

Centre de Suivi Ecologique

CSE – GRIEVANCE MECHANISM

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Centre de Suivi Ecologique

Pour la gestion des ressources naturelles

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1. PREAMBLE

The Centre de Suivi Ecologique (CSE) scope of interventions covers a wide range of activities including environmental monitoring, environmental and social impact assessment, landscape architecture, support of Senegalese decentralization policy, early warning, disaster management, capacity building, etc. In 2010, CSE was accredited as Adaptation Fund's National Implementing Entity (NIE). As such, it supports the formulation and implementation of climate change adaptation projects. Through these new assignments, CSE will be more involved in activities that could potentially generate environmental and social impacts.

This document describes the collection and inquiry mechanism of complaints or claims related to potential or actual impacts resulting from activities carried out or supervised by CSE. This mechanism is part of the environmental and social policy of CSE and is in line with the principles of precaution and accountability towards others and the environment.

2. Objective and scope

The scope of this mechanism includes all issues, concerns, problems or grievances (actual or perceived) arising from activities within the framework of projects or programs executed or implemented by CSE and that an individual, group or community wishes to be seen treated or resolved by CSE. This includes physical, psychological, social or environmental harm or damage.

The objective is to provide a framework for resolving specific grievances without jeopardizing the pursuit of project / program objectives.

3. Grievance resolution mechanism

Receiving and filing a grievance

The national body responsible for receiving and addressing grievances related to the environmental and social impacts of projects / programs is the Direction de l'Environnement et des Etablissements Classés (DEEC). This body has regional branches. Grievances can be made to this institution at national or regional level. In addition, an "Environmental Emergency Service" (emergency number 1221) was also set up by the same institution, with a toll-free number. Each time it receives such grievances, the DEEC checks whether the project / program has already carried out an EIA. Otherwise, the DEEC will approach the proponent to verify that an EIA is planned and, if necessary, supports such a study.

However, CSE has developed a grievance mechanism as part of its Environmental Policy and its Quality Management System. This mechanism addresses complaints about environmental and social prejudice, as well as the satisfaction of partners for the services provided.

Therefore, any person, community or local authority or partner wishing to share a grievance about harm (perceived or actual) or caused by project or program activities executed or implemented by CSE may contact the DEEC directly that will then contact CSE or the CSE Grievance Resolution Team (see details below).

Grievance resolution team (GRT)

CSE, Rue Leon Gontran Damas, Fann-Residence

Dakar, Senegal

BP.: 15532 Dakar-Fann

Tel.: (221) 338258066 / Fax.: (221) 338258168

Email: grievance-cse@cse.sn

The grievance resolution team is part of CSE's "Environmental Assessment and Risk Management" Major Program. A focal point is appointed and is responsible for recording and monitoring the processing of all grievances filed within the institution.

The grievance can be sent by e-mail, fax, mail or can be delivered personally. It can be forwarded directly to the CSE contact point, community leaders, government representatives, community organizations, contractors, CSE employees or Community Liaison Officers (CLAs). The form developed for this purpose can be used (see sub-appendix).

Once a grievance is received, it is filed and the complainant is informed of the expected response time. The GRT will rely on local and administrative authorities or send a field mission to better understand the problem. The GRT will then verify the admissibility of the grievance. Eligible grievances are those of which:

- the complaint relates to the activities of the project;
- the issues raised in the complaint are matters that the grievance mechanism is authorized to deal with;
- the complainant is entitled to file it.

Ineligible complaints are those of which:

- the complaint is clearly not related to the project;
- the nature of the complaint is outside the mandate of the grievance mechanism;
- the complainant is not qualified to file;
- other community organizations or procedures are more appropriate to address the issue.

If the grievance is rejected, the complainant shall be notified within one week of the decision and the reasons for the rejection. The DEEC is also notified.

If the grievance is admissible, the complainant is always notified and the case is dealt with. The GRT then proceeds to an assessment.

Grievance assessment

The grievance is reviewed by the GRT. However, it may identify appropriate staff, a resource person or a service to collect information on the case and its implications, but

also to determine if and how the grievance could be resolved. The person or team responsible for this review will:

- interview the applicant directly to get a good idea of the nature of the grievance;
- identify the parties, issues, views and options involved, but also take the views of other stakeholders, including those of the project implementation team or providers;
- propose means of regulations that take into account the complainant's views.

Formulating a response

The GRT communicates internally with Management and prepares the response.

4. Monitoring and reporting

4.1. Grievance monitoring

The focal point follows the treatment of each complaint case. He ensures the filing of complaints and records the arrangements with the complainant.

4.2. Reporting

All grievances received as well as the processing of their resolution will be compiled in a report shared with the stakeholders and CSE staff.

An annual report will be drawn up (in December) to assess complaints and identify trends in their progress.

The focal point is responsible for the drafting of reports, their validation by the GRT and ensures their internal and external dissemination.

The General Director

Sub- appendix: Grievance form

Date of claim :

Closing date:

Name of Claimant:

Name and function of the intermediary(If relevant):

Nature of grievance:

Assessment of admissibility and file assignment:

Case review:

Disposition:

Reviewed by:

Outcome:

Focal point signature

Date:...../...../.....