



GREEN
CLIMATE
FUND

Independent
Redress
Mechanism

Stakeholder Survey 2022: Independent Redress Mechanism (IRM)

August 2022

1. Report rational

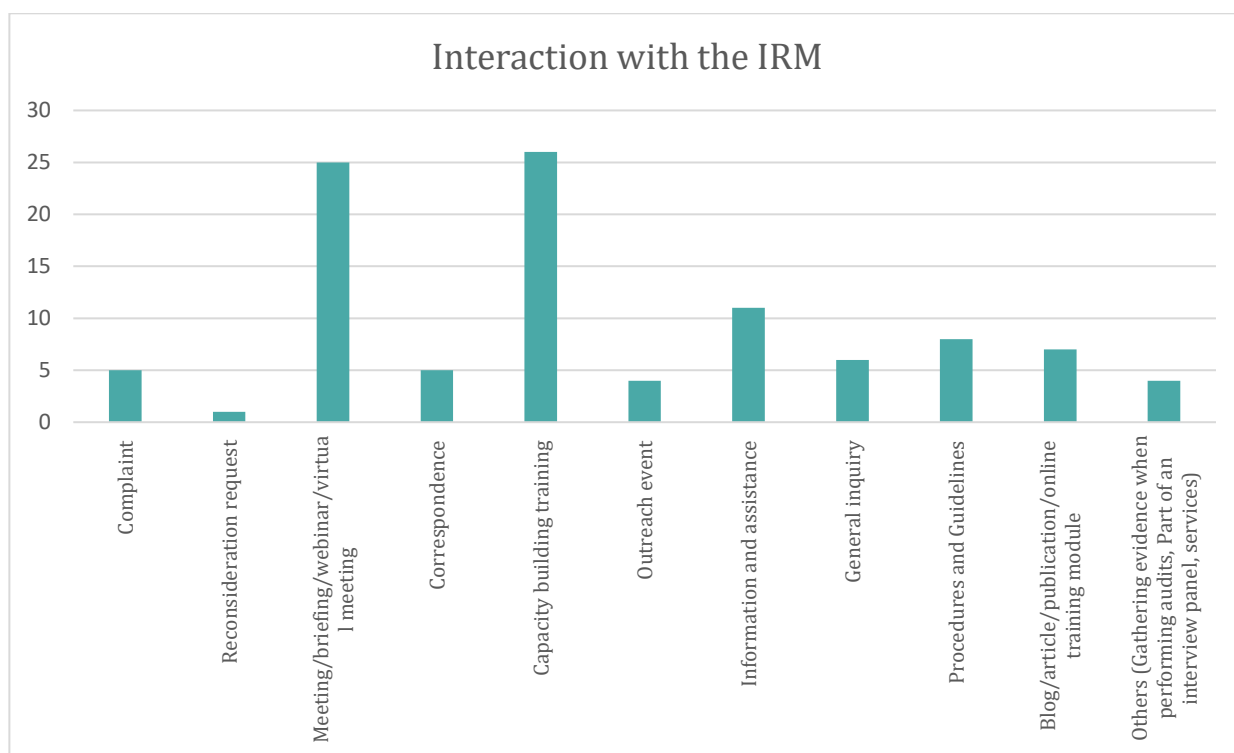
In June 2022, the IRM sent out a survey to various stakeholders who have interacted with the IRM (including complainants, requesters, civil society representatives, accredited entities, GCF colleagues, and others). The purpose of the survey was to evaluate the IRM’s performance and identify areas that need improvement.

2. Respondents and relationship with the IRM

While forty-four people responded to the 2022 survey, the IRM received forty-two complete survey responses, an increase from thirty-eight in 2021. The largest group of respondents, fourteen, came from Grievance Redress Mechanisms of GCF’s Accredited Entities.

The remaining 30 people came from a range of different stakeholder groups, including civil society, Accredited Entities (including Direct Access Entities), Independent Accountability Mechanisms, the GCF Secretariat, and GCF Independent Units.

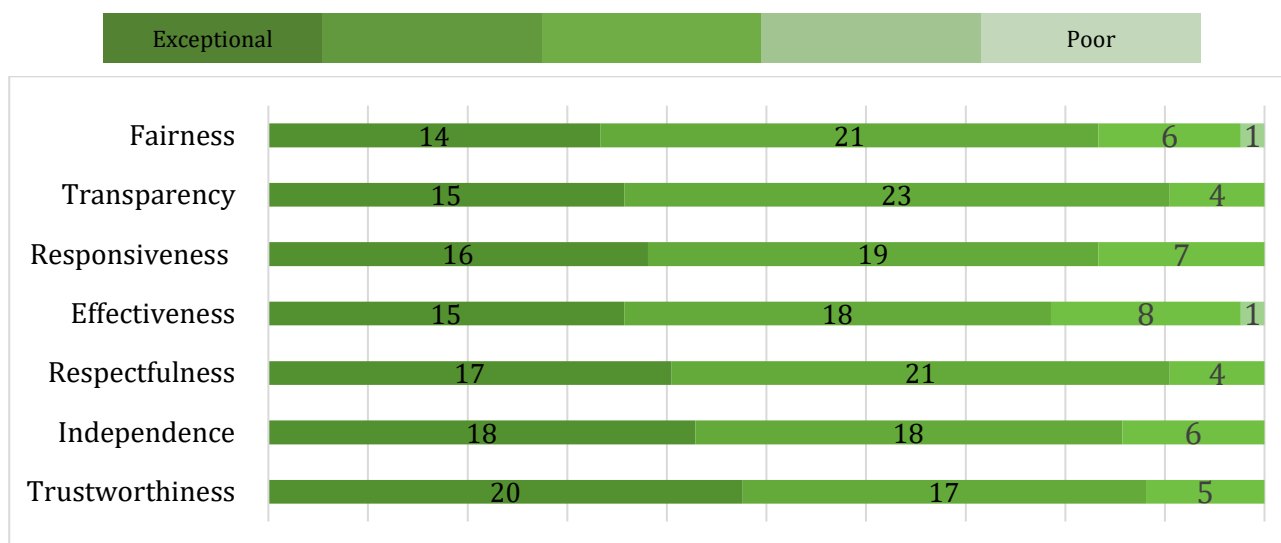
The nature of the respondents’ interactions with the IRM are illustrated in the graph below:



3. Ratings

The IRM asked respondents to rate their interaction with the IRM against seven qualities according to a sliding scale from exceptional to poor. The table below shows the number of respondents for each rating and interaction.

Overall, from the forty-two respondents, there was positive feedback from our interactions with stakeholders. According to the survey, our strongest qualities are trustworthiness and independence, with respectfulness coming a close third.



4. Positive feedback

Respondents were asked whether there was something that stood out for them as being particularly positive in their interactions with the IRM. Many of the comments focused on the IRM’s strengths in learning and training, network and connection, accessibility and transparency.

- Learning and training.** The IRM’s work in sharing knowledge with the expanding GRM network, particularly of Direct Access Entities (DEAs) was deemed exemplary. The purpose of the trainings offered by the IRM, to the staff of DEAs, is to build the capacity of the grievance redress mechanisms of these institutions in developing countries to be able to resolve disputes concerning GCF funded projects effectively. Our interactive trainings and online modules have been well received, especially for their quality and structure.

“We appreciated the structure of the online trainings held in 2021. The modules were interactive and engaging while the virtual class discussions were very informative too.”

- Network and connection.** Our training opportunities have been a good avenue for participants to apply knowledge and exchange perspectives, especially with real case scenarios. This has left participants with a positive impression of the IRM, and a sense of camaraderie between partners.

“The experience sharing information with other participants is very helpful.”

- Accessibility.** Clear communication and prompt action contributed to positive engagement between IRM staff and stakeholders. The availability of translated material and interpretation allowed participants to fully engage with the IRM.

“IRM, particularly the Head, is available 24×7 at a short notice and provides highly trustworthy and valuable guidance and advice to help AP in conducting effective assessments of GRM entities.”

- **Transparency.** The IRM’s focus on transparency in terms of processes and information have been viewed positively by partners, especially as a way to strengthen the IRM’s mandate.

5. Added value of the IRM

The respondents were also asked what they thought the value-add of the IRM was, based on their interactions with the IRM. Respondents viewed IRM’s value in its structure and processes, access and transparency and community/network.

- **Structure and processes.** Awareness of our processes and structure has provided an added value to our stakeholders. The stakeholders’ understanding of our mandate and capabilities have inspired them to strengthen their own units, as well as collaborate with us in the future.

“Its independence and a pro-active mandate that allows for action in the broader public interest even without a specific case or grievance. The fact that the GCF’s IRM is practicing best-practice approaches going further in the support of affected people and communities than other similar bodies.”

- **Access and transparency.** A clear line of communication has enriched stakeholder engagements. Access to documents and knowledge has made the IRM a reliable unit for the stakeholders we support.

“Clear communication, access to information & great stakeholder engagement.”

- **Community/network.** While the grievance redress community remains small, opportunities for participants and stakeholders to share their thoughts and knowledge have become valuable for all. Tapping into expertise from different industry experts has also provided an avenue to connect professionals from experiences, making the IRM a go-to peer institution.

“The opportunities for sharing experiences across broad-based entities and academic bodies engaged as a community of practice.”

6. Challenges

The IRM also asked respondents about the biggest challenges they face when interacting with the IRM. Main concerns focused around processes, trainings and modules and outside limitations.

- **Processes.** The length and clarity around processes was mentioned as a challenge when communicating with the IRM.

- **Trainings and modules.** The time allotted for trainings were considered inadequate for some respondents taking the capacity building course. Sharing knowledge with their own units has also been a challenge, given the amount of information. Hence, materials and documents were requested for the participants' reference.

“Online course was with very tight schedule. It was very difficult to attend the online sessions and complete the assignments well in time along with the routine office work.”

- **Outside limitations.** Internet connections during webinars, structural difficulties of smaller units, and national government limitations were all highlighted as additional challenges.
- **Other.** Other feedback to the IRM involved the recommendation for physical, face-to-face training sessions, more support on strengthening their own GRM units and additional materials for further studies.

7. IRM next steps

Based on feedback from the survey, the IRM has developed an action plan to improve engagement with stakeholders and proposing the items below in its 2023 work programme and budget.

Issue raised	IRM action
In-person engagement	<ul style="list-style-type: none"> • With the improvement of COVID-19 globally, the IRM is planning to increase in-person engagement in 2023. • There will be one in-person capacity building training on GRMs in Africa as well as one in-person outreach event. • The IRM hopes that these in-person engagements will allow us to strengthen our work with partners.
Strengthening GRMs	<ul style="list-style-type: none"> • As outlined in its mandate, the IRM remains dedicated to helping partners build capacity related to grievance mechanisms and procedures. • The IRM will continue to use a variety of methods to increase knowledge, including through workshops, information sessions and knowledge exchange. • The IRM will soon publish a series of GRAM Good Practice Notes that will help provide a detailed guide on various grievance redress issues.
IRM Self-Assessment	<ul style="list-style-type: none"> • The IRM conducted a self-assessment, following guidance from the OHCHR for IAMs. • The self-assessment revealed a number of areas that the IRM will work on, including: <ul style="list-style-type: none"> ○ Increased availability of resources in various languages ○ Amendments to the IRM's standard operating procedures on advisory services ○ IRM team trainings on gender and trauma ○ Briefing note with recommendations for 5-year independent review panel