



Enhanced Water Security and Community Resilience in the Adjacent Cuvelai and Kunene Transboundary River Basins (UNDP-GEF CUVKUN)” Project

Project Complaint and Feedback Redress Mechanism

Introduction

The purpose of the CUVKUN project’s Grievance and Feedback Redress Mechanism (GFRM) is to address concerns and complaints by stakeholders, individuals, and communities connected to its initiatives. It aims to assure stakeholders, individuals, and communities that they will be heard and assisted in a timely and consistent manner and have all grievances addressed.

The primary objective of the CUVKUN Project is to improve water security and strengthen community resilience in the Cuvelai and Kunene River basins through enhanced transboundary and conjunctive water resources management. The project is structured around six interrelated components, each targeting specific facets of water resource governance, institutional capacity, community engagement, and knowledge management.

The United Nations Development Programme (UNDP) (as the implementing entity) & Global Water Partnership Southern Africa (GWPSA) (as the executing entity) believe that access to justice in response to harm or potential harm ensures accountability and strengthens the legitimacy of the wider suite of stakeholder rights, consistent with our principles and focus on Accountability and a Rights-based Approach to programming. This mechanism is one way of ensuring access to that justice and redress. Each complaint is reviewed to understand whether a potential breach of regional, GEF, and UNDP’s code of conduct and environmental and social safeguards, principles, standards, or procedures has occurred.

The CUVKUN project’s GFRM looks to identify the root causes of the subject of the feedback or grievance and ensures that issues of misconduct and non-compliance with GEF and UNDP’s environmental and social safeguards are corrected.

What is a Grievance?

A grievance is a complaint about something that is affecting or could affect you negatively. In this case, it is a complaint about a negative impact or potential impact from the CUVKUN project. Some examples of potential grievances include (but are not limited to):

- i. Participation in or exclusion from a project-led consultation, or the process of free, prior, and informed consent;

- ii. Harm to persons related to the effects of Project activities (waste or water pollution, noise, dust, disruption, etc.);
- iii. Adverse risks related to community health, safety, and security (e.g., use of security personnel, road/traffic safety); and
- iv. Conflicts related to land and resource use restrictions affected by project activities;
- v. Inappropriate conduct or misconduct by CUVKUN project staff; employees of an implementing organization; project's consultants, volunteers, and interns; including but not limited to discrimination, harassment, sexual harassment, bullying, intimidation, verbal or physical assault, child abuse, abuse of power, theft, fraud, bribery including kickbacks, and violation of personal data confidentiality.
- vi. Any other misconduct or violation outside of GEF and UNDP's operations or workplace that creates a legal, financial, or reputational risk to the project and UNDP.

What is Feedback?

Feedback is information provided by project participants, partners, or other affected stakeholders about their perceptions, opinions, concerns, and suggestions on behaviours, activities, project priorities, and approaches. These include positive statements as well as critiques and suggestions for improvement.

Who can report a grievance or provide feedback?

- i. Any community member, project participant, organization, project stakeholder, or affected group or individual that believes it may be affected by the CUVKUN project.
- ii. Anyone who has experienced or witnessed inappropriate behaviour by an employee, contractor, or consultant of the CUVKUN project, GWPSA and UNDP partners implementing the project.
- iii. Representatives can submit complaints or feedback on behalf of a community, project stakeholder, minors, or affected group.

Why should someone report a grievance or provide feedback?

If something about the CUVKUN project is affecting or has the potential to affect you negatively, reporting it helps the Project Management Unit (PMU) to find a solution that can improve collaboration with stakeholders. This mechanism is one way to ensure that people have a voice in the work of the CUVKUN project in the Cuvelai and Kunene shared basins.

Providing effective feedback in a timely manner will minimize poor performance and maximize desired performance early and also helps the CUVKUN project team prevent issues that can quickly become the basis of complaints.

What is a Grievance and Feedback Redress Mechanism?

A Grievance and Feedback Redress Mechanism (GFRM) is an efficient and effective way of anticipating, collecting, recording, addressing and, where possible, resolving grievances and feedback. The CUVKUN project's GFRM ensures that an effective complaint handling system is in place, so that all the stakeholders have an appropriate means of lodging a complaint, that

subsequent complaints can be addressed in a professional and effective way, from receipt through to the investigation and follow-up stage.

What will happen when I report a grievance or share feedback?

The grievance or feedback will be addressed through an open and transparent process so that you and project team may find a suitable solution to the problem or concern. You will be treated with confidentiality and protected from retaliation.

Wherever you are if you FEEL, SEE, HEAR, or are SUBJECTED TO something of concern in the workplace or in the communities in which we work - contact us by submitting a complaint or feedback in-person, electronically, or in written form through the channels described below.

To ensure all stakeholders, particularly vulnerable and marginalized groups, have access to fair and timely resolution of concerns, to provide a transparent process for reporting, resolving, and tracking complaints related to project activities, strengthen accountability, trust, and community ownership of the project and reduce potential for conflict or resistance due to misunderstandings or unaddressed harms, a five-tier grievance mechanism will be implemented. To meet UNDP Social and Environmental Standards (SES) requirements and the Stakeholder Response Mechanism (SRM) provisions, the Grievance Redress Mechanism (GRM) provides upward reporting and accountability mechanisms to the UNDP itself, particularly for unresolved, serious, or systemic complaints. Please contact the Project-level Grievance and Feedback Redress Mechanism through respective Project Hub grievance and feedback focal points listed under the six different levels in the Table below:

Tier	Focal Points	Description	Contact Details of Focal Person/s
Tier 1	Village/Community Level Committee	Community members raise concerns with committee representatives or village leadership. Gender-sensitive, or victim-friendly focal points will be appointed. Focal persons based at clinics, local NGOs (e.g., those handling GBV), or village/community development committee members.	Locally elected/appointed/trusted village/community committee GRM representative/liaison persons (will need training and sensitisation on GRM where they exist or has to be set up with support from project team)
Tier 2	District Level	The committee, (or aggrieved individual, depending on the nature of grievance) will escalate to the District-level focal points e.g. Councillor, responsible District Officers, traditional authority	Locally elected/appointed/trusted District level committee representatives/liaison person (will need training and sensitisation on GRM where they exist or have to be set up with support from project team)

		representatives or Project Team liaison officer for the District.	
Tier 3	CuvKun Project Technical Officers & Programme Coordinator; National Focal Points	As local key project implementing partners hired under the project, the technical officers for Angola and Water Resources Manager for Namibia consolidate and escalate issues to the Programme Coordinator and/or National Focal Points	<p>Project Technical Officers for Angola:</p> <p>Huambo Province: Adelino Soares Nasso adelino.nasso@gwpsaf.org +244 924 800 220</p> <p>Cunene Province: Jose Boniface Kaupu jose.kaupu@gwpsaf.org +244923431457</p> <p>Huila Province: Edivaldo Mendes de Deus Jorge edivaldo.mendes@gwpsaf.org +244 944896080</p>
			<p>Project Water Resources Manager for Namibia: Aune Amwaama aune.amwaama@gwpsaf.org +264 812777855</p>
			<p>Regional Grievances Focal Point Mr. Silvanus Uunona Email: silvanus.uunona@gwpsaf.org Phone No: +264 81 144 4198</p>
			<p>National Focal Points for Angola and Namibia respectively:</p> <p>Angola: Luzia da Conceição – GABHIC luzia.conceicao@gabhic.gov.ao +244923404173</p> <p>Namibia: Maria Amakali -MAFWLR Maria.Amakali@mawlr.gov.na</p>
Tier 4	GWPSA	The individual can directly, or the ward or village level representative, escalate the grievance to the GEF Project	<p>Electronic mail: andrew.takawira@gwpsaf.org Office Phone No. +27124302121 Mailing address: Global Water Partnership Southern Africa, Hatfield</p>

		Executing Agency. GWPSA provides oversight, resolution support, and accountability for cases involving sub-partners.	Gardens, Block A, 333 Grosvenor street, Pretoria, South Africa
Tier 5	UNDP National	As the GEF Agency, UNDP may receive complaints directly, especially if the grievance concerns GWPSA or remains unresolved.	Electronic mail: uazamo.kaura1@undp.org Office Phone No. +264 81 340 8890
Tier 6	UNDP Regional	As the GEF Agency, UNDP Regional may receive complaints directly, especially if the grievance concerns UNDP National or remains unresolved.	UNDP Corporate Accountability Mechanism at www.undp.org/secure-srm Electronic mail: madeleine.nyiratuza@undp.org Office Phone No. +250 788 852 401

i. Channels for registering grievances

To be practical and cost-effective, resolution of complaints or response to feedbacks should be sought at the lowest possible level. Channels at these 6 levels include suggestion boxes, verbal complaints during meetings, WhatsApp or SMS to the contact details provided (for those with phones), and monthly grievance registers that will be kept at community or ward centers.

Handling Sensitive Cases

Sensitive grievances, including Gender-Based Violence (GBV) and cases related to Sexual Exploitation, Abuse, and Harassment (SEA/SH) will be handled by trained SEAH focal appointed by the Project. These focal persons will follow a survivor-centered approach, ensuring confidentiality, safety, and prioritizing the survivor's choices, needs, and well-being.

All SEAH cases will be recorded in a password-protected electronic logbook, accessible only to SEAH focal points. Complaints related to GBV/SEAH must be submitted via a dedicated email address (seah@gwpsaf.org) or through specified contact lines.

If a survivor requires legal assistance, counseling, or psychosocial support, the SEAH focal persons will refer them to appropriate GBV service providers within or near their locality. For cases requiring detailed investigation, a SEAH investigations will be triggered following UNDP procedures.

All grievances received will be handled through the procedure provided below

Attached is the complaint and feedback form for use.

Signature:

NB: if complaint is filled by a representative, please provide proof of representation