



ECO-SUD est une association apolitique ouverte à ceux qui ont à cœur la protection de l'environnement. Ses objectifs sont les suivants : Défendre toute espèce et tout site menacés de destruction ou de dommage sur le territoire mauricien.

Protéger l'environnement.
Conscientiser le public aux problèmes écologiques. Promouvoir l'équilibre entre développement et protection de l'environnement.

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CEPF Grievance mechanism

Community-Driven Coral Restoration and Ecosystem Monitoring in the Southeastern Islets of Mauritius.

A grievance can be an issue, concern or problem related to the implementation of the CEPF funded projects. This grievance mechanism is in place to receive, record and address complaints and concerns. Anyone who has a concern about any aspect of the CEPF funded project being implemented by Eco-Ssud should file a complaint using the steps below so that we may make the necessary improvements.

There are 2 levels of complaint process

LEVEL 1

Step 1

Submit all complaints to CEPF project Coordinator in writing. Complaints can be filed anonymously and all information will be kept confidential.

Address: 106, Rue Des Carangues, Blue Bay

email: info@ecosud.mu

Tel: 631 9614

Social Media: Via private message on Eco-Sud pages

<https://www.facebook.com/ecosud.mu>

Step 2

Upon receipt of a complaint, an acknowledgement will be sent to the complainant within 48 hours, confirming that their complaint has been received and is being processed.

Step 3

Each complaint will be reviewed and investigated by a designated team member, who will assess the issue and determine the appropriate response or action.

Step 4

The resolution will be shared with the complainant in writing and documented. If you are not satisfied with the Eco-Sud response and resolution, it can be taken to the second level of complaint.

LEVEL 2

Eco-Sud will propose a resolution. If you are not satisfied with the resolution, you can contact the CEPF's Madio* Biodiversity Hotspot. (*MADIO stands for Madagascar and Indian Ocean Islands. The biodiversity hotspot includes Madagascar, Comoros, Seychelles and Mauritius).

The Critical Ecosystem Partnership Fund (CEPF) abides by a set of procedures regarding Grievances from Grantees, Local Communities, Stakeholders and Regional Implementation Teams (RIT).

For the MADIO Biodiversity Hotspot, the RIT is led by IUCN NL and is constituted of a consortium of organisations for each member country. Within the RIT consortium, Fondation Ressources et Nature (FORENA) represents the Republic of Mauritius.

In case of any grievance:

For local interrogations and minor mediation, an email can be sent to FORENA within 15 days of an issue being brought to the attention of the Grantee: info@forena.mu

For RIT level grievances (such as questions regarding Grant Selection Processes, issues around safeguards and so on), an email can be sent to the RIT directly: cepfproposals@iucn.nl

For all other situations, Grievance Mechanism procedures of the CEPF are fully described in the Operation Manual, which also includes contacts for the Grievance Mechanisms of Donors such as the Green Climate Fund (GCF) and Agence Française de Développement (AFD). The Operation Manual can be downloaded here:

<https://www.iucn.nl/app/uploads/2024/03/Approved-FINAL-Operational-Management-Small-Grants-IUCN-NL-version-feb-15-1.pdf>

