*This Checklist provides guidance for the Borrower on the application of the Environmental and Social Standards (ESSs), which form part of the World Bank’s 2016 Environmental and Social Framework. Checklists help to illustrate the requirements of the ESSs and propose sample approaches to implement some of the requirements of the ESSs; they are not Bank policy, nor are they mandatory. Checklists do not substitute for the need to exercise sound judgment in making project decisions. In case of any inconsistency or conflict between the Checklists and the ESSs, the provisions of the ESSs prevail.*

# Grievance Redress Mechanism Checklist

The appropriate level of complexity of a project’s Grievance Redress Mechanism (GRM) depends on the risks and impacts of the project and the project context. The following checklist describes a complex GRM that adheres to good international practice, which may not be necessary for all projects. Nevertheless, this checklist helps to determine whether a grievance mechanism conforms to good international practice.

# System issues

1. Does the project invite feedback/grievances? **Yes\_\_\_ No\_\_\_**
2. Does the organization have a policy on grievance redress? **Yes\_\_\_ No\_\_\_**
3. Is the policy available to all staff, beneficiaries, and potential users? **Yes\_\_\_ No\_\_\_**
4. Is the policy written in the local language(s)? **Yes\_\_\_ No\_\_\_**
5. Does the grievance mechanism have the following features?
6. A clearly understood procedure for people to provide feedback and/or   
   submit grievances. **Yes\_\_\_ No\_\_\_**
7. A statement of who is responsible for dealing with feedback/grievances. **Yes\_\_\_ No\_\_\_**
8. Procedures for resolving or mediating and investigating grievances   
   depending on their seriousness and complexity. **Yes\_\_\_ No\_\_\_**
9. A system for keeping complainants informed of status updates. **Yes\_\_\_ No\_\_\_**
10. A system for recording feedback/grievances and outcomes. **Yes\_\_\_ No\_\_\_**
11. Procedures for protecting confidentiality of complainants **Yes\_\_\_ No\_\_\_**
12. **Staff management**
13. Is there a grievance manual for staff?
14. Do the grievance policy and/or procedures provide guidance on:
    1. What is a grievance/feedback? **Yes\_\_\_ No\_\_\_**
    2. What information to collect from complainants? **Yes\_\_\_ No\_\_\_**
    3. What remedies can or should be used to resolve grievances? **Yes\_\_\_ No\_\_\_**
15. Are the grievance policy and procedures communicated to all staff? **Yes\_\_\_ No\_\_\_**
16. Are adequate resources allocated for the grievance mechanism   
    to function effectively? **Yes\_\_\_ No\_\_\_**
17. Does the organization provide training on grievance management to staff? **Yes\_\_\_ No\_\_\_**

# Communication to grievance mechanism users

1. Are users told how to submit grievances/feedback? **Yes\_\_\_ No\_\_\_**
2. Is an information brochure on the grievance mechanism available to users? **Yes\_\_\_ No\_\_\_**
3. Are feedback/grievance forms available to users? **Yes\_\_\_ No\_\_\_**
4. Are grievance forms or signs displayed prominently and   
   readily accessible? **Yes\_\_\_ No\_\_\_**
5. Are contact details of staff receiving feedback/grievance published   
   and displayed in public areas? **Yes\_\_\_ No\_\_\_**
6. Is information on grievance management available in local languages? **Yes\_\_\_ No\_\_\_**
7. Are users able to submit grievances/feedback:
   1. In writing **Yes\_\_\_ No\_\_\_**
   2. By email **Yes\_\_\_ No\_\_\_**
   3. By fax **Yes\_\_\_ No\_\_\_**
   4. By telephone **Yes\_\_\_ No\_\_\_**
   5. In person **Yes\_\_\_ No\_\_\_**
8. Are users provided with assistance to submit feedback/grievances   
   where needed? **Yes\_\_\_ No\_\_\_**
9. Can the grievance mechanism be accessed free of charge? **Yes\_\_\_ No\_\_\_**
10. Are users promised confidentiality? **Yes\_\_\_ No\_\_\_**
11. Are users informed about the appeals process? **Yes\_\_\_ No\_\_\_**
12. **Feedback/grievance recording**
13. Are all feedback/grievances recorded? **Yes\_\_\_ No\_\_\_**
    1. Are grievances/feedback logged and documented? **Yes\_\_\_ No\_\_\_**
    2. Are inquiries/suggestions and recommendations recorded? **Yes\_\_\_ No\_\_\_**
    3. Are the outcomes and responses to all grievances/feedback recorded? **Yes\_\_\_ No\_\_\_**
14. **Business standards**
15. Are there business standards in place for the process and timing with   
    which grievances/feedback are dealt with? **Yes\_\_\_ No\_\_\_**
    1. Is receipt acknowledged within a stipulated time frame? **Yes\_\_\_ No\_\_\_**
    2. Are the grievances supposed to be resolved within a stipulated   
       time frame? **Yes\_\_\_ No\_\_\_**
16. Is there a quality control system in place to:
    1. Check if all grievances have been dealt with or acted upon. **Yes\_\_\_ No\_\_\_**
    2. Check if all aspects of a grievance have been addressed. **Yes\_\_\_ No\_\_\_**
    3. Check if all necessary follow-up action has been taken. **Yes\_\_\_ No\_\_\_**

# Analysis and feedback

1. Are regular internal reports on grievances/feedback produced for   
   senior management? **Yes\_\_\_ No\_\_\_**
2. Grievances/feedback reports include data on:

Numbers of grievances/feedback received. **Yes\_\_\_ No\_\_\_**

Compliance with business standards. **Yes\_\_\_ No\_\_\_**

Issues raised in grievances/feedback. **Yes\_\_\_ No\_\_\_**

Trends in grievances/feedback over time. **Yes\_\_\_ No\_\_\_**

The causes of grievances/feedback. **Yes\_\_\_ No\_\_\_**

Whether remedial action was warranted. **Yes\_\_\_ No\_\_\_**

What redress was actually provided? **Yes\_\_\_ No\_\_\_**

Recommendations/strategies to prevent or limit future recurrences. **Yes\_\_\_ No\_\_\_**

1. Are reports about grievances/feedback made public, periodically? **Yes\_\_\_ No\_\_\_**