in Thailand Association (IMPECT) aspires to excellence in its staff and partner management, but it realizes that from time to time issues may arise which cannot be dealt with by normal, line-management functions. This Grievance Mechanism sets out a means whereby a complaint or grievance against IMPECT staff can be properly and fairly investigated and suitable redress agreed with all parties concerned. This applies to its members and the allied partners who collaboratively carry out projects along with IMPECT. This mechanism can be reviewed to find points to be revised according to the needs and consensus of the members of the Board of Directors of IMPECT, and/or a majority vote of the members to assure the relevancy considering the changes occurring within and outside IMPECT. Consequently, the Association's members, members of the Board of Directors, consultants and all staff members are to comply with this mechanism.

What is a Grievance?

A Grievance arises whenever someone is unhappy with the way IMPECT – through its staff, members or partners – is acting. A grievance may arise because a staff member feels they have been treated unfairly, or it may arise when a community member feels that their voice or opinion is being ignored. A Grievance Mechanism is necessary to reassure the aggrieved individual that their grievance will be treated sensitively, fairly and seriously. For this reason, a grievance should not be dealt with by any individual who is the subject of the complaint, but that individual must be able to respond to the grievance under the rules of natural justice.

IMPECT's Grievance Procedure

The individual who raises a grievance (the Complainant) should summarize their grievance in writing, and submit it to:

The IMPECT Administrative Office, 252 Moo 2, Tambol Sansainoi, Amphur Sansai, Chiang Mai 50210; Email: admin@impact.th; Fax: +66 53 398592.

Grievances could also be made orally via Telephone: +66 53 398591.

The Administrative Officer will record the details of the grievance in a Grievance Book; this must be kept secure at all times, and the information contained therein will be treated as Strictly Confidential.

Where the **grievance relates to the actions of an individual**, details of the grievance will be passed to that individual's line manager, who will deal with the issues in accordance with IMPECT's policies (e.g. Staff Handbook, Anti-Corruption Policy, etc.) within 30 working days. When the grievance has been addressed, the Administrative Officer will notify the Complainant of the actions taken, and check that the Complainant is content to have the grievance marked as 'resolved' in the Grievance Book. Any unresolved issues can be addressed through the Grievance Mechanism until the Complainant is content.

Where a **grievance relates to the wider actions of IMPECT as an organisation**, or the actions of a partner organisation in an IMPECT project, details of the grievance must be passed to the Board of Directors for resolution. The Board of Directors may, if they see fit, delegate the handling of grievances under this mechanism to a sub-Committee, chaired by a Director, but the deliberations of such a sub-Committee must be regularly reported to the full Board of Directors.

The precise actions of the Board in response to a grievance will depend on the particular nature of each grievance; however, all grievances must be addressed in accordance with IMPECT's policies and following the rules of natural justice.

To ensure that any access restrictions to natural resources is causing no harm to local/ indigenous people's livelihoods the project has established a grievance mechanism. The project also has provisions for a small livelihood grants mechanism for local communities to help off-set any potential impacts on local livelihoods.

Responsibility

Administrative personnel of IMPECT and the monitoring team at the task level are responsible for assuring compliance with the Grievance Mechanism. The Mechanism should be communicated to the Association members, members of the Board of Directors, consultants, and staff of IMPECT including the personnel of the IMPECT partnership projects/activities, all of whom need to promote the Mechanism. If necessary, members and partners will translate the Mechanism into the language of the indigenous people of their own group, and there will be a declaration of the Grievance Mechanism displayed on the website of IMPECT.

If the claimant is not satisfied with the response by IMPECT Thailand, the grievance may be submitted to Conservation International Japan (CI Japan), the chair of the Executive Team, directly at: GEF-Satoyama@conservation.or.jp,

Conservation International Japan

6-7-1-507 Shinjuku, Shinjuku-ku, Tokyo 160-0022 JAPAN

TEL: +81-3-5315-4790

For escalating a complaint, the complainant can file a report to CI using the following link:

<https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>