

Service Level Agreement (SLA) for the Caribbean Biodiversity Fund's Grievance Mechanism

1. Introduction

This Service Level Agreement (SLA) outlines the commitments, responsibilities, and service standards for the Caribbean Biodiversity Fund (CBF) Grievance Mechanism (GM). The GM provides a structured process to receive, address, manage, and resolve grievances related to the activities and projects financed by the CBF.

2. Scope

This SLA applies to all grievances submitted to the CBF Grievance Mechanism, including those related to the CBF's funded activities and projects. It sets out the expectations for the handling and resolution of grievances, including timelines and responsibilities guiding the GM.

3. Service Commitments

The CBF commits to the following service standards for the handling of grievances:

- **Acknowledgment of Grievance:** All grievances will be acknowledged within 1 hour of receipt. The acknowledgment will include a reference number and an estimated timeline for the resolution process.
- **Initial Assessment:** An initial assessment of the grievance will be conducted within 5 business days to determine its validity and the appropriate course of action.
- **Processing and Investigation:** Grievances will be thoroughly investigated and processed by the responsible manager within 30 business days. If additional time is required due to the complexity of the grievance, the complainant will be informed, and a new timeline will be provided.
- **Response and Resolution:** A final response, including the outcome and any actions to be taken, will be communicated to the complainant within 45 business days of receiving the grievance, barring any extensions due to complexity.
- **Escalation:** If a grievance involves a conflict of interest or requires further review, it will be escalated as follows:
 - Complaints against any member of the CBF Secretariat Team, Program Managers or the Finance Officer will be escalated to the CEO.
 - Complaints against the CEO will be escalated to the Executive Committee.
 - Complaints against Committee Members will be escalated to the Board of Directors.
 - Escalated grievances will be addressed within 60 business days.

4. Responsibilities

Complainant Responsibilities:

- Provide accurate and detailed information when submitting a grievance.
- Respond promptly to any requests for additional information or clarification.
- Respect the confidentiality of the grievance process.

CBF Responsibilities:

- Ensure timely acknowledgment, processing, and resolution of grievances.
- Maintain the confidentiality and security of all information related to the grievance.
- Provide clear and transparent communication throughout the grievance process.
- Escalate grievances as necessary to ensure an objective and fair resolution.

5. Monitoring and Reporting

The CBF will monitor the performance of the Grievance Mechanism and report on key metrics, including the number of grievances received, resolved, and escalated, as well as the average resolution time. This data will be reviewed regularly to identify areas for improvement and ensure the GM's effectiveness.

6. Review and Revision

This SLA will be reviewed annually to ensure its continued relevance and effectiveness. Any revisions will be communicated to all stakeholders, and the updated SLA will be made available through the CBF's official channels.

7. Contact Information

If you have any questions or concerns about this Privacy Policy or the handling of your personal information, please contact the Caribbean Biodiversity Fund via email info@caribbeanbiodiversityfund.org.

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