



GREEN
CLIMATE
FUND

Independent
Redress
Mechanism

Stakeholder Survey 2023: Independent Redress Mechanism (IRM)

August 2023

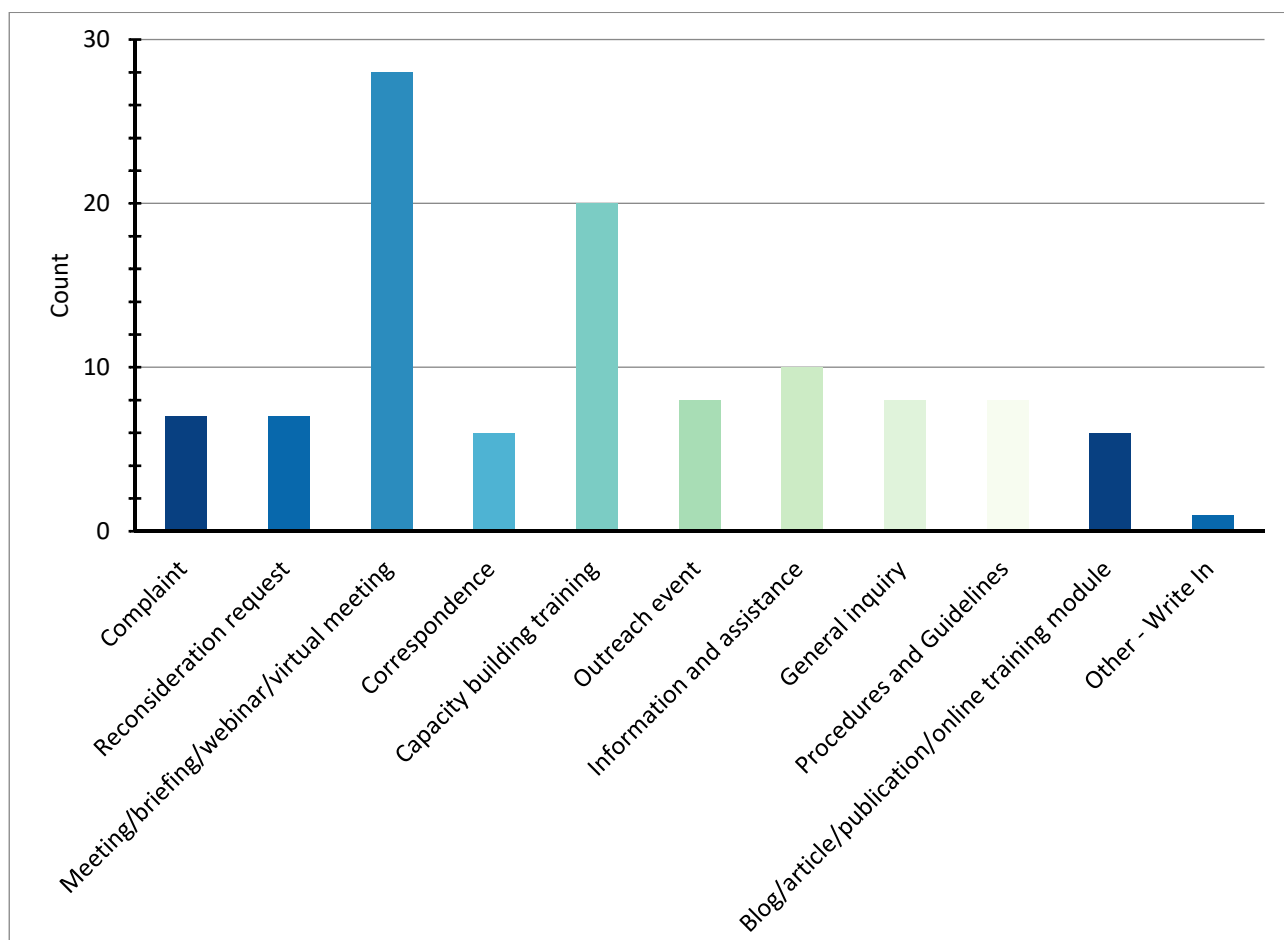
1. Report rationale

In May 2023, the IRM sent out a survey to various stakeholders who interacted with the IRM in 2022 (including amongst others complainants, requesters, civil society representatives, accredited entities, and GCF colleagues). 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

The IRM received forty-six responses to the 2023 survey, out of which six did not complete the full survey. Hence, this report counts forty complete survey responses, which is a slight decline from the forty-two complete survey responses in 2022. The largest group of respondents, twenty-three, came from Civil Society.

The remaining twenty-three people came from a range of different stakeholder groups, including Grievance Redress Mechanisms of GCF’s Accredited Entities, complainant or stakeholder in a complaint, Independent Accountability Mechanisms, the GCF Secretariat, and GCF Independent Units.



The nature of the respondents' interactions with the IRM is illustrated in the graph above. Please note that respondents were free to select all of the categories that reflected their interaction with the IRM. Respondents were not restricted to picking one answer because they might have had several interactions with the IRM for different purposes. For example, participants who initially contacted the IRM for information and assistance may have participated in an outreach event later on and will therefore have selected both categories. For this reason, the total number of answers to this question does not align with the total number of survey responses.

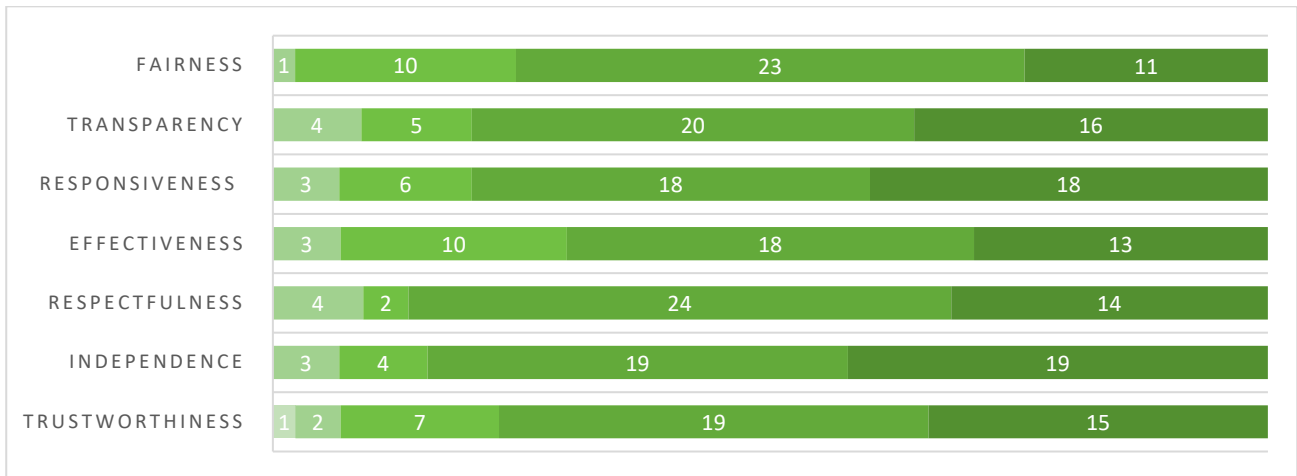
3. Ratings

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 average score for different qualities relevant to interacting with the IRM. The score is a weighted average based on a rating from zero (very poor) to five (exceptional).

| Quality | Average Score |
|-----------------|---------------|
| Fairness | 3.97 |
| Transparency | 4.07 |
| Responsiveness | 4.13 |
| Effectiveness | 3.93 |
| Respectfulness | 4.09 |
| Independence | 4.20 |
| Trustworthiness | 4.02 |

Overall, there was positive feedback from our interactions with stakeholders. According to the survey, our strongest qualities are independence, responsiveness, and respectfulness. On the other hand, effectiveness and fairness are areas of improvement for the IRM.

The bar graph below shows the distribution of the different scores per quality. Several respondents have given the IRM an exceptional rating for different qualities. Trustworthiness is the only quality that received a zero score (poor).



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 collegiality, accessibility, and transparency.

- Learning and training:** The IRM’s work in sharing knowledge with the expanding GRM network and outreach events with stakeholders was valued greatly and considered to be very practical. Specifically, the use of case studies was considered useful. The purpose of the trainings offered by the IRM is to build the capacity of the grievance redress mechanisms of the GCF’s DAEs to handle complaints concerning GCF funded projects effectively.

“Very welcoming, capacities and high motivation for knowledge dissemination.”
“Useful utilization of case studies during the capacity building seminars.”

- Network and collegiality:** Our interactions with our partners have left a positive impression of the IRM. The IRM is seen as a leading example that is both knowledgeable as well as approachable.

“We took part in an GRM e-learning course organised by the IRM in 2022 and the IRM has been supportive as we try to develop a GRM of our own.”

- Accessibility:** Clear communication and prompt action contributed to positive engagement between IRM staff and stakeholders. Many considered their engagement with the IRM as welcoming and appreciated the continuous follow-up.

“The extent to which IRM is willing to provide assistance at any time”.

- **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 information sharing, outreach activities, and training opportunities and discussions.

- **Information Sharing.** The IRM is seen as a great source of information that manages to increase understanding of the processes of the mechanism. This in turn has inspired other GRMs to strengthen their own units, as well as collaborate with us in the future.

“The IRM gives a platform of self-service by its knowledge sharing.”

- **Outreach Activities.** Multiple respondents expressed an appreciation for the physical presence of the IRM. This personal approach made complainants feel like their case was handled with respect. Furthermore, it has enriched stakeholder engagement by benefiting people who would otherwise not have access to the IRM.
- **Training Opportunities and Discussions.** Various local CSOs have received support from the IRM to become familiar with accountability mechanisms and share this knowledge. Moreover, the IRM has provided opportunities to share any accessibility issues they may face and guided them through the complaint process.

“In such a serious global problem, there is the possibility of creating a future vision with a high value by preparing a platform for civil organizations to express their opinions at the international level and by exchanging experiences and knowledge in different regions.”

6. Challenges

The IRM also asked respondents about the biggest challenges they faced when interacting with the IRM. The main concerns focused on administration, language barriers, and accessibility.

- **Administration.** The documentation process was considered a hurdle. Complex documentation processes can be complicated and burdensome, thereby deterring complainants and CSOs from engaging with the IRM.
- **Language Barriers.** Communication in English is not easy for all stakeholders. Good translation of all resources and communication efforts would ensure that everyone understands the IRM processes. Furthermore, the technical terms and differences in interpretation within IRM policies are difficult to comprehend.

“Other people who do not understand much English need translation.”

- **Accessibility.** Capacity building and outreach activities do not reach all the necessary stakeholders. In particular, smaller CSOs struggle with accessing the IRM. Furthermore, the time span provided for the training sessions were considered too strict and did not allow for full immersion into the sessions. This can prevent CSOs from meaningfully engaging with the IRM, especially those CSOs less acquainted with accountability mechanisms.
- **Perception:** While the IRM is independent from the Secretariat when reporting to the Board, there are some reflections from stakeholders on the level and scope of the IRM's independence.

"There are limits to independence, which the IRM could take into account."

7. IRM next steps

Based on feedback from the survey, the IRM has developed an action plan to improve engagement with stakeholders and is proposing the items below in its 2024 work program and budget.

| Issue raised | IRM action |
|---------------------------------|---|
| Meaningful engagement with CSOs | <ul style="list-style-type: none"> • Continuation of at least one in-person outreach event • End-of-year focus group session to follow up with previous outreach activities. • Through a CSO advocacy grant, the IRM hopes to be able to reach local CSOs and create more awareness of accountability. |
| Perception | <ul style="list-style-type: none"> • Continuation of working on areas of mutual interest with the internal GCF bodies. • The IRM will continue to use a variety of methods to increase awareness of the work and functioning of the IRM, including through board game sessions and brown bag lunches. |
| Language Barriers | <ul style="list-style-type: none"> • The IRM will continue to improve its accessibility by increasing the number of resources in different languages. • The IRM board game is now available in English and Spanish. The IRM will now look into its development into other languages. |