



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**AFRICA CENTRE OF EXCELLENCE IN SUSTAINABLE USE OF INSECTS AS FOOD**  
**AND FEEDS**

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**GRIEVANCE REDRESS MECHANISM**

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## 1.0 BACKGROUND

INSEFOODS is established with the purpose of addressing the challenges of sustainable use of insects as food and feeds. The center's strategic objectives include:

1. Build human resource and infrastructural capacity for research, training and technology development and transfer on insects as food and feed;
2. Build sustainable local, regional and international partnerships and networks for research, development and training on insects as food and feed;
3. Develop a biodiversity repository of insects for food and feed in the region;
4. Develop insect technology incubation and skills transfer hub for teaching and research.

In carrying out various activities to achieve its objectives the project may affect people in different ways. While the center will do all that is practically possible to prevent grievances, it there may be cases when where grievances cannot be avoided entirely. A Grievance Redress Mechanism (GRM) is therefore an integral part of the project management. In line with JOOUST corporate communications policy (2016), this GRM is established to address project related grievances. This GRM seeks to:

- (a) Provide clear and transparent framework to deal with concerns, problems or complaints raised by project staffs and stakeholders in relation to matters affecting themselves as individuals, groups and also matters affecting their personal dealings or relationships with INSEFOOD project.
- (b) Achieve a fair and prompt resolution to grievances within the stipulated timeline.
- (c) Provide reasonable opportunity to the affected staffs and stakeholders to express grievances and have them redressed in a fair, equitable and prompt manner.
- (d) Promote effective working relationships and environment in which affected persons will be able to raise project-related issues.
- (e) Establishment of a Grievance Redress Committee (GRC)

## 2.0 GRIEVANCE PREVENTION

Practically, grievances cannot be avoided entirely, but INSEFOOD will endeavor to reduce them to manageable levels or reduce their impacts. The following steps are in place to reduce the occurrences:

### (a) *Provision of sufficient and timely information*

Information will be provided to all stakeholders including brochures about project activities and environmental and social safeguards in a timely manner, in an accessible place, and in a form and language(s) understandable to affected people.

### (b) *Regular consultations with stakeholders*

Consultations will ensure that relevant information is shared especially on project progress, providing stakeholders with an opportunity to express their concerns, clarifying and responding to their issues, eliciting stakeholders' views, and receiving feedback on interventions.

***(c) Build capacity for project staff and other stakeholders***

This will ensure that all stakeholders know the project design, activities, implementing schedules and institutional arrangements as well as enhanced skills in effective communication, understanding community dynamics and processes, negotiation and conflict resolution, and empathizing with communities and their needs.

**NB:** *Building trust and maintaining good rapport with the communities by providing relevant information on the project and responding effectively to the needs and concerns of the community members will help solve issues before they even become grievances*

## **2.1 Communication**

This document proposes adoption of a variety of methods for communicating information to the relevant stakeholders. These include:

- Display of posters in public places such as in government offices, project offices, and community centers.
- Distribution of brochures.
- Village-level government officers such as ward level extension officers, Clan elders.
- Holding small-group discussions with registered groups, community-based organizations.
- Print and electronic media, including radio, TV etc.
- Participating in local regional shows (field days, on-farm demonstration, field excursions etc.)

## **3.0 GRIEVANCE REDRESS COMMITTEE**

People adversely affected (or about to be affected) by a development project will raise their grievances and dissatisfactions about actual or perceived impacts in order to find a satisfactory solution. These grievances, influenced by their physical, situational (e.g., employment), and/or social losses, can surface at different stages of the project cycle. Some grievances may arise during the project design and planning stage, while others may come up during project implementation. Not only should project affected persons (PAPs) be able to raise their grievances and be given an adequate hearing, but satisfactory solutions should also be found that mutually benefit both the APs and the project. It is equally important that PAPs have access to legitimate, reliable, transparent, and efficient institutional mechanisms that are responsive to their complaints.

### **3.1 Composition of GRC**

This GRM document proposes the GRC to be composed of six (6) members as follows:

- Two Community Representatives
- One Ward Administrator of the PAPs
- An expert in that particular line
- Project Manager

- One person with disability

### **3.2 Mandate of GRC**

The mandate of the GRC committee shall be:

- Verify documentations
- Authenticate grievances and eligibility of reported grievances
- Conduct field Inspections
- Listen to different parties involve
- Resolve grievances
- Refer cases to independent agencies for technical assessment.
- Prevent grievance

## **4.0 GRIEVANCE MANAGEMENT MECHANISMS**

Grievance management will be undertaken by GRC and in conformity with the University wide communication policy. The GRC will thus be the first point of contact in resolving project related disputes. The grievance redress mechanisms will aim to solve disputes at the earliest possible time in the interest of all parties concerned.

### **4.1 Grievances Redress Procedures**

This GRM recommends a three-tier grievance mechanism-

- i. The community
- ii. The Centre Project Implementation leaders
- iii. Arbitration
- iv. Courts of Law

It is desirable to resolve all the grievances arising from the community at the community level to the greatest extent possible. To achieve the community or settlement level, grievance mechanism must be credible and generally acceptable. The procedure for handling complaints will therefore include:

- Recording, registering, and sorting grievances
- Conducting an initial assessment of grievances;
- Determining the resolution process;
- Making decisions, including parameters and standards for accurate and consistent decision making;
- Referring grievances to appropriate units or persons;
- Notifying complainants and other affected parties of eligibility, the resolution process, and outcomes; and
- Tracking, monitoring, documentation, and evaluation.

## 4.2 Resolution approach

This GRM proposes adoption of the following possible approaches to resolve grievances:

- Investigation of a complaint through review of documents, field investigation, assessments from technical agencies, and/or interviews of different parties.
- Mediation through local and traditional institutions such as village elders, faith based leaders, or community-based organizations that have a close understanding of the issues affecting project stakeholders.
- Facilitation of settlements among disputants through mediation of the GRC.
- Direct negotiations and dialogue between the PAPs and the relevant agencies.
- Facilitating negotiations through a third party
- Referrals to other judicial and administrative processes.

***NB:** The Committee responsible for grievances redress will be retooled regularly in areas of (negotiations, influence, conflict management, strategic communication)*

## 4.3 Lodging complaints

- i. GRC will inform the stakeholder of their roles and responsibility during the project life
- ii. The GRC makes a note and explains the unclear issues to the PAP in accordance with the terms of reference of the GRM.
- iii. PAP will fill a specifically pre-designed complaint form and append his or her signature and formally submit it to GRC office; or Grievance Redress Committee documents the complaint on behalf of the PAP. Those who cannot fill up the forms will be assisted by the GRC members.
- iv. A copy is maintained by GRC and another copy passed to relevant using office.
- v. GRC attempts to find a solution through arbitration, explaining, settling, or facilitating consensus dialogue.
- vi. If not successful GRC assists PAP to fill a complaints form appended with his/her signature and formally submits to the relevant recognized body.
- vii. The relevant recognized body and the Centre holds a session with the aggrieved PAP and minutes recorded.
- viii. If deemed necessary by the Centre, the case will be re-investigated and necessary corrective measure undertaken.
- ix. If not resolved, the complainant can seek redress by registering his/her case in any Court of law in Kenya.

**Note** *The legal option will only act as avenue of last resort and will be sought after all other redress mediums have been exploited and exhausted.*

## 4.4 Screening of complaints

All complaints will be screened after registration using the following criteria:

- The complainant is identifiable and has provided a name and contact details. Especially if the complaint is in written form and inserted in the “**complaints box**”.
- The complainant is affected by the project either directly or indirectly
- The complaint has a direct relationship to the project.
- The issues raised in the complaint fall within the scope of the issues that the GRM is mandated to address.

#### 4.5 Assessing of Complaints

If the initial assessment establishes the eligibility of the complaint to be pursued, a further assessment is recommended of the seriousness of the complaint. The complaints shall be classified in terms of *high, medium, or low* on their impacts on both the complainant and the project.

The severity of a complaint will be assessed by way of additional data collection through field visits to the sites, discussions and interviews with complainants and other relevant persons or groups in the community, and cross-checking the information already provided.

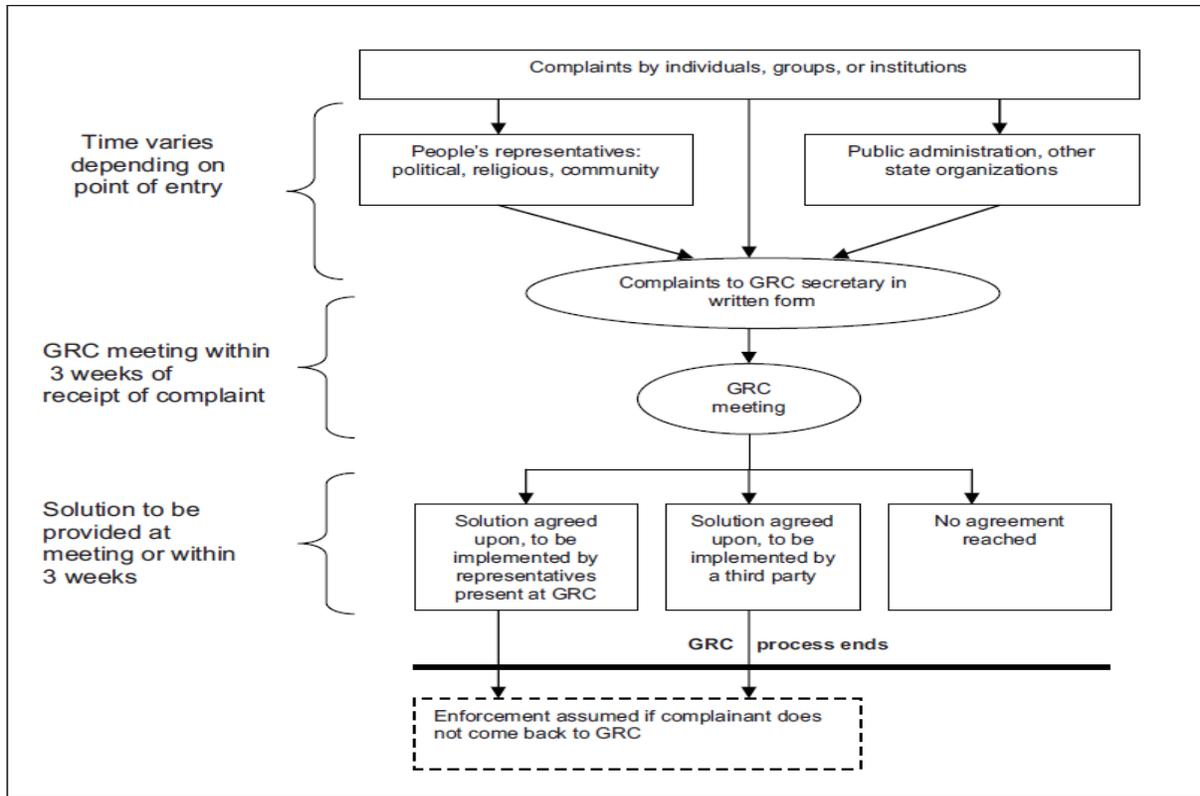
The following procedure will be used to assess the seriousness of a complaint:

- Severity of the problem
- Potential impact on the well-being of an individual/group/institutions
- Potential impacts on the project
- Public profile of the issue

#### 4.6 Coordination with Other Grievance Redress Mechanisms

- Facilitation of case referrals to appropriate agencies if need be
- Tracking and monitoring grievance resolution processes and their outcomes by different agencies.
- Maintaining a central database of complaints received and their current status.
- Analyzing data and preparing regular updates and progress reports for involved agencies with proposed follow-up activities.
- Establishing feedback loops with relevant agencies and the PAPs to communicate and report case progress and status.
- Liaising with media and monitoring media reports.
- Giving feedback to project management.

Figure 1 provides a summary of the GRM and timelines for GRC.



**Figure 1 Summary of the Grievance Redress Mechanism including Timelines for Grievance Redress Committee (RCC).**

Adapted from ADB (Asian Development Bank)