What will happen after a complaint is submitted?

After a complaint is submitted, several steps are involved prior to it being fully resolved. The time it takes to resolve a complaint can vary depending on its complexity and severity. Usually, complaints are resolved within 10-60 days.

The main steps in reviewing and resolving a complaint are:

1. The project GRM unit/body receives the complaint.
2. The GRM unit acknowledges the complaint.
3. The GRM unit reviews the complaint by carrying out an investigation, or referring to a mediator or another competent body.

If the complaint was not anonymous, an action plan is discussed with the complainant and put into place.

The personnel involved with the complaint/issue are held accountable, and steps to correct any issues are established.

4. The GRM secretariat informs the complainant of the assessment outcomes.
5. Follow up steps are put in place for periodic checks/audits to ensure the appropriate action was taken. However, if the complainant does not accept the decision, a formal appeal may be made, which may take several days to resolve.

For more Information scan here

National Project Coordination Office
Department of Planning and Cooperation
Ministry of Agriculture and Forestry
Vientiane Capital, Lao PDR
Tel: 020 54292965, 020 54447989
Email: grm@afn2.org.la

Agriculture for Nutrition Project Phase II

Grievance Redress Mechanism

Is there any complaint about activities of the AFN II Project?

If you have, make your complaint through **the Grievance Redress Mechanism of the Project**

GAFSP global agriculture & food security program
IFAD Investing in rural people
WFP World Food Programme

Why the GRM is needed?

To ensure that an adequate, transparent and fair formal mechanism is available for all project stakeholders, the Agriculture for Nutrition Project Phase II (AFN II) is committed to establishing a Grievance Redress Mechanism (GRM) to manage its operational risk. A GRM is a way for people who are affected by the Project to raise concerns and seek help when they feel that it has had a negative impact on them. The GRM is designed to help people get the services they should receive, and it can be an effective tool for the early identification, assessment, and resolution of complaints. This will in turn help improve Project outcomes and help both its teams and beneficiaries.

What is the GRM?

The GRM is designed to receive and address any concerns, complaints, notices of emerging conflict, and grievances, and assist in their resolution between and among Project stakeholders, as well as relevant government ministries, agencies, and private enterprises. It functions as an instrument for problem solving and consensus building while promoting collaboration, transparency, and accountability for all.

Who can submit a complaint?

Any individual or a group of individuals who believe they have been or will potentially be impacted or harmed by the Project can submit a complaint. The complainants will always be kept as anonymous to protect their rights and privacy.

How to report a complaint?

1 E-MAIL

By sending an email to:
grm@afn2.org.la

2 Communication Devices

Phone number
020 54292965
020 54447989

3 LETTER

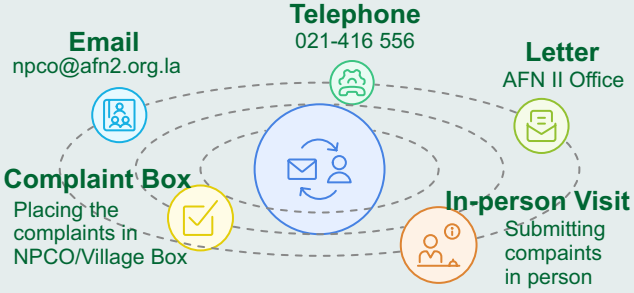
AFN II NPCO, Department of Planning and Cooperation, Ministry of Agriculture and Forestry, Vientiane Capital, Lao PDR

4 Complaint Box

Placing the complaints in Village Box in front of the Village office

5 Visit Village Office

Submit in person to representative of Village Mediation Unit



What information should be included in a complaint?

1. The claimant's contact details such as email, phone, address, other; which will be strictly confidential.
2. The description of the potential or actual incident/ grievance caused by the Project.
3. The harm or risk, the people involved, the responsible parties, the place and time.
4. The claimant's actions to solve the issue.
5. Whether the claimant wishes their identity to be kept confidential; and
6. What kind of help the claimant needs from GRM.

As desired, complainants do not have to give all of these details, they can send the complaint anonymously, but they need to give enough detail to check their eligibility to make a complaint. If insufficient detail has been supplied, the GRM must honestly attempt to reach the complainant and ask for more detail in order to determine the eligibility of the complaint, and to develop a proposed response.