



GREEN
CLIMATE
FUND

Independent
Redress
Mechanism

Stakeholder Survey 2025: Independent Redress Mechanism (IRM)

July 2025

1. Report rationale

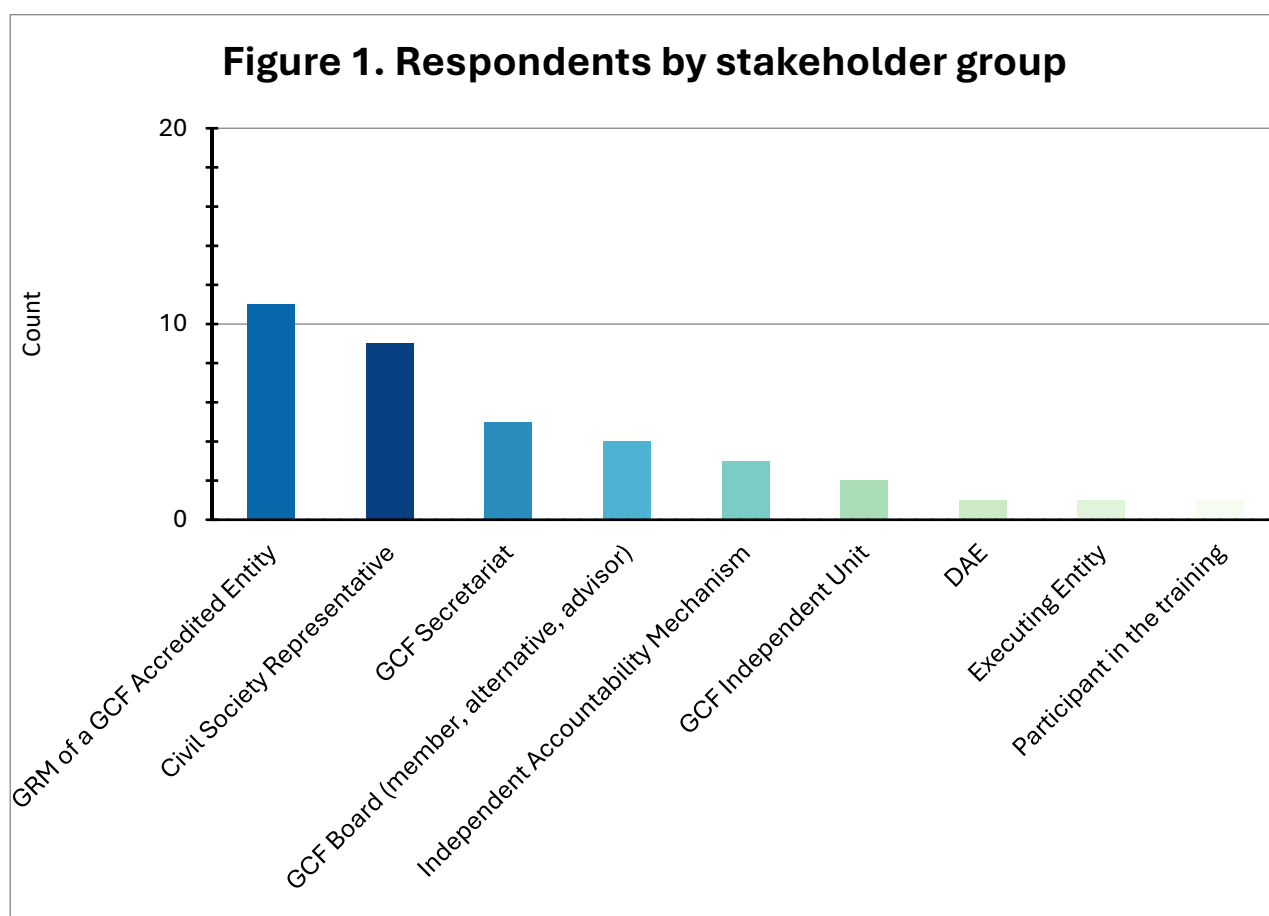
In April and May 2025, the IRM sent out a survey to various stakeholders who interacted with the IRM in 2024 (including civil society representatives, Accredited Entities, GCF colleagues, Board members and other stakeholders). The purpose of the survey was to evaluate the IRM's performance and identify areas of improvement.

2. Respondents and relationship with the IRM

The IRM received thirty seven (37) responses to the 2025 survey, which is a slight increase from the thirty three (33) survey responses in 2024.

The largest group of respondents, eleven (11), came from Grievance Redress Mechanisms of a GCF Accredited Entity.

The remaining respondents came from a range of different stakeholder groups, including civil society representatives, GCF Secretariat, GCF Board, Independent Accountability Mechanisms, GCF Independent Units, Direct Access Entities (DAE), Executing Entities and others.

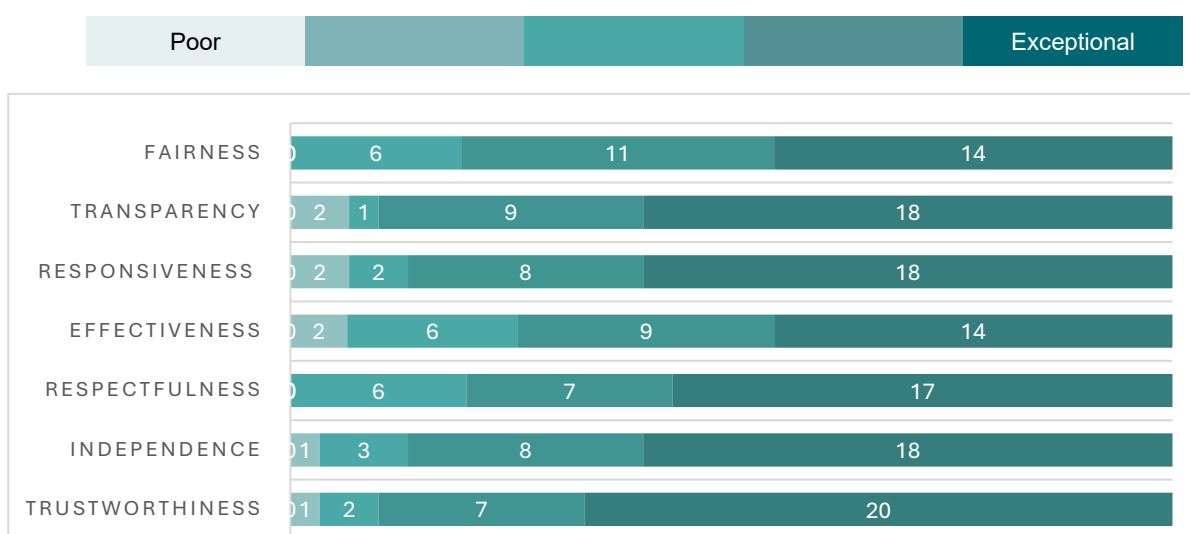


3. Ratings

The IRM asked respondents to rate their interactions with the IRM based on seven qualities, using 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, independence and truthworthiness. Effectiveness and fairness were flagged as areas of improvement for the IRM.

Figure 2. IRM ratings by quality



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:** Transparency and openness continue to be praised by stakeholders. Respondents highlighted the IRM's accessibility and clarity in its processes.

"Transparency and openness."

"In the few interactions I've had with the IRM, I feel the information is accessible to other audiences."

"Very transparent and engaging."

- **Professionalism:** The IRM's professionalism is widely recognized, particularly in its interactions with stakeholders and training sessions.

"Look very professional."

"The respectfulness of everyone, especially the trainers."

"The clarity of the IRM's methodology, the transparency in the process, and the professionalism of the facilitators, particularly during the training on dispute resolution and mediation."

- **Responsiveness:** Many respondents appreciated the IRM's promptness and willingness to engage deeply with concerns, creating an effective and constructive environment.

"IRM was responsive."

"Surely the responsiveness of the staff and the quality of the content shared during the trainings."

"The willingness to deeply engage with the nuances of each case. The responsiveness and professionalism created a constructive environment for addressing concerns."

- **Capacity Building and Training:** Capacity building remains an essential focus for the IRM, with many respondents acknowledging the quality and variety of training opportunities.

"The depth of knowledge of the facilitators and quality of training for the capacity building training sessions."

"Capacity building: They offered outreach and training to us."

- **CSO Engagement and Outreach:** The IRM continues to value the contributions of civil society organizations, ensuring inclusive dialogue and engagement.

"Bringing together CSOs and other stakeholders involved in IRM activities at the local and regional level and strengthening their capacities is a very positive move."

"Clear dedication to serving people impacted by the project."

5. Added value of the IRM

When asked what the added value of the IRM is, respondents recognised the role the IRM plays within GCF and its capacity building mandate.

- **IRM's role in the GCF**

"The way the IRM team respond to issues are good and create environment to engage further."

"The IRM is a truth seeker and truth teller—when it comes to assessing complaints from project affected people of the GCF. It may not be liked by Management or by some members of the Board. But it is mandated under the Governing Instrument of the GCF, and is essential for accountability—especially to donor nations and the donor nation taxpayers who support the GCF."

- **Capacity Building**

"The added value of interaction is the capacity building we acquire."

"Assistance in putting in place an effective GRM framework."

"Based on my interactions with the IRM through the training sessions, I would say the added value of the IRM lies in its ability to build capacity and raise awareness on conflict resolution, grievance redress, and ethical stakeholder engagement within development projects."

6. Challenges

The IRM also asked respondents about the biggest challenges they faced when interacting with the IRM.

- **Training and Engagement**

"Engagement in IRM training. They always consider few participants and in most times grassroots organizations (CBOs) are left out."

"Would have loved face-to-face interaction with the facilitators."

"Some trainings require minding different time zones."

- **Funding and Resource Constraints**

"The amount allocated to carry out outreach activities is insufficient given the number of [CSO] projects underway in the country and the number of local communities impacted needing to be sensitized."

"Like most of GCF, they are under-resourced and sometimes their attention to institutional matters can fall behind."

- **Understanding of processes**

"Misunderstanding of the way of working and business model of GCF."

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 2026 work program and budget.

Issue raised	IRM action
Resource constraints	<ul style="list-style-type: none">• The IRM will continue to use resources efficiently and effectively.• The IRM will identify synergies, when possible, to expand its efforts in capacity building, outreach and complaint handling.
Complaint process	<ul style="list-style-type: none">• The IRM will ensure stakeholders, both internal and external, fully understand the IRM's complaint handling process, including the steps involved in a compliance review.• For GCF colleagues, the IRM will plan targeted inreach activities to increase understanding of the complaint handling process.