



# GRIEVANCE REDRESS SERVICE

*Finding Solutions Together*



The Grievance Redress Service (GRS) is an avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a World Bank project has or is likely to have adverse effects on them, their community, or their environment. The GRS enhances the World Bank's responsiveness and accountability to project-affected communities by ensuring that grievances are promptly reviewed and addressed.

## TYPES OF COMPLAINTS

Complaints brought to the GRS cover a wide spectrum of project-related issues, including harm to people's livelihoods, environmental degradation, involuntary resettlement, occupational health and safety concerns, violation of indigenous peoples' rights, or rights of affected communities to meaningful consultation.

## INFORMATION TO INCLUDE IN A COMPLAINT

Complaints must:

- identify the project subject of the complaint
- clearly state the project's adverse impact(s)
- identify the individual(s) submitting the complaint
- 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

## SUBMITTING A COMPLAINT TO THE GRS

Any individual or community who believes that a World Bank-supported project has or is likely to, adversely affect them can submit a complaint. Complaints must be in writing and addressed to the GRS. They can be sent

**ONLINE** - through the GRS website at [www.worldbank.org/grs](http://www.worldbank.org/grs)

**BY EMAIL** at [grievances@worldbank.org](mailto:grievances@worldbank.org)

**BY LETTER OR BY HAND** delivery to any World Bank Country Office

**BY LETTER** to the World Bank Headquarters in Washington at

The World Bank Grievance Redress Service (GRS)  
MSN MC 10-1018  
1818 H St NW  
Washington DC 20433, USA

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. All complaints will be treated as confidential. The GRS will not disclose any personal data that may reveal the identity of complainants without their consent.

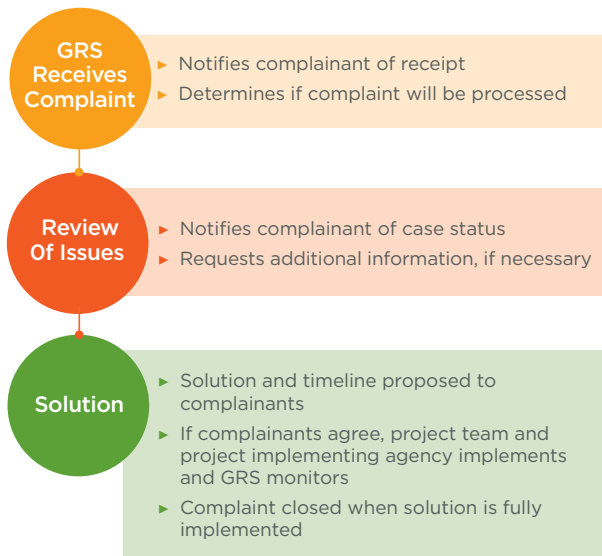
## COMPLAINT ADMISSIBILITY

When the GRS receives a complaint, it first assesses its admissibility. The GRS considers a complaint admissible when it:

- Relates to an active World Bank-supported project
- Alleges environmental and social harm caused or likely to be caused by the project, and
- Is submitted by a complainant, a group of complainants directly affected by the project, or their authorized representatives

The GRS considers a complaint inadmissible when it relates to procurement; alleges fraud and/or corruption; pertains to issues declared eligible for an investigation by the Inspection Panel; concerns employment or pursuit of employment with the World Bank; pertains to IFC- and MIGA-supported projects; or is frivolous. The GRS refers inadmissible complaints that are not related to environmental or social issues to the appropriate World Bank unit.

## GRS COMPLAINT RESOLUTION PROCESS



## ACCOUNTABILITY MECHANISMS

The GRS is one of three main avenues for addressing grievances related to World Bank-supported operations:

- **Project-Level Grievance Mechanisms:**  
The borrowing government is responsible for putting in place a responsive and accessible project-level grievance mechanism to process and find solutions to complaints raised by people affected by Bank-supported projects.
- **World Bank Grievance Redress Service:**  
The GRS is a corporate-level complaint-handling mechanism that helps task teams broker solutions for direct or referred complaints submitted to World Bank management. It reports to World Bank Senior Management.
- **World Bank Inspection Panel:**  
The Inspection Panel is a complaints mechanism that assesses allegations of harm to people or the environment and reviews whether the World Bank followed its operational policies and procedures. The Panel is independent from the World Bank management and staff, and reports directly to the Board of Executive Directors.



**CONTACT** You can contact the GRS through its website at [www.worldbank.org/grs](http://www.worldbank.org/grs) or via email at [grievances@worldbank.org](mailto:grievances@worldbank.org)