



Limited Stakeholder Engagement Plan (SEP)

April 2022

For use with low-risk projects

The CI Safeguard System requires all projects include stakeholder engagement to ensure fully and effective participation. As a key component of this engagement, stakeholders should also have access to an Accountability and Grievance Mechanism (AGM) so that project-affected communities, individuals, and other stakeholders may raise a grievance at any time to the Project Team, CI, or the donor. Stakeholders should be informed about this mechanism's purpose and how to access it. Stakeholders should also be assured that their grievances will be addressed in a timely manner, they will not face retaliation for submitting a grievance, and they have the option to request confidentiality.

*This template is designed to help Project Teams design a **limited** Stakeholder Engagement Plan with AGM, proportionate to Category C/low-risk projects and some lower B/medium-risk projects.*

Background

Provide brief (bullet point) background on the project.

Stakeholder Assessment

Please list all relevant stakeholder groups, their interests and influence, and how the project might affect them.

Stakeholder	Interests in the project	Influence in the project	Project effect(s) on stakeholder

Grievance Mechanism

Any comments, complaints, grievances in relation to the project shall be as a first stage reported by phone, email, or in-person to the most suitable project office:

Contact person: (insert name)

Contact phone: (insert number)

Contact email: (insert email)

Office address: (insert address)

In the case of grievances reported by phone, a grievance form¹ will be filled out including the name, contact details of the claimant, date of complaint and the detailed description of the complaint/ grievance, as well as any comments or suggestions of how to address the complaint.

For any grievances submitted by email, please provide the same information in your email.

The project team will respond in writing to any claimant within 15 days and take immediate action to address those grievances in consultation with the claimant. Claims, responses and actions taken to address grievances will be filed and included in project monitoring.

If the claimant is not satisfied with the response by the project team, or if the claimant would prefer a confidential system, the grievance may be submitted to Conservation International's global grievance mechanism found here: <https://www.conservation.org/about/our-policies/accountability-and-grievance-mechanism>

Public communication

Describe where, when, and how the AGM will be shared with the stakeholders listed above, particularly communities, throughout the project's lifetime.

¹ See annex I below for sample grievance note

ANNEX 1: Sample form to collect grievances

Full Name:	
Address	
Contact Information (Phone, email):	
Contact Preference	<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"/> <i>[insert other applicable language(s)]</i> <input type="checkbox"/> English <input type="checkbox"/> Other, please specify:
If a complaint is made through a representative, the name/s of the person/s on whose behalf the complaint is made.	
Does the aggrieved party wish to keep their identity confidential?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Describe the grievance. What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Date/time of its occurrence:	<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?	