



GREEN  
CLIMATE  
FUND

Independent  
Redress  
Mechanism

# Stakeholder Survey 2024: Independent Redress Mechanism (IRM)

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July 2024

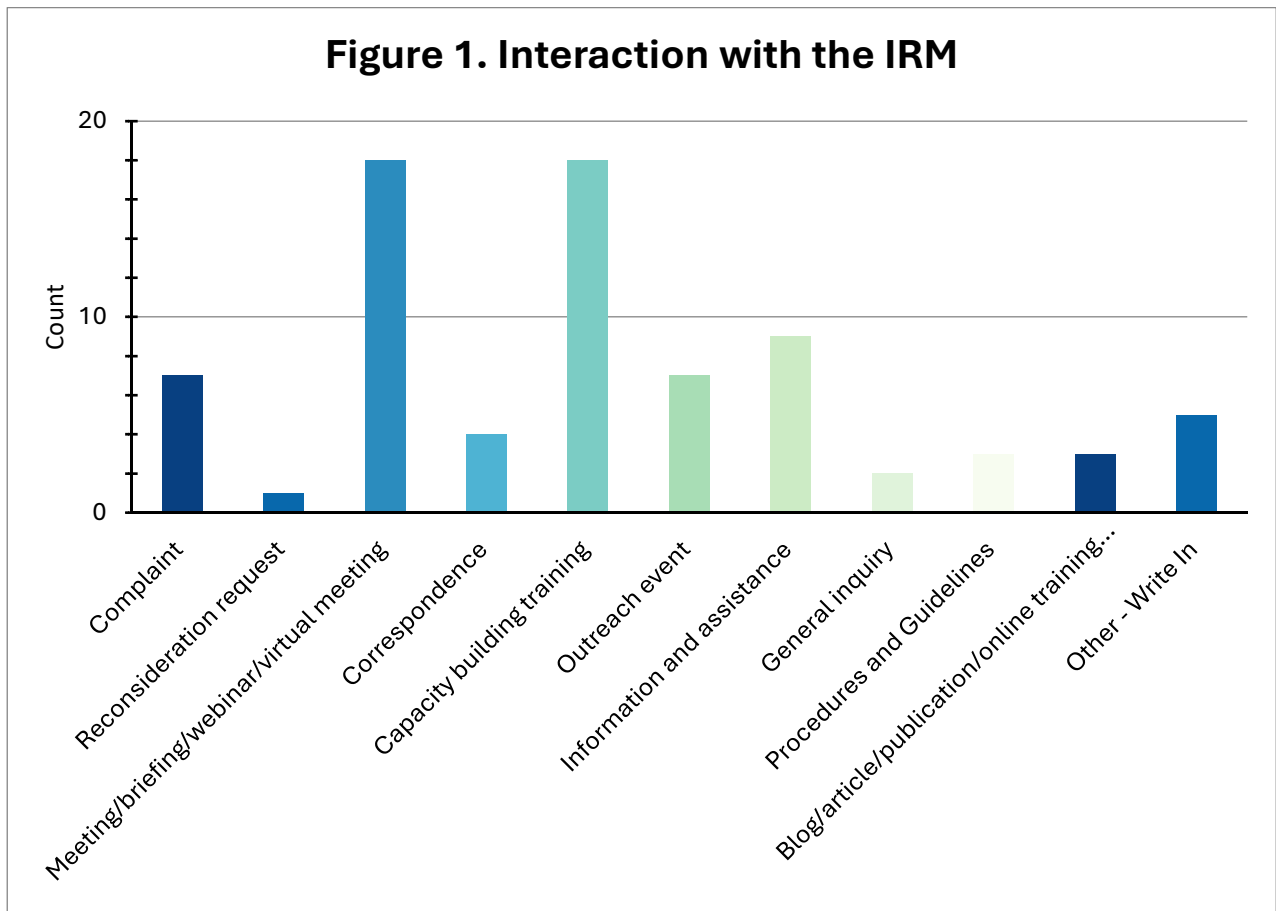
# 1. Report rationale

In May 2024, the IRM sent out a survey to various stakeholders who interacted with the IRM in 2023, including complainants, requesters, civil society representatives, accredited entities, GCF colleagues and other stakeholders. The purpose of the survey was to evaluate the IRM’s performance and identify areas of improvement.

# 2. Respondents and relationship with the IRM

The IRM received thirty-three responses to the 2024 survey, which is a slight decline from the forty survey responses in 2023. The largest group of respondents, nine, came from Civil Society.

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



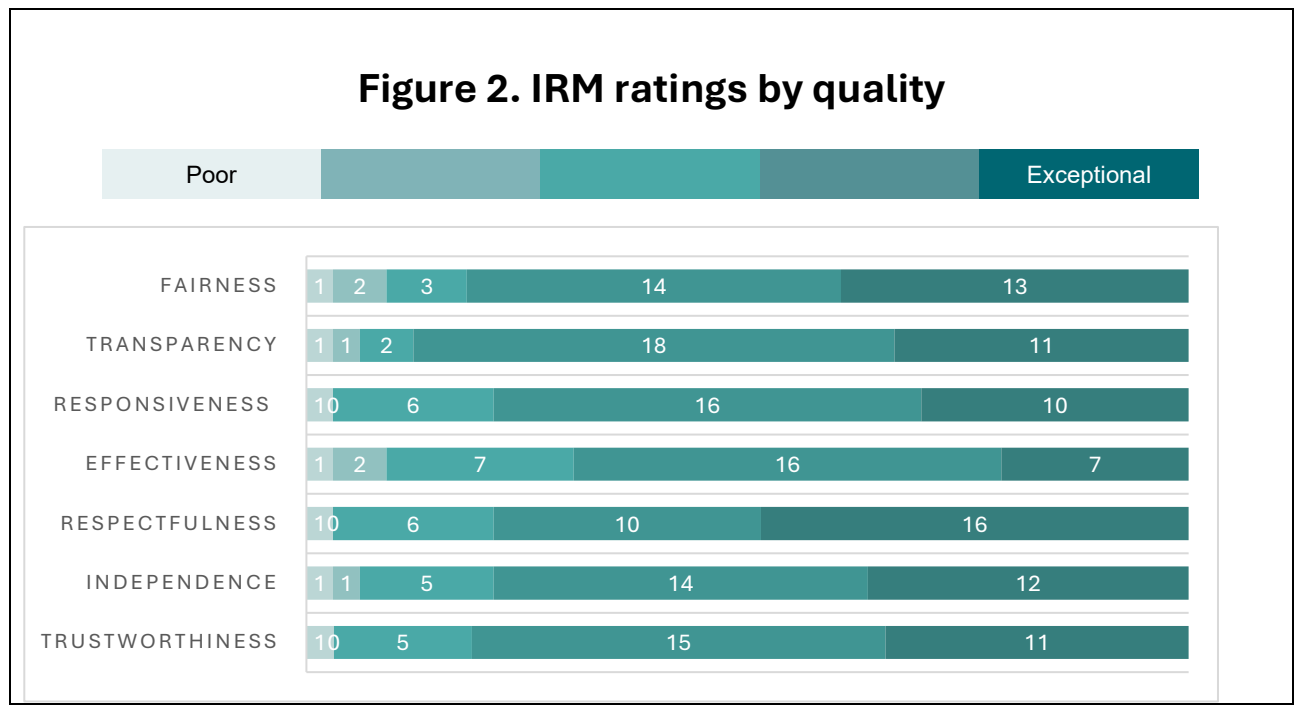
The graph above illustrates the nature of respondents’ interactions with the IRM. It is important to note that respondents could select all categories that applied to their

interactions with the IRM. They were not restricted to a single choice, as they might have had multiple interactions with the IRM for various purposes. For instance, participants who initially contacted the IRM for information and assistance might have later participated in an outreach event, selecting both categories. Therefore, the total number of responses in this graph exceeds the total number of survey respondents.

### 3. Ratings

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

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



### 4. Positive feedback

Respondents were asked to highlight any particularly positive aspects of their interactions with the IRM. Many comments emphasised the IRM's strengths in transparency, professionalism, capacity building training, and CSO engagement.

- **Transparency:** The IRM's focus on transparency has, once again, been viewed positively by partners, especially as a way to strengthen the IRM's mandate.

*“Quick response and transparent way of working.”*

*“The level of integrity and transparency.”*

- **Professionalism:** Many stakeholders have indicated their appreciation of the IRM’s level of professionalism, increasing confidence and trust in working with us.

*“The IRM team, besides having a high professional and technical level, have...”*

*“The IRM’s work was professional and fair.”*

- **Capacity building training:** As the IRM continues to strengthen its capacity building mandate, many Grievance Redress Mechanism (GRM) staff of GCF Direct Access Entities (DAEs) have commended the IRM. The IRM has a range of training opportunities to build the capacity of GRM staff in effectively handling complaints concerning GCF funded projects.

*“The IRM staff were exceptionally polite, professional, and demonstrated a thorough understanding of mediation principles, which greatly facilitated the work - mediation or mediation training.”*

*“My interactions were mostly on webinars and capacity building events. The quality of these events were exceptional as was the interaction with IRM staff.”*

*“The breadth and variety of material provided during the GRM training was appreciated.”*

- **CSO engagement:** The IRM highly values the contributions of CSOs in engaging with communities and ensuring their voices are heard. It continues to leverage outreach activities to raise awareness of its work with civil society and local communities.

*“IRM’s innovative outreach initiatives (Road to Redress board game, targeted CSOs capacity building and strategies around it, and etc.) are great examples that other IAMs should learn from.”*

*“The special place given to CSOs in IRM’s processes.”*

## 5. Added value of the IRM

Respondents were also asked about the added value of the IRM. They identified its significant contributions to accountability at the GCF and its capacity building mandate as key aspects of its value.

- **IRM’s role in the GCF**

*“Having an independent unit to address issues of complaints is very helpful to build trust for the organisation.”*

*“Capacity to deal with complaints as an independent third party that acts with integrity but at the same time is able to liaise with the Secretariat with timeliness.”*

*“The IRM provided substantial added value through its role as an impartial and independent body for addressing grievances... the IRM's critical function as independent redress mechanism of the GCF, safeguarding that projects align with established policies and procedures.”*

*“I think IRM is a critical part of the GCF's safeguarding and transparency practices.”*

- **Capacity Building**

*“The IRM has provided us with very good guidance on how to organize our grievance mechanisms, as well as helping us to incorporate methodological approaches based on general human rights principles and safeguards.”*

*“Policy and strategic direction on our GRM. We also got technical guidance in the development our GRM POLICY”*

*“The hands on examples used during the capacity development.”*

## 6. Challenges

The IRM also asked respondents about the biggest challenges they faced when interacting with the IRM. Main concerns focused on language barriers and follow-up after an IRM case.

- **Language Barriers.** Communication in English is not easy for all stakeholders. Proper translation and interpretation of resources and communication efforts helps ensure that all stakeholders understand the IRM's work.

*“The challenge of language given that “English” is the work language of IRM as the GCF himself. However, most of the stakeholders coming from Subsaharian Africa use “French” as their first language, so they are facing great difficulties to access the IRM information and processes, due to language challenge.”*

*“One of the biggest challenges, especially in my personal case, is the language difficulty. Not all organizations, especially the small ones, have fluent English-speaking teams, but even so, we have seen that there are events that are increasingly designed for speakers of different languages.”*

- **Follow-up with key stakeholders after closure of IRM case:** Throughout the IRM complaint process, the IRM ensures that stakeholders are fully informed about the relevant procedures and timelines. In the case of C0006 Nicaragua, the official IRM case closed following a decision taken by the Board at B.36. Subsequently, the Board assigned the Secretariat the responsibility of making a decision regarding project FP146. During this secondary process, stakeholders reported facing several challenges.

These challenges highlight the need for ongoing communication and support to ensure that stakeholders remain informed and their concerns are adequately addressed.

## 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 2025 work program and budget.

Issue raised	IRM action
Language Barriers	<ul style="list-style-type: none"> <li>• The IRM will identify the most beneficial materials and events that can be enhanced by increased language availability.</li> <li>• The IRM will optimise its resources for translation and interpretation services to enhance accessibility for all stakeholders.</li> <li>• The IRM is developing outreach materials for its CSO Advocacy Toolkit in Arabic, English, French and Spanish.</li> </ul>
Capacity Building	<ul style="list-style-type: none"> <li>• The IRM will continue to strengthen the capacity of GRMs through a series of in-person and virtual activities.</li> <li>• The IRM will develop a new capacity building strategy to further strengthen its role in building the capacity of grievance redress mechanisms of GCF DAEs.</li> </ul>
Complaint process	<ul style="list-style-type: none"> <li>• The IRM will ensure stakeholders fully understand the IRM's complaint handling process, including the steps involved in a compliance review.</li> <li>• The IRM will continue to increase awareness of its complaint handling process with stakeholders, including through the board game "Road to Redress."</li> </ul>