Raising Environmental and Social Concerns: What are the options for project-affected communities and individuals?

An overview for clients and executing agencies

The IDB Group has a grievance redress system in place to receive, address and manage complaints and concerns.

1 Project-Level Grievance Mechanism (GM)



The most direct and local option
→ Managed directly by the client, executing agencies and contractors.
→ Includes mechanism for both community and workers.
→ Designed to receive and resolve concerns at an early stage.
→ Clients and executing agencies' role: receive and address complaints and concerns directly or through contractors.
→ Can be used by communities and individuals when they want a local response.

2 IDB Group Management-led Grievance Channels[1]



Institutional support from IDB and IDB Invest
→ For IDB Invest financed projects, refer to the IDB Invest Management led Grievance Mechanism.
→ For IDB-financed projects, refer to the IDB Grievance Protocol.
→ Promote problem solving, dialogue and joint resolution to the issues raised with project teams, clients, executing agencies and claimants. Compliance is not the primary focus.
→ Clients and executing agencies' role: jointly with IDB and IDB Invest teams, find solutions to issues raised in the complaints.
→ Can be used by communities and individuals when the project GM is unavailable, unresponsive, or insufficient.

3 Independent Consultation and Investigation Mechanism (MICI)



Independent from the IDB Group
→ Reports to the Board of Executive Directors.
→ Designed as a mechanism of last resort[2].
→ Has two processes: dispute resolution and independent investigation.
→ Clients and executing agencies' role: meet with the MICI during the different stages of the process, as needed, and provide relevant documentation.
→ Can be used by communities and individuals when perceived non-compliance with IDB environmental and social policies persist or when concerns are not adequately/entirely addressed and independent redress and review are sought.

[1] It is not a prerequisite to access the project GM before submitting a grievance to these channels.
[2] Communities and individuals need to reach out to IDB or IDB Invest first, unless retaliation risk is present.

**IDB Group has zero tolerance for and rejects any form of reprisal or retaliation against anyone who files complaints through any of these channels or voices their opinion or opposition to IDB Group-financed projects.*

**More information available here: Grievance mechanism of the IDB Group: How to they work?*