Grievance Redress Mechanism

Caribbean Regional Oceanscape Project (CROP)

GEF Grant No.: TF0A5428
Project ID No.: P159653
Caribbean Regional Oceanscape Project (CROP)
Grievance Redress Mechanism

**Grievance Receipt**
OECS Online Grievance Redress System
Commission, Organisation of Eastern Caribbean States
Morne Fortune, Castries, Saint Lucia
LINK: [https://oecs.org/grievance-redress](https://oecs.org/grievance-redress)

**Project Manager**
David Robin, Programme Coordinator, Oceans Governance and Fisheries Unit
Tel.: 758 455 6344;
Email: david.robin@oecs.int

**Nodal Complaint Coordinator for CROP**
Susanna Scott, Project Coordinator
Caribbean Regional Oceanscape Project
Email: susanna.dscott@oecs.int

<table>
<thead>
<tr>
<th>Project Staff Assigned Grievance Redress Responsibilities</th>
<th>Project Staff at Local Level Assigned Grievance Redress Responsibilities</th>
<th>Local Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>CROP Project Team</td>
<td>OGT Focal Points (Contact Information presented in Table 3):</td>
<td>National Ocean Governance Committees (chair: Respective OGT Focal Point)</td>
</tr>
<tr>
<td></td>
<td>• Dominica</td>
<td>Kalinago Council</td>
</tr>
<tr>
<td></td>
<td>• Grenada</td>
<td>Ministry of Kalinago Affairs</td>
</tr>
<tr>
<td></td>
<td>• St Kitts and Nevis</td>
<td></td>
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<td></td>
<td>• Saint Lucia</td>
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<td></td>
<td>• St Vincent and the Grenadines</td>
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</tbody>
</table>

(Contact Information presented in Table 4)
Table 2: Grievance Redress Areas

<table>
<thead>
<tr>
<th>Grievance Redress (GRM) Area</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grievance Update and Receipt</td>
<td>All grievances are to be received via an online link (<a href="https://oecs.org/grievance-redress">https://oecs.org/grievance-redress</a>) which can be accessed at the OECS website (<a href="http://www.oecs.org">www.oecs.org</a>) by anyone. Should there be an issue accessing internet services to file a grievance, or other assistance is required, the Oceans Governance Focal Points may assist in filing the complaint. The Kalinago Council and Ministry of Kalinago Affairs may also facilitate filing complaints from the Territory, as necessity. All contact information is presented in Table 3 and 4.</td>
</tr>
</tbody>
</table>
| Grievance sorting, processing, investigation and action | Grievances may be presented orally to any of the aforementioned facilitators or directly to the OECS Commission through the Nodal Complaint Coordinator for CROP. Oral complaints will be registered in the GRM and timely feedback (written or otherwise) provided to the petitioner on actions taken. Alternatively, persons may submit grievances in writing to:  

**Nodal Complaint Coordinator for CROP**  
Caribbean Regional Oceanscape Project  
Commission, Organisation of Eastern Caribbean States  
Morne Fortune, P O Box 179,  
Castries, Saint Lucia  

All grievances will be acknowledged and a course of action indicated within 10 business days. |
<table>
<thead>
<tr>
<th>Grievance Redress (GRM) Area</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring, tracking and evaluating</td>
<td>Based on notices received from the Online GRM, the Nodal Complaint Coordinator for CROP will facilitate address of grievances, including ensuring effective monitoring, tracking and evaluating. The Nodal Complaint Coordinator for CROP will also be responsible for updating communications on the grievance via the Online GRM.</td>
</tr>
<tr>
<td>Communications for effective GRMs</td>
<td>Communications on the status and address of complaints will be available online via the Online GRM link on the OECS website. The GRM and its intended use will be promoted at all meetings and other gatherings pertaining to the CROP.</td>
</tr>
<tr>
<td>Appeal Process</td>
<td>Should a stakeholder which to appeal the outcome of a grievance they have raised, the request for appeal should be in writing to:</td>
</tr>
</tbody>
</table>

**Appeal: Grievance Redress Outcome**  
**Head, Project Management Unit**  
Commission, Organisation of Eastern Caribbean States  
Morne Fortune, P O Box 179,  
Castries, Saint Lucia  
Email: grievanceappeal@oecs.int |
<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>NAME AND DESIGNATION OF OGT FOCAL POINT</th>
<th>CONTACT DETAILS</th>
</tr>
</thead>
</table>
| Dominica              | Riviere Sebastien Chief Fisheries Officer | Fisheries Division  
                        | M.E. Charles Blvd  
                        | Roseau, Commonwealth  
                        | Tel: 767-266-5291/5292  
                        | Email: fisheriesdivision@dominica.gov.dm |
| Grenada               | Ian Noel Snr Pilot                     | Grenada Port Authority  
                        | Tanteen, St Georges, Grenada  
                        | Tel: 473-440-2708  
                        | Email: allauno@hotmail.com |
| St. Kitts and Nevis   | Mc Clean Hobson Director/  
                        | Ministry of Tourism & International Transport  
                        | POB 878, Port Zante  
                        | Basseterre  
                        | Tel: 1869 467 1385  
                        | Email: maritimeaffairs@yahoo.com;  
                        | maritimeaffairsskn@gmail.com |
| Saint Lucia           | Annette Rattigan-Leo  
                        | Sustainable Development and Environment Division  
                        | Ministry of Sustainable Development, Energy,  
                        | Science and Technology  
                        | Castries St Lucia  
                        | Tel: 758-451-8746  
                        | Email: aleo@sde.gov.lc(|                      
                        | Christopher Alexander  
                        | Director Maritime Affairs  
                        | St. Lucia Air & Sea Ports Authority (SLASPA)  
                        | Castries  
                        | E-mail: christopher.alexander@slaspa.com |
| St. Vincent & The  
                        | Hyrone Johnson Director Maritime  
                        | Department of Maritime Administration  
                        | Upper Floor  
                        | Cruise Ship Terminal  
                        | Kingstown  
                        | Tel: 1784 456 1378 Fax:17844512445  
                        | Email: svgmarad@gmail.com (general)  
                        | director.svgmarad@gmail.com (direct)  
<pre><code>                    | svgmarad@gmail.com |
</code></pre>
<table>
<thead>
<tr>
<th>Institution</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Kalinago Council (Mr Charles Williams, Kalinago Chief) | Jaqueline Corbette, Clerke  
Kalinago Territory  
Commonwealth of Dominica  
Telephone: 767 225 7946  
Email: kalinagocouncil@gmail.com |
| Ministry of Kalinago Affairs                    | Cozier P. Frederick  
Kalinago Development Officer  
Ministry of Kalinago Affairs  
3rd Floor, Government Headquarters  
Kennedy Avenue  
Roseau  
Commonwealth of Dominica  
Telephone: (767) 266-3377/266-3556  
Email: caribaffairs@dominica.gov.dm; frederickc@dominica.gov.dm |
Figure 1: CROP Grievance Redress Mechanism

Grievances submitted by representatives of:
- OECS Ocean Governance Team
- Kalinago Council
- Ministry of Kalinago Affairs
- Or other

Grievance submitted via Online GRM (accessed via OECS website)

Automated Notice sent to Nodal Complaint Coordinator

Updates on status of grievance added to GRM records system and can be viewed via Online GRM