

What is the GRS?

The World Bank's **Grievance Redress Service (GRS)** provides an accessible way for individuals and communities to complain directly to the World Bank if they believe that a World Bank-financed project had or is likely to have adverse effects on them or their community. The GRS enhances the World Bank's responsiveness and accountability by ensuring that grievances are promptly reviewed and responded to, and problems and solutions are identified by working together.

The World Bank is committed to sustainable development and has put in place environmental and social standards that are intended to improve social and environmental performance and to avoid harm to communities and the environment in Bank-financed projects. The objective of the Grievance Redress Service is to help ensure a swift resolution of project-related complaints and make the Bank more responsive and accessible to project-affected communities. The GRS is open to all those who believe they have been affected by a World Bank-financed project.

For more information
www.worldbank.org/grs
grievances@worldbank.org



Grievance Redress Service

Helping individuals and communities get swift resolution of concerns related to World Bank-supported projects



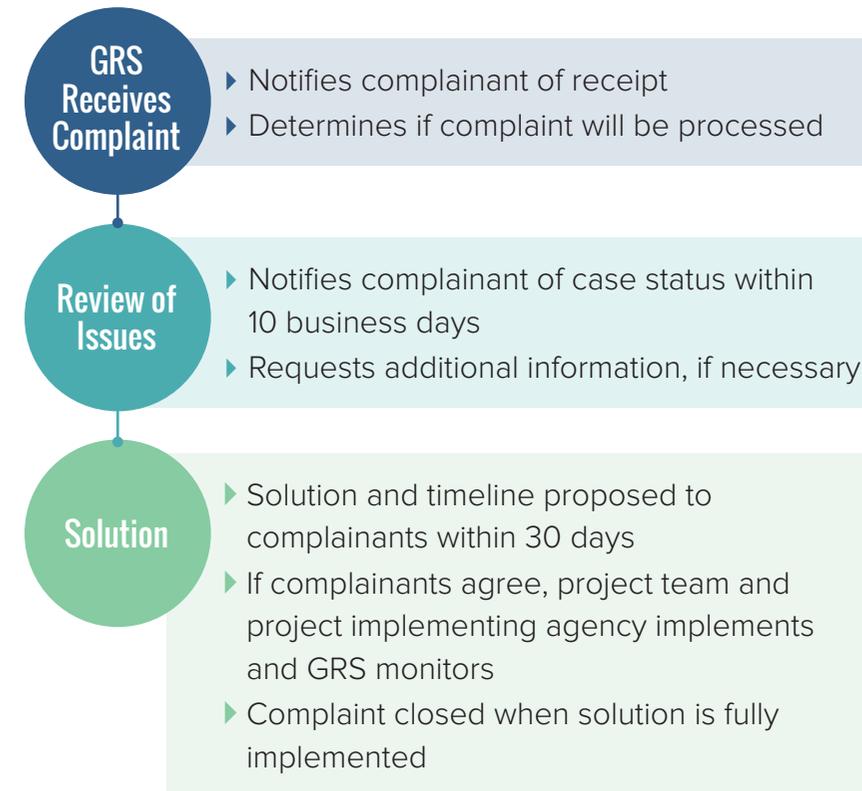
The GRS accepts complaints:

- ▶ related to an active World Bank-supported project (IBRD or IDA), and
- ▶ filed by a person, community, or their representatives, and
- ▶ concerning actual or potential harm from a World Bank-supported project

Complaints should:

-  Include the names of complainant(s) (or their representatives) and state if confidentiality is requested
-  Identify the project that is the subject of the complaint
-  Describe the harm complainants believe is caused or may be caused by the project

How the GRS Handles Complaints



How to Submit a Complaint

The GRS accepts complaints in English or in the language of the complainants. **Complainants may use the form on the GRS website available at www.worldbank.org/grs.**

Submissions to the GRS may also be sent by:

-  **Email:** grievances@worldbank.org
-  **Letter:** The World Bank
Grievance Redress Service (GRS)
MSN MC 10-1018
1818 H St. NW • Washington, DC 20433, USA

Instructions to submit procurement related complaints can be found on the GRS website.

Frequently Asked Questions

Why use the GRS?

The process established by the GRS helps affected individuals and communities engage with the World Bank and the project implementing agency to address issues as they happen, for faster resolution of complaints.

How is the GRS different from the World Bank project team?

The GRS is part of World Bank Management but is functionally separate and independent from the Bank's teams that are responsible for preparing and supporting the implementation of projects.

What is the relationship of the GRS to project-level grievance mechanisms?

Project-level grievance mechanisms remain the primary tool to raise and address project-related grievances. The GRS helps to resolve issues that cannot be resolved at the project level or where there is no project-level grievance mechanism.

What is the relationship to the Inspection Panel?

There is no sequential relationship between the GRS and the Inspection Panel. The GRS is an additional mechanism for individuals and communities to use. The use of the GRS does not, at any time, restrict access to the Inspection Panel.