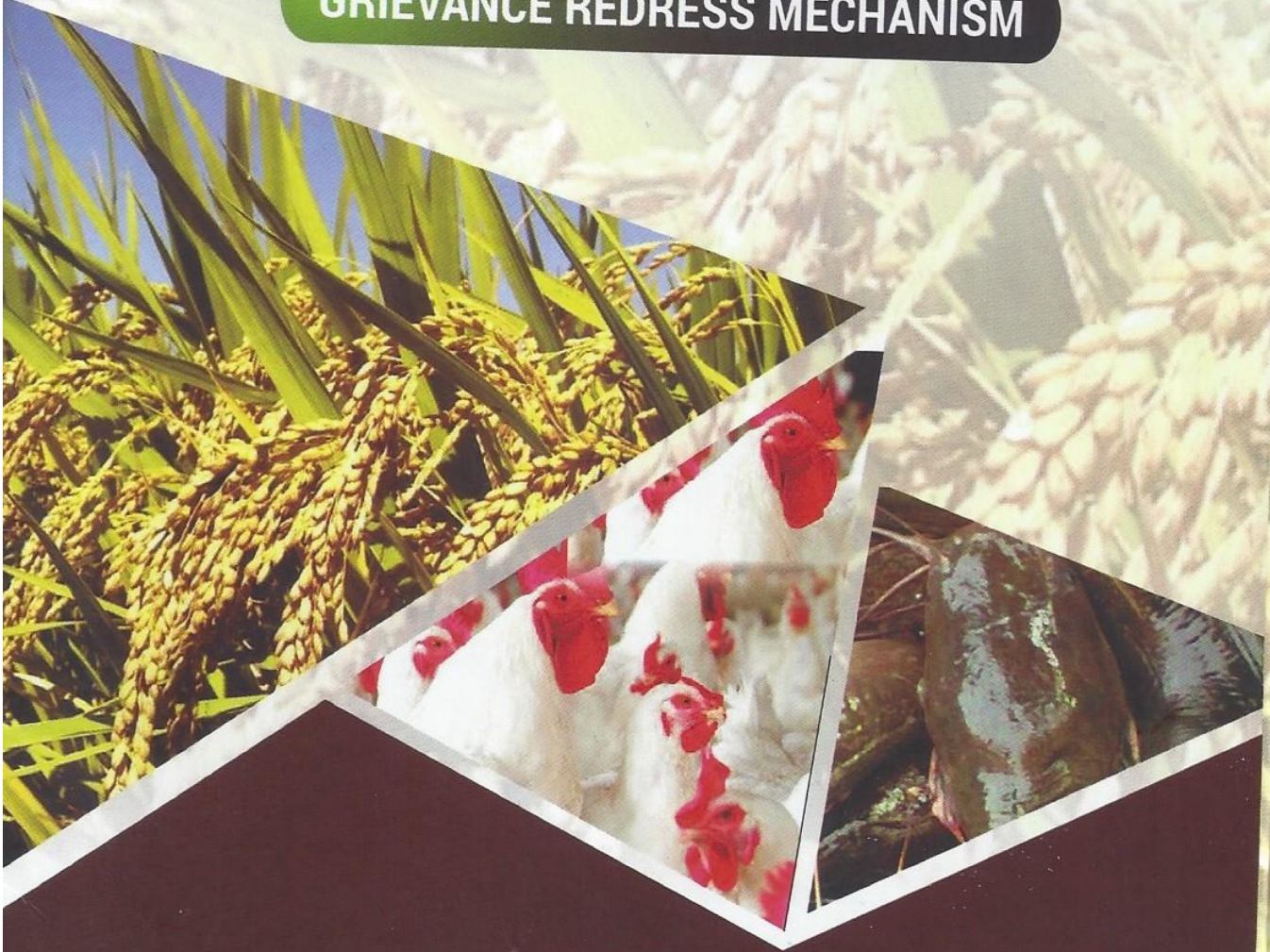




# AGRO-PROCESSING, PRODUCTIVITY ENHANCEMENT AND LIVELIHOOD IMPROVEMENT SUPPORT (APPEALS) PROJECT

## GRIEVANCE REDRESS MECHANISM



INFORMATION LEAFLET



# 1.0 GRIEVANCE REDRESS MECHANISM

**G**rievance redress mechanisms (GRMs) are institutions, instruments, methods, and processes by which a resolution to a grievance is sought and provided. It is a set of arrangements that enable local communities, farmers, processors, employees, and other affected stakeholders to raise grievances and seek redress when they perceive a negative impact arising from the implementation activities.

In order to ensure transparency and accountability, Lagos APPEALS project has established a grievance redress mechanism (GRM) with a clear set of goals and objectives with a well-defined scope for its interventions and a set of procedures for receiving, recording, and handling complaints during implementation of any activity under the project.

## **2.0 OBJECTIVES OF GRIEVANCE REDRESS MECHANISM**

The objective of the Grievance Redress Mechanism (GRM) /complaint handling system is to ensure that the views and concerns of project beneficiaries and of those affected by the implementation activities are heard and acted upon in a timely, effective and transparent manner. Grievance Redress Mechanism (GRM) for Lagos APPEALS project is designed to ensure transparency and accountability in the design and implementation of the project/subprojects.



### **3.0 GRIEVANCE PROCEDURE**

The affected communities, farmers, groups, individuals, workers and employees have the right to raise their concerns and complaints about the project activities.

- The affected communities, groups, individuals, workers employees and other stakeholder who raises a grievance will be offered the opportunity to discuss their complaint and their views will be sought on how they would like the matter to be taken forward. They will be kept informed of the progress of the grievance.
- Decision makers will ensure that decisions are taken objectively, are non-discriminatory and pay due regard to the evidence available and the circumstances of the case.
- Matters will be dealt with promptly, but with sufficient thoroughness.
- The complainants will be given explanations of and have the right to appeal against the decision made on their grievance.
- The outcomes of grievances will be actively managed to assist all concerned to move forward positively.
- The grievance redress process will not impose any cost to those raising the complaint (i.e., the complainants);

The Lagos APPEALS project GRM will ensure that complaints received are promptly reviewed to address project-related concerns. Affected communities and individuals may submit their complaint through Comment Boxes placed at strategic locations at community level across the State, toll-free lines, designated e-mail address etc.



#### 4.0 GRIEVANCE REDRESS COMMITTEES (GRCS)

The committee will be responsible to the view and concerns of those affected during the project activities and implementation which are heard and handled upon in a timely, effective and transparent manner.

None of the members of the Committee should have a conflict of interest involving any complaint lodged.

To ensure that GRM is easily accessible to all the affected communities, individuals, groups, employees and workers, the project has established Grievance Redress Committees (GRCs) at the following levels.

#### GRIEVANCE REDRESS COMMITTEES (GRCS)

GRC	Members
Community level GRC	<ul style="list-style-type: none"> <li>• Community / cluster chairman</li> <li>• Community / Cluster Vice-Chairman</li> <li>• Community / Cluster Secretary</li> <li>• Contractor/subcontractor representative</li> <li>• Value Chain Facilitators / Government representative</li> <li>• Complainants or their representative</li> <li>• Other line institutions representative, if required.</li> </ul>
SCO / Project Level GRC	<ul style="list-style-type: none"> <li>• State Project Coordinator</li> <li>• ESM Unit</li> <li>• WYEP Unit</li> <li>• Communication unit</li> <li>• M&amp;E unit</li> <li>• Rural Infrastructure unit</li> <li>• Productivity Enhancement unit</li> <li>• Agro-processing unit</li> <li>• Commercialization &amp; Business Devt unit</li> <li>• Procurement / Fiduciary unit</li> <li>• Extension officers in the community</li> </ul>
State Level GRC	<ul style="list-style-type: none"> <li>• Commissioner for Agriculture</li> <li>• Commissioner for The Environment</li> <li>• Commissioner for Women Affairs and Poverty Alleviation</li> <li>• Commissioner for Local Government and Community Affairs</li> <li>• Permanent Secretary, Ministry of Agriculture</li> <li>• Lagos State Commissioner of Police</li> <li>• State Project Coordinator, APPEALS project</li> <li>• GM, Lagos State Office for Disability Affairs</li> </ul>



	<ul style="list-style-type: none"> <li>• Director Legal, Ministry of Agriculture</li> <li>• PM, Lagos State Agricultural Development Authority</li> <li>• President, All Farmers Association of Nigeria</li> <li>• Environmental officer, APPEALS project</li> <li>• Communication Officer, APPEALS project</li> </ul>
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**5.0 GRIEVANCE HANDLING PROCEDURE**

Delay in grievances resolution could constitutes another grievance or could result in mistrust which could damage the project image and willingness to resolve complaints.

Grievances will be handled promptly within the specified period. The following table provides steps with responsibilities of grievances relating to the project activities. The key purpose of this exercise is to present GRM process in an effective & user-friendly manner.

**6.0 GRIEVANCE REDRESS COMMITTEES (GRCS) RESPONSIBILITIES**

Steps	Complainants	GRC/GRM Focal Officer functions	timeframe
<b>Subproject or community level GRC</b>			
The Affected Person/complainant (or his/her representative) may submit his/her complaint in several ways e.g. by written letter, phone, SMS messages and email to the GRC or, alternatively, raise his/her voice in a public or individual meeting with project staff.			
1.	Submission of complaint to the subproject or community level GRC	Conduct public information sessions among the affected communities to use grievance service Registering a grievance in the project logbook and grievance database Segregate/sort and process Acknowledge and follow up on grievance Verify, investigate, and act Provide written response to the complainants	1- 7 days

**Project Level GRC**

If resolution at subproject/community level is unsuccessful, the Affected Person (AP)/complainant can take his or her complaint to a Project level GRC.



2.	Submission of grievance to the Project level GRC through one of the channels	Conduct coordination meeting among project level GRC including ESM specialist to find out what exactly a complainant needs attention regarding the received grievance through any channel.	14 days
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**State level GRC**

In case the complaint is not resolved within 10 days of its receipt or it is unattended, the complainant can approach the State level GRC or directly to the Commissioner of Agriculture. Ministry-GRC and/or Commissioner will then examine the complaint and address the complaint within 20 days.

3.	Complainant can refer the complaint to the State level GRC or directly to the office of	Conduct coordination meeting/ resolution session between complainant relevant administrations and Investigate the complaints Provide written response to the complainant	2-4 weeks
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**7.0 GRIEVANCE REDRESS CHANNELS FOR LAGOS APPEALS PROJECT**

Various channels are used, and each uptake channel has its own merits and demerits and needs to be fixed with different situation that is best suited. It needs attention that channels should be convenient, maintain confidentiality and does not cost to complainants. The complainants can submit their grievances regarding any element of the APPEALS project without any restriction through a variety of means as listed below:

- Grievance / Complaint Boxes: Located at the State Coordination Office and designated locations across the State.




- Personal Visit: Complainants can personally submit their grievances to one of the relevant Grievances Redressal Committees.
- Toll-free lines: The complainant can report his/her grievance verbally through (08000800088 and 08000800089) on all working days from 9:00 am to 5:00 pm.
- Telephone Message: Complainant can send text message of his/her grievance to the dedicated phone numbers.
- Petition: Complainant can submit his/her written petition directly to one of the grievance handling committees (subproject level/community GRC, project level GRC, level GRC)
- Email: Those complainants who have access to the internet can send their grievances to emails address (info@lagosappeals.ng)
- Web Portal: An online web page under Lagos APPEALS project main website (www.lagosappeals.ng),Where, a form needs to be completed to register in an online grievance (grm@lagosappeals.ng).
- Anonymous complaints: are also accepted, where the identity of the complainants is not necessarily required- particularly complaints at workplace conditions.
- However, anonymous complaints are not always accepted where specific incidents are investigated, and a complainant's identity can be crucial during the investigation. A complainants' identity may also be required at the end of an investigation if the complainant is needed to testify at an adversarial hearing.



Anonymous complaints will be accepted through any means and in any forms and all possible channels will be used to give feedback and privacy respected to prevent recommendation. The feedback for anonymous complaint will be provided on the project website or social media page. Information regarding the complaints up taking channels, will be publicly disclose on communication materials.

For Further enquiries contact:  
AGRO-PROCESSING, PRODUCTIVITY ENHANCEMENT AND  
LIVELIHOOD IMPROVEMENT SUPPORT PROJECT OFFICE

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 Lagos State APPEALS Coordinating Office,  
LSADA Complex, Oko-Oba Agege, Lagos.

**TOLL-FREE LINES**

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