

What is the GRS?

The World Bank's **Grievance Redress Service (GRS)** provides an additional, 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 ensuring that Bank-financed projects do not harm people or the environment. The objective of the Grievance Redress Service is to make the Bank more accessible for project-affected communities and to help ensure faster and better resolution of project-related complaints.

For more information: <http://www.worldbank.org/grs>
email: grievances@worldbank.org



GRIEVANCE REDRESS SERVICE

Helping individuals and communities
get faster and better resolution
of their complaints





Which complaints can the GRS handle?

The GRS accepts complaints that are:

- related to an active World Bank-supported project (IBRD or IDA)
- filed by a person or community who believes they have been adversely affected by a World Bank-financed project
- filed by a bidder or potential bidder about the procurement process on a World Bank-financed contract



What information is needed?

Complaints must:

- identify the project subject of the complaint
- clearly state the project's adverse impact(s)
- identify the individual(s) submitting the complaint and whether confidentiality is requested
- specify if the complaint is submitted by a representative of the person(s) or community affected by the project
- if the complaint is submitted by a representative, include the name, signature, contact details, and written proof of authority of the representative

Supporting evidence is not necessary but may be helpful in reviewing and resolving the complaint. The complaint may also include suggestions on how the individuals believe the complaint could be resolved.

The identity of complainants will be kept confidential upon request.



How is a complaint handled?

GRS receives complaint

- Notifies receipt
- Determines eligibility

Within 10 days

- Notifies eligibility, or ineligibility, if applicable
- Requests additional information, if necessary

Proposed solution

- Solution is proposed to complainants within 30 days
- If complainants agree, Project team implements and GRS monitors
- Complainants are referred to other complaint mechanisms, if not resolved



How can I submit a complaint?

The GRS accepts complaints in English or the official language of the country of the person submitting the complaint. Submissions to the GRS may be sent by:

Email: grievances@worldbank.org

Fax: +1-202-614-7313

Letter: The World Bank

Grievance Redress Service (GRS)

MSN MC 10-1018

1818 H St NW

Washington, DC 20433, USA



What about other grievance mechanisms?

Affected citizens and communities should use existing project-level grievance mechanisms where possible.

The GRS does not replace other existing accountability mechanisms of the World Bank. Requests can be submitted to the Inspection Panel to determine compliance with World Bank policies (www.inspectionpanel.org).

If a project is funded by the World Bank as well as the International Finance Corporation (IFC) or the Multilateral Investment Guarantee Agency (MIGA), the GRS will refer complaints related to the IFC/MIGA portions of the project to the Office of the Compliance Advisor (CAO) (www.cao-ombudsman.org).

Complaints involving issues related to fraud or corruption in World Bank-financed projects should be reported to the Office of Institutional Integrity (INT) (www.worldbank.org/integrity).



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 executing agency to address issues as they happen, for faster and better resolution of complaints.

Does filing a complaint stop a project?

Submitting a complaint does not in itself stop a project.

Is there a statute of limitations for making a complaint?

The GRS will attempt to help resolve every eligible concern in active projects. The GRS cannot review issues related to closed projects.

What is the relation 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 seeks to help resolve issues that cannot be resolved at the project level or where there is no project-level grievance mechanism.

What outcomes can we expect from using the GRS?

Resolution of each complaint depends on the issues at hand. The World Bank will make every effort to resolve all issues in a timely manner, working with the project and affected individuals/communities.

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 restrict access to the Inspection Panel.