Figure 2. Process of a Grievance

1. UPTAKE - Receive, Register, and Acknowledge Receipt of Grievance

- Oral: Face-to-face meeting
- Verbal: Phone call
- Written: Email, Letter

2. ELIGIBILITY - Screen for Eligibility and Assign Responsibility

- Check Eligibility against criteria
- Eligible for FGRM
  - Agreement on response
    - Yes: Grievance resolved
    - No: Issue too complex
  - Refer to other GRM

- Ineligible for FGRM
  - Request more information
  - Issue too complex
    - Yes: Refer to other GRM
    - No: Close-out
  - Close-out

3. Response - Proposed Resolution Approach and Agreement

- Informal resolution
  - Agreement on response
    - Yes: Implement resolution
    - No: Grievance NOT resolved

- Self-proposed resolution
  - Response approach reviewed
  - Refer to other GRM
  - Close-out
  - New approach proposed

- Joint problem-solving resolution

- Third party resolution

- Board resolution
Figure 3. FGRM Process

1. **Uptake**
   - Designated FGRM Representatives
   - Local: Forest Officer
   - 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.

2. **Screen and Assign**
   - Designated FGRM Representatives
   - Local: Forest Officer
   - REDD+: CLO
   - **• 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.**

3. **Propose and Agree**
   - Designated FGRM Representatives
   - REDD+: CLO, Director
   - **Up to 5 days to complete**
   - **• Review of all documentation in database.**
   - **• Propose a resolution approach with the Complainant and parties involved.**
   - **• Seek agreement from Complainant, revise approach, OR refer to a different mechanism.**

4. **Problem Solve and Resolve**
   - Designated FGRM Representative
   - REDD+: CLO, Director, RSC
   - **Up to 5 days to complete**
   - **• Resolution approach is implemented.**
   - **• Further assessments may be needed to resolve.**
   - **• Conclude and review.**

5. **Monitor and Track**
   - Designated FGRM Representative
   - Local: Forest Officer
   - REDD+: CLO
   - **Up to 15 days to complete**
   - **• 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.**