WHAT IS A GRIEVANCE MECHANISM?
It’s a tool to receive and address concerns, complaints, and other issues.

WHERE?
They can be applied in different organizations such as:
- Public & private companies.

A GRIEVANCE MECHANISM MUST GRANT

Accessibility
Everyone involved in the project should know about the grievance mechanism and have access to it.

Transparency
All the process have to be predictable and known to the public.

Fairness and independence
Those responsible for the grievance mechanism are trusted and bound by clear rules and standards.

KEY VALUES
- REPRESENTATION
- UNDERSTANDING
- DILIGENCE
- DIALOGUE
- TRANSPARENCY
- EQUITY

IDB INVEST AND GRIEVANCE
- IDB Invest strives to ensure that the projects in which it invests and to which it provides technical assistance services acknowledge the role of affected communities and establish a grievance mechanism to receive and facilitate resolution of concerns and grievances about the client’s environmental and social performance.
- It remains a client responsibility to assess and mitigate adverse environmental and social impacts of a project, including compensation to affected populations where required. Project-level grievance mechanisms are better positioned to quickly resolve most types of grievances.
- In situations where local communities feel their concerns are not being satisfactorily addressed at the project level, they can access IDB Invest Management-Led Grievance Mechanism, or if the complaint relates to possible non-compliance with IDB Invest Sustainability Framework, they can also access the IDB Group’s Independent Consultation and Investigation Mechanism (ICIM) at any time.

Learn more
Go to idbinvest.org/en/sustainability