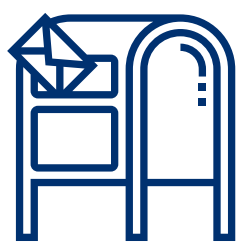


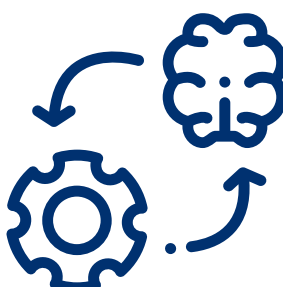
The Grievance Mechanism is a **free, open, and accessible resource**, designed primarily for People Affected by Fi Wi Riif, but available to all stakeholders and initiative staff. If a grievance submitted is deemed eligible, the resolution procedure follows nine steps designed **to address concerns quickly, effectively, and transparently**, ensuring that all parties are heard and that appropriate solutions are found.

The grievance mechanism is



Accesible

- Available at the **project offices** on the islands and online.
- Must be **known to project staff**.



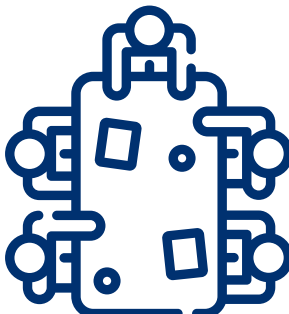
Practical

- **Simple and workable.**
- **Must not create an additional burden** for Fondo Acción or for stakeholders.



Transparent

- Decisions will be made **fairly and transparently**.
- Complainants will be kept **informed**.



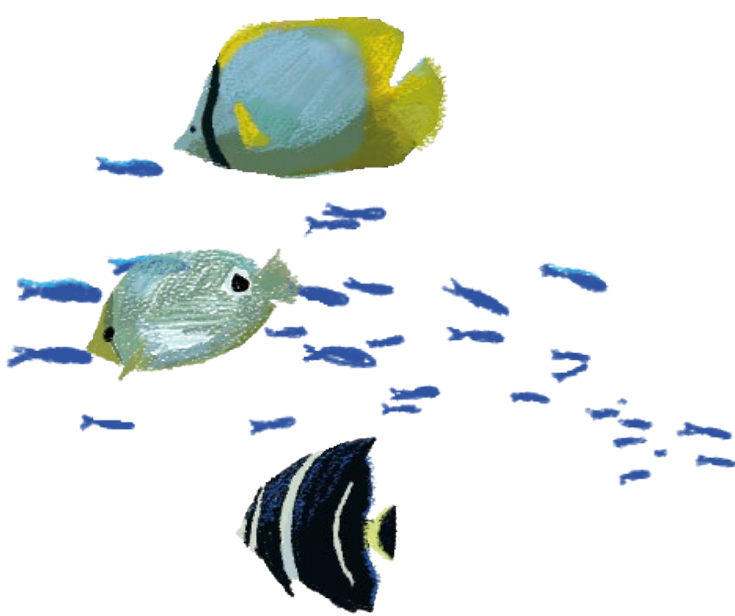
Independent

The oversight committee and the team assigned to handle and resolve grievances will be **independent of the area from which the grievance originated**.



Timely

The process will be **thorough** and completed in a timely manner.



Eligibility



Elegible

- Any community, organization, actor, or affected group (including individuals) who considers that they **may be negatively affected by any project activity**.
- **Negative impacts**, whether direct or indirect.
- **Any Project-Affected Party may file a grievance**.
- Representatives (an individual or a local organization) **may file a grievance on behalf of a Project-Affected Party**, but must provide concrete evidence of their authority to represent that party.
- **Anonymous grievances** will be taken into account.



Not eligible

- Claims **not financed by the Project**.
- Claims about **activities that do not take place within the archipelago**.
- Grievances filed **after the Project's official closing date**.
- Grievances filed 18 months after the Project's official closing date, **if the negative impacts could not have been identified earlier**.
- Grievances relating to Colombian **laws, policies, and regulations**.
- Grievances about **internal Fondo Acción matters** unrelated to the project.
- Claims filed by the same complainant regarding matters previously submitted to the Mechanism, **unless new evidence is provided**.

Grievance channels



Online form

[Find out more here](#)



Physical drop boxes

A drop box for questions, complaints, and claims related to the project is available at the Fondo Acción office on San Andrés Island and at the Fundación Providence office on Providencia Island.



Email

[Write here](#)



By phone



Procedure



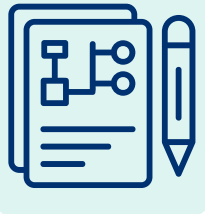
1. Identification of the grievance.



2. Formal acknowledgment of receipt
(and request for additional information, if applicable) within 10 days.



3. Assessment of the issue and identification of the risk category.



4. Drafting of a response.



5. Implementation of the actions needed to resolve the issue, with a record kept of the actions taken.



6. Signing of the response.



7. Communication of the response.



8. Recording of the complainant's reply, to determine whether the case can be closed or requires further action.



9. Closure of the grievance (if further attention is needed, the process returns to step 2 to reassess and take the appropriate measures).

More Information

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