



March, 2022

GOVERNMENT OF SIERRA LEONE

Sierra Leone Economic Diversification Project's Grievance Redress Mechanism (GRM)

The Sierra Leone Economic Diversification Project (SLEDP) Grievance Redress Mechanism (GRM) has been designed to address project grievances that may be raised by affected persons or community members regarding specific project activities, environmental and social performance, the engagement process, and/or unanticipated social impacts resulting from project activities.

Objectives of GRM

1. Establish a prompt, easy to understand, consistent and respectful mechanism to support the receiving, investigating, and responding to complaints or grievances arising from, and during SLEDP implementation.
2. Ensure transparency and accountability throughout the implementation of the project amongst the relevant stakeholders including project beneficiaries.
3. Resolve any emerging environmental and social grievances in project areas.
4. To promote relations between the project implementers, executors, and beneficiaries.

Scope of the GRM

The SLEDP's GRM will primarily handle issues that emerge from the implementation of project activities, such as:

- a) Inter-community dispute: Implementation of project may have direct impact or indirect on the lives and property of the people.
- b) Grievance among community stakeholders over ownership and participation in project activities.
- c) Grievances arising from construction work
- d) Grievance due to selection and participation of beneficiaries in project activities.
- e) Service delivery grievances
- f) Grievances due to Gender Based Violence: sexual harassment, exploitation, abuse of women and girls in project communities.
- h) Grievances related to land acquisition and compensation etc.

How to file a complaint?

Aggrieved persons can file complaint either in person, online or via telephone.

In-Person Submission:

Complaints and incidents may be submitted to the GRM Focal Point/Social Safeguards Specialist at 35 Percival Street, Freetown, by a personal visit on any of the working days (Monday-Friday) from 8:30 am- 4:00 pm. or telephone **+23274271989** which would also be available during work hours from 8:30 am- 4:00 pm.

Online Submission: For online submission, those who are interested can submit their complaints through the SLEDP website: www.sledp.gov.sl OR Email: safeguards@sledp.info or through WhatsApp on **+23274271989**.