Figure 2. Process of a Grievance

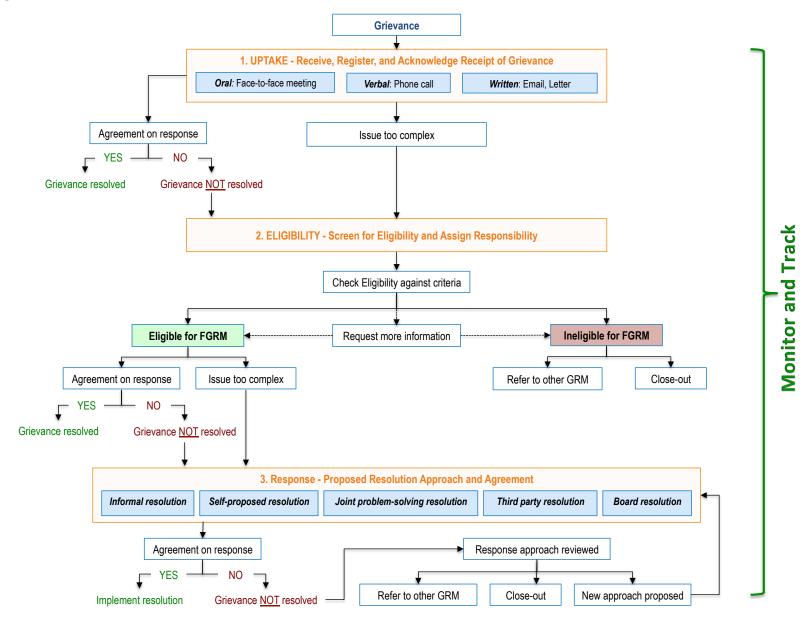


Figure 3. FGRM Process

Designated FGRM Representative 5 Local: Forest Officer REDD+: CLO **Monitor and Track** Track performance of all actions taken. Monitor progress, challenges, impacts, and opportunities · Use results to inform and improve FGRM processes and procedures · Share results with users and external stakeholders. Designated FGRM Representative Up to 15 days to complete REDD+: CLO, Director, RSC **Problem Solve and Resolve** Implement Resolution approach is implemented. • Further assessments may be needed to resolve. Conclude and review. 3 **Designated FGRM Representatives** Up to 5 days to complete REDD+: CLO, Director **Propose and Agree** Respond Review of all documentation in database. Propose a resolution approach with the Complainant and parties involved. Seek agreement from Complainant, revise approach, <u>OR</u> refer to a different mechanism. **Designated FGRM Representatives** Up to 5 days to complete Local: Forest Officer REDD+: CLO Screen and Assign Evaluate Review of all documentation in database. • Determination if more information is needed, leading to further data collection. · Eligibility decision is made based on FGRM criteria. Appropriate party is assigned the grievance for further action or assessment. **Designated FGRM Representatives** Local: Forest Officer Up to 5 days to complete REDD+: CLO Receive, Register, Acknowledge In-person, phone, or written correspondence of grievance received. • Written record of grievance created. Grievance entered into database and assigned a case number. · Acknowledgement of receipt is either mailed, emailed, or provided in-person to Complainant.