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Accountability and Grievance Mechanism for UIS-Colombia, GEF-Satoyama subgrant project:

Reconciling biodiversity conservation and agricultural production in agroforestry cultivation systems in the Colombian Andes: a model for Colombia's post conflict era

The research team will provide a leaflet to any participant with detailed information how to communicate any complaints and grievances. Any comments, complaints, grievances in relation to the general implementation of the project shall be as a first stage reported by phone or in writing to the project leader.

I. Any complaint:

Contact person by email: breu@uis.edu.co
Contact person by phone: Björn Reu (grievances responsible)
Office phone: (7) 6344000 Ext: 1624
Office address: Universidad Industrial de Santander (UIS)
Escuela de Biología
Cra 27, Calle 9, Bucaramanga
Colombia

In the case of grievances reported by phone, the grievances responsible, or any project team member being present in the office, will fill out a grievance note, including the name, contact details of the claimant, date of complaint and the detailed description of the complaint/ grievance, as well as any comments or suggestions of how to address the complaint. For any grievances submitted by the same information is recorded.

The grievance responsible will respond in writing to any claimant within 15 days and take immediate action to address those grievances in consultation with the claimant if any resource restriction has been caused by the project. Claims, responses and actions taken to address grievances will be filed and included in project monitoring

II. Unsatisfied complaints:

If the claimant is not satisfied with the response by the grievance responsible, 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

In this case CI Japan may directly involve the local and responsible authorities at the *Universidad Industrial de Santander*, such as the Vicepresident for Research and Services:

Darío Yesid Peña Ballesteros
Vicerrector de Investigación y Extensión
Carrera 27 Calle 9 Ciudad Universitaria UIS,
Bucaramanga, Santander, Colombia
Phone: +57-7-6344000 ext. 2220
Fax: +57-7-6451467

III. Escalating complaints:

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>

This grievance mechanism will be shared during all three project components. A leaflet will be developed highlighting in a simple form the hierarchy of the three possible ways communicating complaints and grievances.