



# **DBSA Project Grievance Procedure**

## **September 2015**

**Development Bank of Southern Africa**

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## **Preamble**

The DBSA is a development finance institution that has been entrusted with the mission to improve the quality of the lives of people and has thus adopted the values of high performance, integrity, innovation and service orientation as an integral to its day to day activities and business of its internal and external stakeholders.

The DBSA is committed to adhering to standards and procedures of accountability and transparency in all its business operations as set out in its governance policies and to address the environmental impact of its business activities, directly or indirectly with those doing business with the DBSA.

## **4. PURPOSE**

- 4.1. The purpose of the grievance procedure is to provide guidelines on managing and responding to complaints related to the implementation of any Green Climate Change Fund (GCF) and Global Environment Facility (GEF) funded or administered projects by DBSA.

## **5. SCOPE OF GRIEVANCE PROCEDURE**

- 5.1. The grievance procedure applies to all complaints received in relation to the implementation of any GCF and GEF funded projects or projects implemented by other agency arrangements entered into by the Bank.
- 5.2. The grievance procedure will apply to all genuine concerns raised in relation to health and safety risk and adverse environmental impacts in relation to GCF and GEF funded projects. The procedure will not apply to complaints related to unsuccessful funding outcomes.

## 6. PROCEDURE GUIDELINES

### 6.1. Reporting a Complaint

- 6.1.1. Any project affected party who has a reasonable believe that a GCF or GEF funded project may potentially result in a health or environmental risk or adverse impact may raise a concern or report a complaint.
- 6.1.2. Concerns or grievances must be genuine and be raised without malice and in good faith.
- 6.1.3. When reporting a concern or grievance it is important that the complainant provide sufficient information that will enable thorough investigation.

### 6.2. Investigation of the Complaint

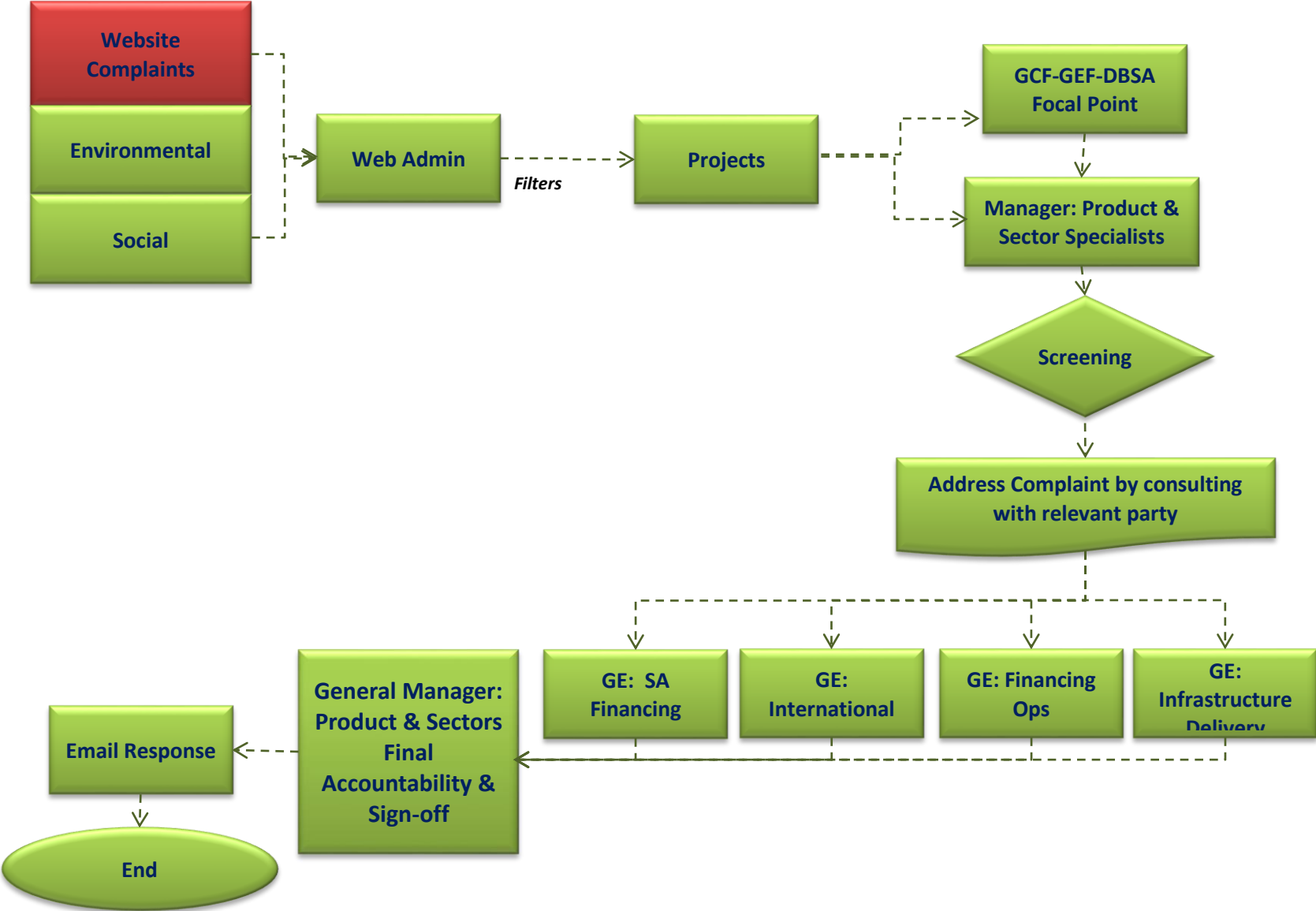
- 6.2.1. An investigation will be conducted as speedily as possible and the outcomes outcomes / action plan communicated to the complainant within two weeks (10 working days).
- 6.2.2. An acknowledgement of receipt of the concern and/or grievance will be communicated to the complainant through email and/or in writing.
- 6.2.3.
- 6.2.4. Where feedback within two weeks (10 working days) is not possible, the person, community of project stakeholder will be notified of the reason of the delay.

### 6.3. Grievance and Investigation Procedure

- 6.3.1. A complaint can be reported through the following channels:
  - Electronically on the DBSA website ([www.dbsa.org/projectgrievance](http://www.dbsa.org/projectgrievance))
  - Email ([dbsa@enquiries.org.za](mailto:dbsa@enquiries.org.za))
- 6.3.2. The complaint will be received and reviewed by the Website Administrator and forwarded to the GCF/GEF-DBSA Focal Point & Manager: Product & Sector Specialists.

- 6.3.3. The GCF/GEF-DBSA Focal Point will communicate to the complainant to acknowledge receipt and the process forward.
- 6.3.4. Should the feedback not be satisfactory the complainant can escalate the concerns to (depending on the nature of the complaint):
- **Manager: Product & Sector Specialists (Office of the General Manager: Product & Sector Experts** (for all environmental and health related complaints)

Figure 1: Grievance and Investigation Procedure



**Annexure A: DBSA Project Grievance Form**

<b>Name &amp; Surname</b>	
<b>Organisation</b>	
<b>Address</b>	
<b>Telephone Number</b>	
<b>Email Address</b>	
<b>Project Description</b>	
<b>Project Location</b> <b>(Province, City)</b>	
<b>Nature of the Complaint/Concern</b>	
<b>Other Comments</b>	