

RESILIENT RURAL BELIZE PROGRAMME

The Government of Belize (GOB) entered into an agreement, dated November 30, 2018, with the International Fund for Agricultural Development (IFAD) for a loan and with the Green Climate Fund (GCF), for a loan and grant towards the implementation of the project “Resilient Rural Belize (Be-Resilient)” (RRB).

RRB is a six (6) year programme (2018-2024) and its overall goal is to increase farmers’ resilience and adaptation to climatic change. This goal is pursued through three main objectives: i) introduce climate resilient agricultural practices; ii) develop value chains of smallholder farmers that are resilient and adapted to the effects of climate change and aim at strengthening producers’ organizations and iii) upgrading public infrastructure such as roads, drainage, and information systems in order to improve market access.

WHAT IS THE RRB GRIEVANCE REDRESS MECHANISM (GRM)?

The RRB-GRM is a process for receiving, evaluating, and addressing Programme-related grievances from individuals,

communities or other stakeholders, if they believe that RRB has or is likely to have adverse effects on them, their community, or their environment.

The RRB-GRM, has been developed taking into account IFADs corporate Complaints Procedure to receive and facilitate resolution of concerns and complaints with respect to alleged non-compliance of its environmental and social policies and the mandatory aspects of its Social, Environmental and Climate Assessment Procedures.

WHO CAN RAISE COMPLAINTS?

- Programme’s target groups: individuals, rural communities, smallholder farmers, producer’s organizations.
- Other stakeholders (ie: neighboring communities) that might be affected by the Programme’s activities.

WHAT KIND OF COMPLAINTS CAN BE CHanneled THOUGH THE RRB GRM?

Complaints will entail RRB related issues only. More specifically, complaints must be associated to: non-compliance with relevant social and environmental policies,

and adverse physical, environmental, social, cultural, labour or economic impacts; fraud and corruption; and gender-based violence, including sexual harassment, exploitation and abuse.

WHICH REPORTING CHANNELS ARE AVAILABLE TO USERS?

The Climate Smart Agriculture Extension Officer (CSA EO) in each District is the first contact person at the field responsible for receiving and the initial processing of complaints. The CSA EO will assist complainants with the filling of the Complaints Submission Form. Specific aspects requiring technical solutions directly at the field, could be channeled through other RRB technical staff. Complaints can also be sent BY EMAIL at beresilient.grievance@gmail.com or by TELEPHONE: +501-822-0048.

HOW IS A COMPLAINT PROCESSED?

The following flow diagram explains the steps involved in the processing of a complaint.

TO RECEIVE, REGISTER, ACKNOWLEDGE, ASSESS AND RESOLVE GRIEVANCES.

