



Organisation of Eastern Caribbean States



Grievance Redress Mechanism

Caribbean Regional Oceanscape Project (CROP)

GEF Grant No.: TF0A5428

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Grievance Redress Mechanism**

<p>Grievance Receipt OECS Online Grievance Redress System Commission, Organisation of Eastern Caribbean States Morne Fortune, Castries, Saint Lucia LINK: [https://oecs.org/grievance-redress]</p>		
<p>Project Manager David Robin, Programme Coordinator, Oceans Governance and Fisheries Unit Tel.: 758 455 6344; Email: david.robin@oecs.int</p>		
<p>Nodal Complaint Coordinator for CROP Susanna Scott, Project Coordinator Caribbean Regional Oceanscape Project Email: susanna.dscott@oecs.int susanna.dscott@oecs.int</p>		
<p>Project Staff Assigned Grievance Redress Responsibilities CROP Project Team</p>	<p>Project Staff at Local Level Assigned Grievance Redress Responsibilities OGT Focal Points (Contact Information presented in Table 3):</p> <ul style="list-style-type: none"> • Dominica • Grenada • St Kitts and Nevis • Saint Lucia • St Vincent and the Grenadines 	<p>Local Communities</p> <ul style="list-style-type: none"> • National Ocean Governance Committees (chair: Respective OGT Focal Point) • Kalinago Council • Ministry of Kalinago Affairs <p>(Contact Information presented in Table 4)</p>

Table 2: Grievance Redress Areas

Grievance Redress (GRM) Area	Activities
<p>Grievance Update and Receipt</p>	<p>All grievances are to be received via an online link (https://oecs.org/grievance-redress) which can be accessed at the OECS website (www.oecs.org) by anyone. Should there be an issue accessing internet services to file a grievance, or other assistance is required, the Oceans Governance Focal Points may assist in filing the complaint. The Kalinago Council and Ministry of Kalinago Affairs may also facilitate filing complaints from the Territory, as necessity. All contact information is presented in Table 3 and 4.</p> <p>Grievances may be presented orally to any of the aforementioned facilitators or directly to the OECS Commission through the Nodal Complaint Coordinator for CROP. Oral complaints will be registered in the GRM and timely feedback (written or otherwise) provided to the petitioner on actions taken.</p> <p>Alternatively, persons may submit grievances in writing to:</p> <p style="text-align: center;">Nodal Complaint Coordinator for CROP Caribbean Regional Oceanscape Project Commission, Organisation of Eastern Caribbean States Morne Fortune, P O Box 179, Castries, Saint Lucia</p> <p>All grievances will be acknowledged and a course of action indicated within 10 business days.</p>
<p>Grievance sorting, processing, investigation and action</p>	<p>As grievances are received via the Online GRM, the Grievance Records System (designed in Smartsheet) will be automatically updated and an automated Notice sent to the Nodal Complaint Coordinator. For each grievance filed, the Grievance Records will include a reference number, claim date, date of the incident, name of the claimant (in case it is not anonymous), subject of the claim, number of people</p>

Grievance Redress (GRM) Area	Activities
	affected, causes, status of the claim and closing date of the claim (indicating if resolved or dropped).
Monitoring, tracking and evaluating	Based on notices received from the Online GRM, the Nodal Complaint Coordinator for CROP will facilitate address of grievances, including ensuring effective monitoring, tracking and evaluating. The Nodal Complaint Coordinator for CROP will also be responsible for updating communications on the grievance via the Online GRM.
Communications for effective GRMs	<p>Communications on the status and address of complaints will be available online via the Online GRM link on the OECS website.</p> <p>The GRM and its intended use will be promoted at all meetings and other gatherings pertaining to the CROP.</p>
Appeal Process	<p>Should a stakeholder wish to appeal the outcome of a grievance they have raised, the request for appeal should be in writing to:</p> <p style="text-align: center;">Appeal: Grievance Redress Outcome Head, Project Management Unit Commission, Organisation of Eastern Caribbean States Morne Fortune, P O Box 179, Castries, Saint Lucia Email: grievanceappeal@oecs.int</p>

Table 3: Contact Information

COUNTRY	NAME AND DESIGNATION OF OGT FOCAL POINT	CONTACT DETAILS
Dominica	Riviere Sebastien Chief Fisheries Officer	Fisheries Division M.E. Charles Blvd Roseau, Commonwealth Tel: 767-266-5291 /5292 Email: fisheriesdivision@dominica.gov.dm
Grenada	Ian Noel Snr Pilot	Grenada Port Authority Tanteen, St Georges, Grenada Tel: 473-440-2708 Email: allauno@hotmail.com
St. Kitts and Nevis	Mc Clean Hobson Director/Maritime & Civil Aviation Affairs	Ministry of Tourism & International Transport POB 878, Port Zante Basseterre Tel: 1869 467 1385 Email: maritimeaffairs@yahoo.com; maritimeaffairsskn@gmail.com
Saint Lucia	Annette Rattigan-Leo Christopher Alexander	Sustainable Development and Environment Division Ministry of Sustainable Development, Energy, Science and Technology Castries St Lucia Tel: 758-451- 8746 Email: aleo@sde.gov.lc Director Maritime Affairs St. Lucia Air & Sea Ports Authority (SLASPA) Castries E-mail: christopher.alexander@slaspa.com
St. Vincent & The Grenadines	Hyrone Johnson Director Maritime Administration / SVG Ocean Governance POC Chevanev Charles Legal Officer	Department of Maritime Administration Upper Floor Cruise Ship Terminal Kingstown Tel: 1784 456 1378 Fax:17844512445 Email: svgmarad@gmail.com (general) director.svgmarad@gmail.com (direct) svgmarad@gmail.com

	Maritime Administration legal.svgmarad@gmail.com	
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Table 4: Further Contact Information for Dominica

Institution	Contact Information
Kalinago Council (Mr Charles Williams, Kalinago Chief)	Jaqueline Corbette, Clerke Kalinago Territory Commonwealth of Dominica Telephone: 767 225 7946 Email: kalinagocouncil@gmail.com
Ministry of Kalinago Affairs	Cozier P. Frederick Kalinago Development Officer Ministry of Kalinago Affairs 3 rd Floor, Government Headquarters Kennedy Avenue Roseau Commonwealth of Dominica Telephone: (767) 266-3377/266-3556 Email: caribaffairs@dominica.gov.dm ; frederickc@dominica.gov.dm

Figure 1: CROP Grievance Redress Mechanism

