

# Grievance Redress Mechanism (GRM)

## MSP FACT SHEET

**A** Grievance Redress Mechanism (GRM) is an organized way of addressing complaints, and resolving problems that arise out of a development project. It provides an avenue through which local communities

and other stakeholders can make their voices heard. GRM enables implementers to prevent, mitigate, manage, and resolve potential or realized negative impacts of a project. This fact sheet explains the MSP GRM processes.



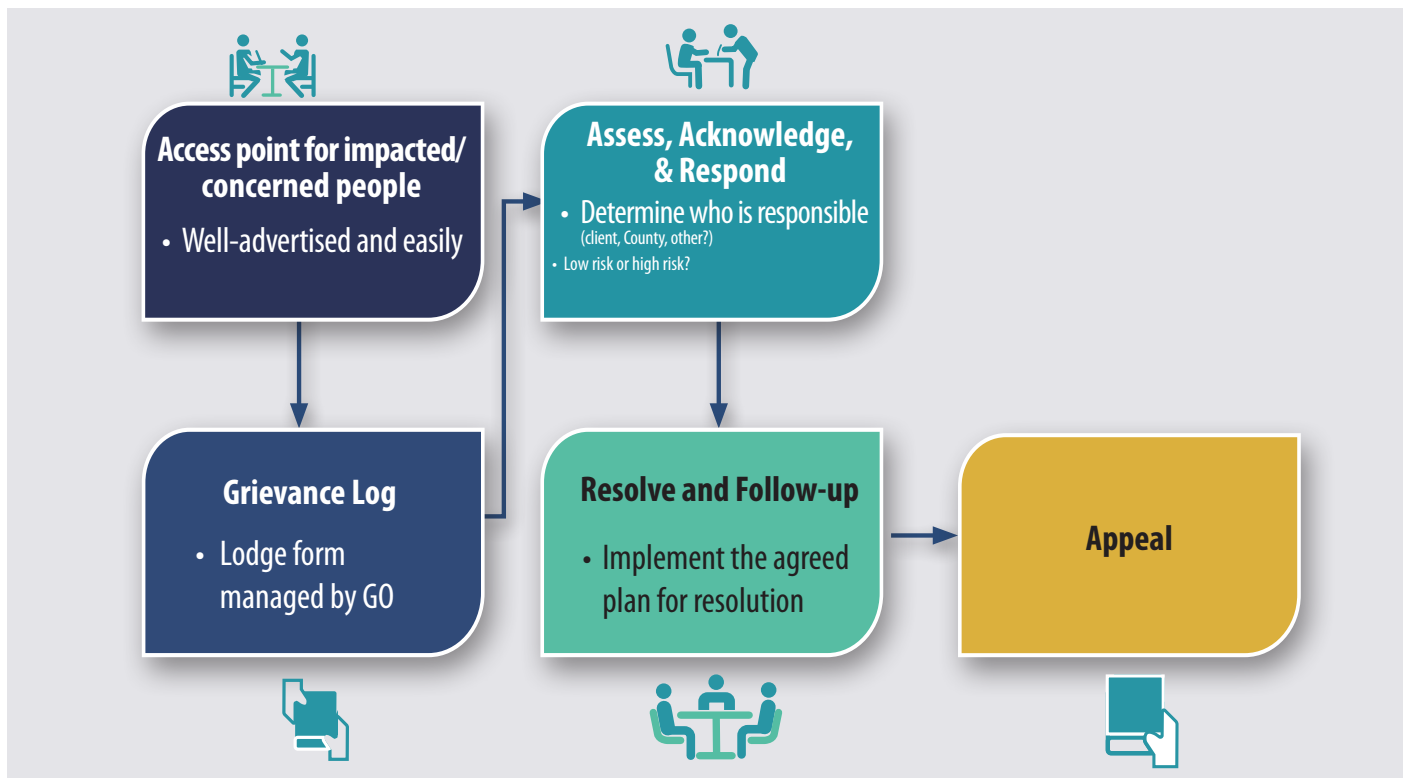
The KEMFSED GRM applies to the development of the National Marine Spatial Plan (MSP). GRM is one of the measures taken by the project to comply to World Bank, Government of Kenya and international standards for safeguarding people and the environment during the development and implementation of MSP.

The GRM ways to file complaints that are visible and accessible to all stakeholders.

These channels include telephone, websites, social media and physical addresses.

## Grievance Handling Process

1. Submission and documentation of a complaint
2. Acknowledgment of the complaint within 48 hours
3. Assessment and routing of the grievance to designated officer for action
4. Investigation and action to resolve complaint
5. Resolution and follow-up (complainant informed of outcome).
6. If dissatisfied, complainant can appeal within 15 days
7. Feedback and closure once parties agree in writing



## Filing a Grievance

A complaint/grievance may be submitted by individuals or communities affected by the MSP process.

A grievance filed should:

- Identify the project involved
- Describe what the complaint is about (including date, place)

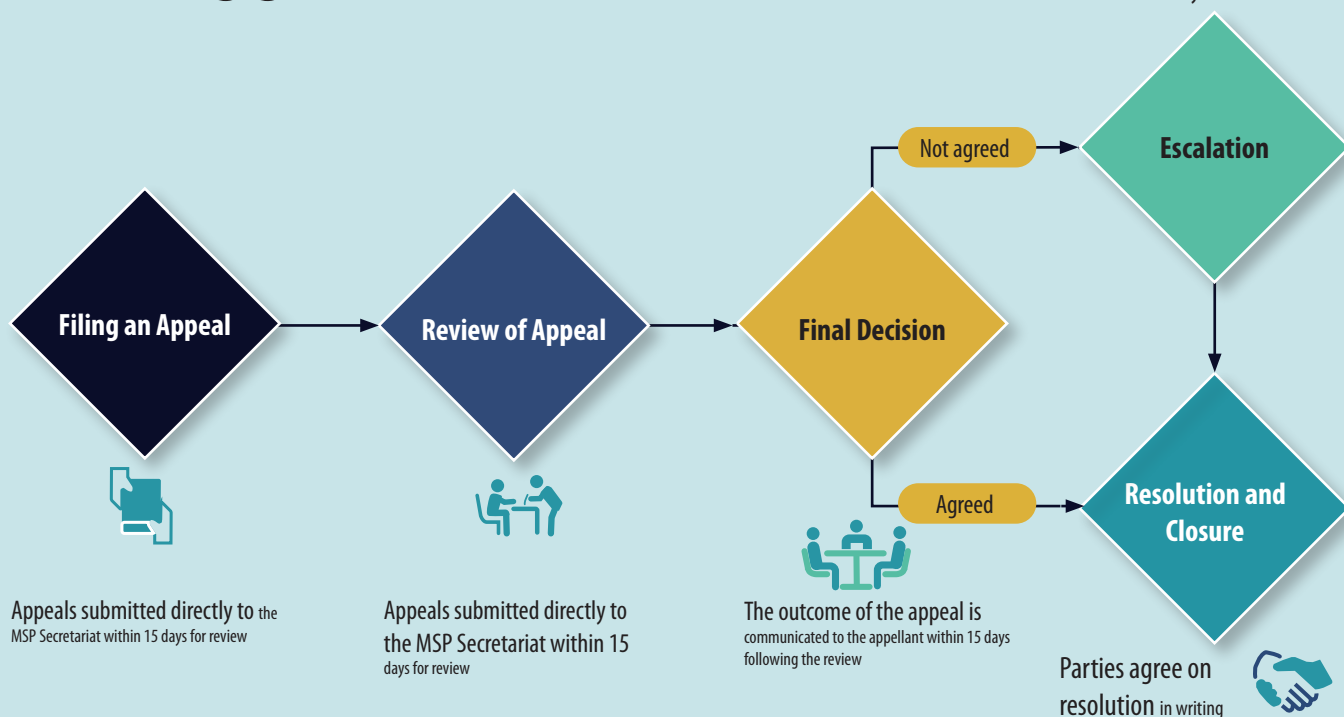
- Identify the individual(s) submitting the complaint, including the contact details.

Supporting evidence is not necessary but may be helpful in reviewing and resolving the complaint. The complainant may also suggest ways in which the grievance could be resolved.

In all cases, the identity of the person filing the complaint will not be disclosed without their consent.

## Process for filing and handling grievances

Complaints not resolved are referred to the Multi-Agency Steering Committee and The Principal Secretary, State Department of Fisheries and Blue Economy

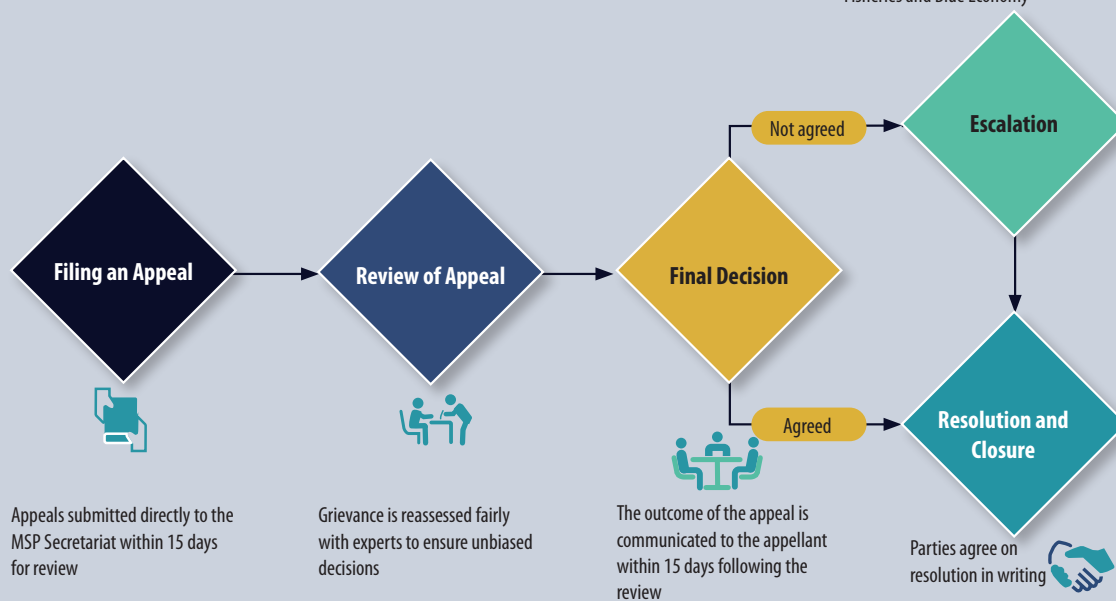


## Appealing decision on a grievance

Complaints not resolved at the KEMFSED Project level will be handled using the appeal process that starts with a review by the MSP Multi-Agency Steering Committee.

### Process for Grievance Redress Appeals

Complaints not resolved are referred to the Multi-Agency Steering Committee and The Principal Secretary, State Department of Fisheries and Blue Economy





## Providing feedback to stakeholders

Reporting back to stakeholders will be done through various means. These include:

- An annual report of all grievance handling and resolutions will be published and accessible to the public.
- Regular updates on the website and other channels on stakeholder engagement activities.
- Publication and dissemination of a report on stakeholder engagement every six months.



### Multiple Channels for filing grievances

The GRM ways to file complaints that are visible and accessible to all stakeholders.

These channels include telephone, websites, social media and physical address.

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Website: [www.msp.go.ke](http://www.msp.go.ke)

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X (Twitter): [@KenyanMSP](https://twitter.com/KenyanMSP)

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