

Annex 12: Stakeholder Engagement Plan Template



Stakeholder Engagement Plan

April 5, 2023

CEPF Grant

113415

Grantee: Fauna

& Flora

International

Building Caribbean civil society capacity in delivering sustainable financial strategies

Lesser Antilles Islands

Grant Summary

1. Grantee organization. Fauna & Flora International
2. Sub-project title. Building Caribbean civil society capacity in delivering sustainable financial strategies
3. Grant number. 113415
4. Grant amount (US dollars). USD 249,895
5. Proposed dates of grant. June 1st 2023–June 1st 2025
6. Countries where activities will be undertaken. Antigua and Barbuda, Saint Lucia and Saint Vincent and the Grenadines, and Dominica
7. Date of preparation of this document. April 5, 2023

8. Introduction:

This project aims to build the capacity of 4 partner civil society organizations (CSOs), and early-career conservationists, working in Key Biodiversity Areas (KBAs) in the Caribbean, to sustainably finance their organizations through training, mentoring, and support to develop sustainable finance strategies, organizational resilience, ecotourism product development, and proposal writing and project design skills. The long-term impact the project contributes to is strengthened financial resilience of Caribbean CSOs, securing long-term sustainability of conservation interventions and outcomes. Two years after project end, we anticipate an additional USD 400,000 in funding will have been secured by Caribbean CSOs and conservationists supported by this project.

The project's activities are based around four components: i) sustainable finance strategy training, development and implementation for 4 target CSOs working in Caribbean KBAs; ii) proposal writing and fundraising training, development and implementation for early-career conservationists working in Caribbean KBAs; iii) ecotourism product development and implementation by the 4 target CSOs, and iv) organizational and financial resilience training, support, and networking for the target 4 CSOs. There will be stakeholder engagement throughout the entire sub-project.

The four target CSOs are established partners of Fauna & Flora, with whom we have strong, existing relationships. The four organizations are:

- Environmental Awareness Group (EAG) – Antigua and Barbuda
- St. Lucia National Trust (SLNT) - Saint Lucia
- Union Island Environmental Alliance (UIEA) – St Vincent and the Grenadines
- Science Initiative for Environmental Conservation and Education (SCIENCE) - St Vincent and the Grenadines

Activities under this project will mainly take the form of: training workshops, in person in Saint Lucia and a location yet to be determined, and online; desk-based work; ecotourism site exchange visits in Dominica; networking/engagement meetings online; and remote, online one-to-one mentoring and support between Fauna & Flora and our partner CSOs and early-career conservationists engaged on the fundraising and project design training course.

This is a living document and will be updated to meet any changes in the demands or circumstances of the sub-project.

9. Summary of previous stakeholder engagement activities:

The primary stakeholders and beneficiaries of this sub-project are four national non-profit NGOs whose missions are to conserve KBAs in the Caribbean Islands hotspot, as well as early-career conservationists working in the Caribbean.

The four CSOs we will be working very closely with are organizations with whom Fauna & Flora has existing, long-term relationships. All four organizations are fully supportive of this sub-project as demonstrated by their letters of support and all four organizations are non-profit NGOs whose missions are to conserve KBAs in the Caribbean Islands hotspot. These four CSOs are:

- Environmental Awareness Group (EAG) – Antigua and Barbuda
- St. Lucia National Trust (SLNT) – Saint Lucia
- Union Island Environmental Alliance (UIEA) – St Vincent and the Grenadines
- Science Initiative for Environmental Conservation and Education (SCIENCE) – St Vincent and the Grenadines

Key stakeholder engagement activities with these CSOs, will include:

- 1-week long workshop with the 4 CSOs on building a financial resilience strategy (April 2024)
- 1-week long exchange visit to showcase ecotourism best practices elsewhere in the region, with the 4 CSOs (May 2024)
- Ongoing meetings, both before and after, and both online and in person with various representatives from the different CSOs.

The four named NGOs who will participate in this project have been part of ongoing discussions, accompaniment and mentorship with Fauna & Flora. Discussion with them about their interests and challenges has shaped the design of this sub-project and they have all provided input prior to submitting the proposal and will continue to work closely with us to shape plans that are realistic, achievable, relevant and impactful for them.

Through prior engagement with these four CSOs, Fauna & Flora has identified that targeted capacity building is needed in financial sustainability and resilience planning, and so the scope of the sub-project has been designed in consultation with all four participating CSOs. Through Fauna & Flora's Conservation Resilience Fund, we had the opportunity to engage more deeply with priority NGO partners on their organizational resilience strengthening; through this fund, we completed Organizational Resilience Checks (ORCs) with 3 of the 4 partners listed above, (UIEA, EAG, and SLNT), including the development of organizational development plans. These organizations have additionally applied for small grants to address some priorities, but the grants were insufficient to cover all identified priorities. Through these discussions, issues were raised around financial sustainability and fundraising, which led Fauna & Flora to develop the current proposal.

With the fourth NGO (SCIENCE), Fauna & Flora will support them to assess their organizational resilience and develop a plan under this sub-project (Component 1, Deliverable 1.1). This organization did not participate in the Conservation Resilience Fund.

Fauna & Flora has also supported the same three CSOs to create their current organizational strategic

plans. None of these organizations, however, have a financial sustainability plan to underpin the strategy. Funding to support this process has been limited but all of the organizations involved have agreed (as set out in their letters of agreement) that, understanding how they will raise funds to support their strategy is key to delivering their conservation outcomes. This will also pave the way for the organizations to determine how their eco-tourism model will underpin objectives in their strategy (Component 3 of the sub-project).

A key concern raised with all NGO partners has been staff time to prioritize work on their own organizations' development; often, staff has to prioritize ongoing deadlines for donors instead. The current proposal is envisioned to support partners in prioritizing the areas of organizational strengthening they have already identified as key by allocating specific time and resources to it.

Capacity development for fundraising is also required more broadly in the Caribbean region. In 2022, the Conservation Leadership Program (CLP), of which Fauna & Flora is a partner organization, hosted a webinar to gauge interest and need within the Caribbean region for training in Project Planning and Fundraising for conservation. We received feedback that this training is greatly needed in the region, particularly at an early-career level. The workshop, held in Q1 2022, was also attended by a member of the CEPF RIT for the Caribbean Hotspot who indicated that further capacity building is needed on this topic. Therefore, this sub-project will also work with up to 16 additional trainees who will be invited to apply to participate in a CLP-led training course on project design and fundraising. These trainees will be invited to participate in an in-person week-long workshop in May 2024 and will have access to online mentors for up to a year following the course. Although the individuals who will participate in the planned workshops and mentoring are not yet known, all of the selected participants will be early-career conservationists, i.e., those with less than 5 years working in the conservation sector, working in the Caribbean, who have a demonstrable learning need for fundraising and project design training.

10. Project stakeholders:

The primary stakeholders for this project are four NGOs who will be directly involved in all aspects of the project, and 16 individuals from other CSOs, universities, and members of the extensive CLP alumni and Fauna & Flora partner network, whom are early-career conservationists working in eligible countries within the Caribbean Islands hotspot. Table 1 details the project stakeholders.

Table 1: Project stakeholders

Stakeholder group	Involvement in project	Interest	Influence	Component under which will be engaged
Environmental Awareness Group (EAG)	Participation in all aspects of the project, including: financial sustainability planning training; ecotourism exchange visit and product development; fundraising and project design training and support, and organizational resilience online course participation and support.	High	High	All components.
Saint Lucia National Trust (SLNT)	As above.	High	High	All components.

Union Island Environmental Alliance (UIEA)	As above.	High	High	All components.
Science Initiative for Environmental Conservation and Education (SCIENCE)	As above.	High	High	All components.
Early-career conservationists working for other Caribbean CSOs	Participation in fundraising and project design training and support, and organizational resilience online course participation.	High	High	Components 2 and 4.
Early-career conservationists affiliated with universities, working in the Caribbean Islands	As above.	High	High	Components 2 and 4.
Early-career conservationists in the CLP alumni network, working in the Caribbean Islands	As above.	High	High	Components 2 and 4.
Early-career conservationists in Fauna & Flora's partner network, working in the Caribbean Islands	As above.	High	High	Components 2 and 4.

Vulnerable groups

Fauna & Flora seeks to ensure our activities do not disadvantage poor, vulnerable or marginalized, natural resource-dependent women and men and wherever possible, to conserve biodiversity in ways that enhance human well-being and social equity. Fauna & Flora has committed to respect human rights, promote their protection and realization within our conservation programs and support the governance systems that can secure those rights. We will assess the potential impacts of the project on different local stakeholders. In doing so, we will consider how social characteristics such as gender, age, ethnicity, education, religion, and wealth class influence how people use and value the environment, and the barriers to participation they may face. Based on this detailed understanding, we will take measures to mitigate negative - and maximize positive - impacts.

In accordance with our Equal Opportunities, Safeguarding, Whistleblowing, and Anti-harassment policies, and Position on Gender, Fauna & Flora will encourage and facilitate participation from vulnerable groups, including women. Fauna & Flora will take measures to ensure that women's voices are heard in all sub-project consultations and stakeholder engagement, such as aiming for balanced representation of men and women at workshops, trainings, and meetings. It is worth noting that all four participating CSOs are

women-led.

Other vulnerable groups that will be considered in relation to activities under this sub-project will include, but not be limited to: unemployed young people, elderly, LGBTI persons, persons with disabilities, and Haitian immigrants. Fauna & Flora values diversity and is committed to equality of opportunity and will apply these principles during the appointment of eligible applicants for the Project Planning & Fundraising workshop. Discussions will be held with all participants prior to the training course to understand needs and requirements to allow each participant to participate fully throughout the training course. We will also implement a locally appropriate, accessible and transparent Grievance Mechanism.

11. Stakeholder engagement program:

The stakeholder engagement program aims to ensure equal opportunities for stakeholder groups to participate in training, mentoring, and support provided by the sub-project, and to access information arising from the activities of the project. Outputs to be produced and disseminated with stakeholders include training workshop materials, including an open-access online organizational resilience course produced under Component 4.

We will be focusing on maintaining the relationship we already have with the four key NGOs involved and more widely developing networks for support and experience including:

- Providing mentoring support after both workshops and field visit
- Peer-peer support between individuals at different organizational levels between the four organizations
- Peer-peer support between participants attending the project planning and fundraising workshop and well as integrating them more widely within the global CLP network
- Online webinars to increase accessibility to those within the four organizations not directly involved in financial and enterprise planning and more widely to CSOs in the Caribbean Island Biodiversity Hotspot to benefit from resources and wider learning

Methods used to communicate relevant information to participants will be:

- MoUs and training commitments will be signed by individuals and with each of the four NGOs participating throughout the project
- Introductory material to all participants of both workshops and field visit detailing logistics and processes for each event
- Two workshops will be delivered in-country by expert facilitators and trainers in each topic area
- An experiential learning and immersion exchange for individuals of the four participating NGOs with a world-leading ecotourism resort

The project will advertise the project planning and fundraising workshop to this network. Individuals who are interested in the course will complete an application and undergo a competitive review, including an interview stage to assess eligibility, need and commitment to attend the course in full. Based on pre-defined selection criteria, 16 participants will be selected for the course. Priority will be given to individuals currently working and residing within a KBA. Participant gender balance will be assessed to identify any gender-linked barriers and ensure equal access to all workshop and field visits undertaken in this project.

The primary goals of the stakeholder engagement program developing training materials and workshops are to gather the input of key stakeholders in developing financial sustainability plans for their organizations, including ecotourism product development plans, and engage them in the development of training materials and workshops to ensure capacity building targets their specific needs. Throughout the project we will use different methodologies (online, face-to-face or hybrid meetings, handouts workshops) to engage stakeholders, focusing on different information and groups of stakeholders as shown in Table 2 below.

Table 2: Stakeholder engagement methods

Stakeholder group	Method of engagement
Environmental Awareness Group (EAG)	Direct emails Face-to-face meetings Virtual meetings/calls Workshops and webinars Capacityforconservation.org MoUs and commitment agreements Social media
Saint Lucia National Trust (SLNT)	As above
Union Island Environmental Alliance (UIEA)	As above
Science Initiative for Environmental Conservation and Education (SCIENCE)	As above
Early-career conservationists working for other Caribbean CSOs	Direct emails Face-to-face meetings Virtual meetings/calls Workshops and webinars Capacityforconservation.org Training participation agreements Social media
Early-career conservationists affiliated with universities, working in the Caribbean Islands	As above
Early-career conservationists in the CLP alumni network, working in the Caribbean Islands	As above
Early-career conservationists in Fauna & Flora’s partner network, working in the Caribbean Islands	As above

12. Consultation methods:

Consultation in the design of training materials, courses, workshops, and the scope of the ecotourism exchange visit with stakeholders is key to ensuring that their specific capacity needs are addressed

meaningfully and that the sub-project can achieve its short- and long-term impacts.

Consultation will take place throughout the project between Fauna & Flora mentors (Technical Specialist, Project Manager) and individuals identified for training, including from each of the four NGOs, and the 16 individuals selected for the fundraising and project design training. Methods used to consult stakeholders will vary according to the activity but will broadly include:

- Interviews of prospective participants of the project planning and fundraising workshop
- Face-to-face contact during workshops, the field visit and online webinars
- Pre- and post-course surveys of participants for the project planning and fundraising workshop
- Face-to-face contact and consultation between Fauna & Flora mentors and individuals within the four NGOs

13. Other engagement activities:

No other engagement activities are planned under this sub-project.

14. Timeline and resources:

Table 3 details the main engagement activities schedule and approximate costs. Given the nature of this sub-project and how Fauna & Flora will work closely with our stakeholders on all activities, it could be argued that almost all project expenditure concerns an active engagement with at least one stakeholder or stakeholder group.

Table 3: Engagement activities schedule and approximate costs

Engagement activity	Timing	Cost estimate (USD)
Peer-peer support between individuals at different organizational levels between the four CSOs	June 2023 – June 2025	USD 4,338
MoUs and training commitments will be signed by individuals and with each of the four CSOs participating in the sub-project	June 2023 – March 2024	USD 1,814
Introductory material to all participants of both workshops and field visit detailing logistics and processes for each event	February 2024 – March 2024	USD 1,814
Two workshops will be delivered in country by expert facilitators and trainers in each topic area	April 2024 – May 2024	USD 122,820
An experiential learning and immersion exchange for individuals of the four participating NGOs with a world-leading ecotourism resort	May 2024	USD 50,987
Online webinars to increase	June 2024 – December 2024	USD 15,146

accessibility to those within the four organizations not directly involved in financial and enterprise planning and more widely to CSOs in the Caribbean Island Biodiversity Hotspot to benefit from resources and wider learning		
Providing mentoring support after both workshops and field visit	June 2024 - June 2025	USD 13,131
Peer-peer support between participants attending the project planning and fundraising workshop as well as integrating them more widely within the global CLP network	June 2024 – June 2025	USD 2,918

15. **Monitoring and arrangements:**

Fauna & Flora will monitor the effectiveness of the engagement strategies listed above through the following steps:

- Completion of an Organizational Strategic Plan by each of the four target CSOs.
- Completion of a Financial Sustainability Plan by each of the four target CSOs.
- Completion of an Organizational Resilience Check by each of the four target CSOs at the start of the project and at the end.
- Regular check-ins and mentoring support (face-to-face at least monthly and more regularly via email) with each of the four target CSOs throughout the project.
- Participants of the Project Planning and Fundraising training course will complete pre- and post-course assessments to understand the short-term impact of the training course on professional development.
- Proposal development, submission and outcome for participants of the Project Planning and Fundraising workshop will be monitored through email interactions and surveys administered annually post-training.
- Completion of an Ecotourism Product business plan by each of the four target CSOs.
- Completion of After-Action Reviews by each of the four target CSOs following the testing of Ecotourism Products by the end of the project.

16. **Consultation:**

Please refer to Section (9), above, for details on the consultation process Fauna & Flora has conducted with the primary stakeholders involved in the development of this sub-project.

17. **Disclosure:**

This stakeholder engagement plan will be shared and finalized in consultation with affected stakeholders

prior to the commencement of project activities.

18. **Stakeholder Grievance Mechanism:**

Scope: This grievance mechanism applies to the CEPF sub-project 113415, “Building Caribbean civil society capacity in delivering sustainable financial strategies,” implemented by Fauna & Flora from 1st June 2023 to 1st June 2025.

Purpose: A grievance mechanism is a free, open and accessible process to consider any complaint, comment, question, concern or suggestion related to the project, its implementation, and its impact raised by stakeholders, direct and indirect beneficiaries. It is designed to address all project-related grievances.

Ineligible claims/complaints:

- Complaints with respect to actions or omissions that are the responsibility of parties other than Fauna & Flora or project partners under its authority.
- Complaints submitted:
 - After the date of official closure of the project; or
 - 18 months after the date of the official closure of the project in cases where the complaint addresses an impact resulting from project activities that was not, and reasonably could not have been, known prior to the date of official closure.
- Complaints that relate to the laws, policies, and regulations of the country, unless this directly relates to the entity’s obligation to comply with Environmental & Social Management System (ESMS) principles, standards and procedures.
- Complaints that relate to non-project-related housekeeping matters, such as finance, human resources and administration. A separate Workers Grievance Mechanism exists for direct workers and contracted workers to raise workplace concerns under this sub-project (see 113415 Annex 10: Labor Management Procedures).
- Complaints submitted by the same claimant on matters they submitted to the grievance mechanism earlier, unless new evidence is provided.
- Complaints that relate to fraud or corruption or to the procurement of goods and services, because they fall under different mechanisms (see Fauna & Flora’s Whistleblowing Policy & Procedure).

Stakeholder notification: All stakeholders will be made aware of the Stakeholder Grievance Mechanism that is in place and what it consists of. Any stakeholder reporting safeguarding concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by Fauna & Flora’s Whistleblowing Policy and Procedure. It is essential that confidentiality is maintained at all stages of reporting and response processes when dealing with complaints. Information relating to the concern of complaint and subsequent case management shall be shared on a need-to-know basis only and shall be kept secure at all times. Stakeholders will be informed of the existence of the Stakeholder Grievance Mechanism, and the measures put in place to protect them against any reprisal for its use, via the following methods:

- The civil society organizations participating in this sub-project will be asked to sign an MoU which will clearly outline this Grievance Mechanism;
- Workshop introductory information sent to workshop participants beforehand will include an outline of this Grievance Mechanism;

- Grievance Mechanism information will be reiterated in person during the opening sessions of workshops and training courses, and provided in written form as part of workshop materials/handouts;
- Workshop participants will be asked to complete Fauna & Flora’s online course “Introduction to social safeguards” which contributes to clarifying the role of the Grievance Mechanism within the wider Fauna & Flora framework for social safeguards;
- All stakeholders will be provided with Conservation International’s (CI’s) Code of Ethics, and will be informed that any violations of the Code of Ethics should be reported to CI via its Ethics Hotline at www.ci.ethicspoint.com, as part of the above-mentioned methods.

Stakeholder Grievance Procedure:

1. Grievances can be made in person, by telephone call, or in writing via email or post. Grievances can be made anonymously.
2. A Public Grievance Form will be made available to claimants to gather details of the grievance (see Annex 1). The form will be available in English and French.
3. The individual submitting the grievance will have the option of completing the form themselves, or with the help of any Fauna & Flora member of staff where appropriate or the Fauna & Flora point of contact for the grievance mechanism.
4. Anonymous complaints will be considered, and claimant identities will be kept confidential when submitting a grievance.
5. Fauna & Flora’s Head of Learning and Partner Development will be the point of contact for all grievances concerning this sub-project. Contact information, (email, phone number, and postal address), will be provided to stakeholders as described above, under ‘Stakeholder Notification’.
6. If the individual does not feel comfortable reporting to the Head of Learning and Partner Development, (for example, because that person is nonresponsive or implicated in the concern), then may report to Fauna & Flora’s Director of Conservation Capacity and Leadership. Contact information, (email, phone number, and postal address), will be provided to stakeholders as described above, under ‘Stakeholder Notification’.
7. If the individual does not feel comfortable reporting to the Head of Learning and Partner Development or the Director of Conservation Capacity and Leadership, they may report to any member of Fauna & Flora’s Senior Leadership Team. Contact information, (email, phone number, and postal address), will be provided to stakeholders as described above, under ‘Stakeholder Notification’.
8. Each grievance will be reviewed by the Fauna & Flora contact point to determine its eligibility. If the complaint is not eligible, the contact point will inform the claimant stating the reason for ineligibility and this will be documented in the log book (Annex 1).
9. The grievance point of contact will categorize eligible grievances according to the issues raised and define an appropriate resolution route for each individual grievance. Grievances related to safeguarding issues will be dealt with through other mechanisms in place at Fauna & Flora, as detailed in the Safeguarding Children and Adults at Risk Policy and Procedure. Similarly, Fauna & Flora’s Whistleblowing Policy and Procedure describes the mechanisms in place to protect whistleblowers’ identities without fear of retaliation or retribution. Grievances that fall under the Anti-Bullying and Anti-Harassment Policy will be dealt with accordingly. Grievances related to workplace concerns will be dealt with through the Grievance Mechanism described in Annex 10: Labor Management Procedures. Grievances related to stakeholder project concerns will be dealt with as described by this Stakeholder Grievance Mechanism.
10. All received grievances will be registered in the grievance log book (Annex 1). All grievances will be

logged and acknowledged within a maximum of 10 days of being received. A resolution will be provided to the grievant within a maximum of 15 days after acknowledgment.

11. All grievances will be investigated fully and without unreasonable delay.
12. Details of the response provided and the claimant's acceptance or rejection of the proposed resolution will be documented in the follow-up actions of the grievance log book.
13. A grievance is considered closed when the claimant confirms they have accepted the resolution proposed, and are satisfied with its implementation. The status of the grievance will be recorded in the grievance log book.
14. All grievances — and a proposed response — will be shared with the CEPF Regional Implementation Team (email: caribbeanrit@canari.org) and the CEPF Grant Director within 15 days of the grievance being received. If the claimant is not satisfied following the response, they may submit the grievance via the CI Ethics Hotline (toll-free telephone line: +1-866-294-8674 / secure web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>).
15. If the claimant is not satisfied with the response from the CEPF Executive Director, they may submit the grievance to the World Bank via the World Bank's Grievance Redress Service (GRS). This GRS should ideally only be accessed once this current sub-project "Building Caribbean civil society capacity in delivering sustainable financial strategies" grievance mechanism has first been utilized without an acceptable resolution. World Bank Procedures require the complainant to express their grievances in writing to the World Bank office in Washington DC by completing the bank's GRS complaint form, which can be found at the following link: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5>. Completed forms will be accepted by email, fax, letter, and by hand delivery to the GRS at the World Bank Headquarters in Washington or World Bank Country Offices.

Email: grievances@worldbank.org

Fax: +1-202-614-7313

By letter: The World Bank, Grievance Redress Service (GRS) MSN MC 10-1018 NW, Washington, DC 20433, USA

Addressing Gender-Based Violence:

Fauna & Flora's Anti-Bullying & Anti-Harassment Policy and Equal Opportunities Policy set out a reporting mechanism similar to that of the Grievance Mechanism described above, with the addition of the conditions under which breaches of the policies would be dealt with in accordance with Fauna & Flora's Disciplinary Procedure.

Special provisions for grievances related to gender-based violence (GBV) are in place for this sub-project, due to the need for complaints to be handled by persons with specialist training. Fauna & Flora will seek CANARI's list of GBV service providers in each sub-project country and ensure workers and consultants have this information. Fauna & Flora does not employ a specialist on GBV, and survivors of GBV will be encouraged to contact the GBV service provider directly, if they wish.

The GBV survivor can also approach the World Bank directly, especially if the alleged perpetrator ends up being someone directly responsible for managing the GRM. The affected person can approach the Task Team Leader (TTL), the World Bank Caribbean country director, or any other World Bank staff within the task team with whom he/she feels comfortable sharing. The GBV service provider will inform the CEPF Secretariat, with the express consent of the survivor. Contact details will be provided to workers upon signing of contract or start of project, whichever occurs earlier.

This public grievance form will be made available to workshop participants, together with information on the purpose of the grievance mechanisms, how to submit a grievance, and the grievance handling process. The individual submitting the form complete the form themselves or work with the Fauna & Flora staff identified below to complete the form.

Public Grievance Form	
Reference No. (assigned by Implementation Partner):	
Please enter your contact information and grievance. This information will be dealt with confidentially. Please note: If you wish to remain anonymous, please enter your comment/grievance in the box below without indicating any contact information – your comments will still be considered.	
Full Name	
Anonymous submission	<input type="checkbox"/> I want to remain anonymous
Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By mail (please provide mailing address): _____
	<input type="checkbox"/> By telephone (please provide telephone number): _____
	<input type="checkbox"/> By e-mail (please provide e-mail address): _____
Preferred language for communication	<input type="checkbox"/> French <input type="checkbox"/> English <input type="checkbox"/> Other, please specify: _____
Description of incident or grievance:	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of incident/grievance: _____	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

Please return grievance form to:
 Chloe Hodgkinson, Head of Learning and Partner Development
 Chloe.hodgkinson@fauna-flora.org

+44(0)1223 749000

Fauna & Flora International, The David Attenborough Building, Pembroke Street, Cambridge, CB2 3QZ

And

CEPF Regional Implementation Team (caribbeanrit@canari.org) and the CEPF Grant Director.

This information will be held in an Excel file, accessible by the Fauna & Flora Social Safeguards Team.

Date reported	Reporting format (in person, email, phone call, letter, other)	Name/s of complainants	Address/es of complainant/s	Contact information of the complainants	Grievances				
					Brief description of the complaint	Location and time of occurrence	Explanation of the complainants' claim	Follow up actions	Status (closed/open)

Fauna & Flora staff details			Reference Documents (letter, minutes of conversation, etc.)	To be filled in by Flagship Species Manager	
Who from FFI reviewed the complaint	Date that FFI staff reviewed the complaint	Date when FFI staff contacted the complainant for follow up		Description of the Code of Conduct policies and procedures that have not been complied with	Explanation of how the complainants' claim has arisen due to unforeseen circumstances