



Grievance Procedure on Private Sector Engagement

February 2010 – Version 1.0

Control and Document History: Grievance Procedure on Private Sector Engagement

Title	Grievance Procedure on Private Sector Engagement
Version	1.0 released February 2010
Source language	English
Responsible Unit	Business and Biodiversity Programme
Developed by	Business and Biodiversity Programme
Subject (Taxonomy)	Private Sector, Grievance
Date approved	February 2010
Approved by	Deputy Director General
Applicable to	IUCN Members, Commissions members, Secretariat staff, partners and the general public.
Purpose	The aim of the Private Sector Engagement Grievance Procedure is to receive, record and respond to grievances related to IUCN's engagement with the private sector.
Is part of	IUCN Internal Control Policy Framework
Conforms to	IUCN Operational Guidelines for Private Sector Engagement
Related Documents	IUCN Private Sector Strategy, IUCN Operational Guidelines for Private Sector Engagement
Distribution	Available on the IUCN Knowledge Network (intranet), and publicly on IUCN's website (www.iucn.org).

Document History

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For further information contact:

Email: grievancebiz@iucn.org

Introduction

To address concerns raised by some of IUCN's constituency about IUCN's private sector engagements the IUCN Secretariat has established a grievance procedure as a means of receiving, recording and responding to grievances.

Objective

The objectives of the grievance procedure are to:

- Provide a mechanism for concerned parties and individuals to raise questions and concerns about IUCN's private sector engagements;
- Help IUCN identify issues and trends regarding IUCN's private sector engagements; and
- Ensure appropriate and coordinated responses to issues and questions raised.

Applicability

The grievance procedure is applicable to:

- IUCN Members
- IUCN Commissions
- Partners
- IUCN Secretariat staff members
- Members of the public

Context

IUCN has been working with the private sector for many years under a vision of "a sustainable global economy in which the private sector and the conservation community are committed and effective partners in achieving a just world that values and conserves nature."

Although IUCN has a clear mandate from IUCN Members and Council to engage with the private sector, there are many different views on how IUCN should implement this mandate. IUCN's interactions with the private sector are regulated by a [Private Sector Strategy \(2004\)](#) and a set of [Operational Guidelines for Private Sector Engagement \(2009\)](#).

Ownership

The owner of the IUCN Grievance Procedure on Private Sector Engagement is IUCN's Head of the Business and Biodiversity Programme. In practice, the implementation of the grievance procedure is coordinated by a staff member of the Business and Biodiversity Programme who receives the grievances, documents them in a database, coordinates the response and sends a reply.

Procedure

1. Receiving grievances

A dedicated email address is available for all grievances (grievancebiz@iucn.org). This address will be widely publicized through IUCN web sites and the IUCN membership portal.

2. Recording and documenting grievances

The following steps will be taken to record and document grievances received by IUCN:

- All grievances will be registered into an electronic database including the following information:
 - who submitted the grievance
 - the issue/topic of the grievance
 - date submitted
 - to whom the grievance was referred to within IUCN
 - response to the grievance
 - how and when the response was provided
 - any further reaction or follow up
- All grievances will be responded to by email through an automatic reply system noting that the grievance has been received and the steps that will be followed. In all cases there will be a response within five working days.
- The confidentiality of the grievance and the database will be protected and will be only available to authorized staff within the IUCN Secretariat.
- The grievance record will be kept up to date.
- Consistency of replies will be ensured.
- Templates of common questions and answers will be created.

3. Reviewing and assessing grievances

All legitimate grievances will be reviewed based on the issues raised in comparison to IUCN's stated policies, strategies and guidelines relevant to private sector engagement.

4. Responding to grievances

The designated officer will respond to grievances by:

- referring the grievance to the appropriate person in a timely manner
- setting reasonable timelines for response and for following up on responses
- notifying the aggrieved of the approach or answer to the grievance

The person assigned the response to the grievance will respond in a timely and adequate manner through the designated officer.

5. Further actions if the aggrieved does not agree with the initial response

If the aggrieved party does not agree with the response, the Deputy Director General will be informed and shall act as a mediator or will seek guidance from the Director General on what action to take.

A grievance will be considered resolved when the aggrieved party agrees with the response.

6. Assessment of efficiency of the process

IUCN will undertake an assessment of the grievance procedure after one year and no later than two years of the initiation of the process to assess if the grievance procedure is working and to recommend improvements if necessary.