

Redress



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Mechanism

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Grievances and Complaints

Extension of time for initial steps

GCF Project: FP134

Case C-0016-Colombia

Date: 17 March 2026

IRM Extension of Time Decision – Initial Steps

GCF Project FP134 - Colombia REDD+ Results-based Payments for results period 2015-2016

Date 17 March 2026

1. On 12 September 2025, the IRM acknowledged receipt of a complaint pertaining to GCF Project FP134 “Colombia REDD+ Results-based Payments for results period 2015-2016.” The complainant alleges they were improperly denied benefits previously allocated to them as part of a program to support sustainable forest management in the region of Caqueta, Colombia. The complaint was declared eligible on 13 January 2026. The complainant has not requested confidentiality.
2. According to the IRM’s Procedures and Guidelines (PGs),² the IRM has 60 calendar days from declaring a complaint eligible to conduct the initial steps phase, which includes consulting with the complainant(s) and other potential parties to:
 - a) understand the issues in the complaint;
 - b) provide further information regarding problem solving and compliance review;
 - c) ascertain whether the complainant would like to pursue problem solving and/or compliance review; and
 - d) ensure that the complainant is able to make an informed decision.
3. In accordance with the PGs, the IRM’s 60 calendar days to complete the initial steps phase came to an end on 14 March 2026. During initial steps, the IRM engaged with complainants and relevant stakeholders to explore options to address the concerns raised. Following engagements, it was determined that additional time would be needed to share information and gather perspectives from the complainant and relevant parties, in order to make an informed decision on next steps.
4. Therefore, the IRM, acting in terms of paragraph 95 of the PGs, has decided to extend the time period for completing the initial steps phase from 16 March 2026 to 30 April 2026.

[Signed]

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¹ The eligibility determination for is available at: <https://irm.greenclimate.fund/sites/default/files/case/eligibility-determination-c0016-colombia.pdf>

² <https://irm.greenclimate.fund/document/2019-procedures-and-guidelines-irm>