



FUNDACIÓN CLIMÁTICA IRIS, UNIDOS POR EL CLIMA

GRIEVANCE REDRESS MECHANISM

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Introduction

This document describes the mechanism for addressing complaints and claims, and regulates the process by which Fundación Climática IRIS, Unidos por el Clima (hereinafter, the Foundation) manages conflicts, which are divided into two categories: complaints and appeals. Within the context of this [mechanism](#), the term “claim” is considered synonymous with “complaint”.

The Foundation undertakes to investigate cases of alleged fraud and illegality that may be related to its framework of action and, if appropriate, implement disciplinary measures or refer matters to the relevant authorities for further investigation, which may lead to legal action.

The Foundation guarantees that the Grievance Redress Mechanism (GRM) shall be accessible, transparent, effective, and efficient, prioritizing the confidentiality and security of personal data.

Both the complaints and appeals must be analyzed by the team that addresses grievances and submitted to the Foundation's Board of Directors for a response agreement (first level). Appeals are filed with the Council of Government (second level). This mechanism is activated through voluntary efforts, in good-faith, to address all complaints.

The Grievance Redress Mechanism does not replace the legal process; it will attempt, to the extent possible, to resolve the complaint on terms that are mutually acceptable to all parties involved and in a manner that is immediately accessible.

Scope

Any natural or legal person with a connection to the Foundation may file substantiated complaints, and has the obligation and right to report any fraud or illegal action related to the the Foundation's staff.

Treatment of complainants

All complainants shall be treated with respect, courtesy, and sensitivity. In case of inquiries, concerns, and complaints that may require an extended period of time to respond, the complainant will be kept informed on the process's progress. All inquiries, concerns, and complaints will be investigated, and a response will be provided to the complainants in a timely manner.

Definitions

Complaints or claims: are defined as any form of complaint by an individual(s) or organization(s) and are handled confidentially, unless the person filing the complaint authorizes the Foundation to share the information.

Appeals: are defined as issues raised whose responses to the first complaint are not accepted by the individual(s) or organization(s) and are handled confidentially, unless the person filing the complaint authorizes the Foundation to share the information.

Grievance: Damage, insult or humiliation that is inflicted on a person (natural or legal) through an act or certain words.

Grievance Redress Mechanism

Detected violating actions of a serious nature will be addressed according to the legislation and in accordance with the Foundation's regulations; they may lead to legal action in the case of very serious violations.

1. There is a designated team (committee) to handle complaints, reports, and serve as a mediator in redressing grievances, by resolution of the President of Fundación Climática IRIS.
2. Any email received will be attended and responded to promptly, depending on the level of analysis agreed upon by the team handling the activity, informing the complainant of such analysis and the response time.
3. The team may choose to report anonymously, only in the name of Fundación Climática IRIS.
4. Complaints are received through various channels (telephone, email, personally) and are responded to in writing with acknowledgment of receipt.

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In addition to first and second level redress mechanisms, complainants have the option to access existing national legislative frameworks. In the case of programmes, projects and activities within the framework of international cooperation, complaints should be filed through the mechanism established for such purposes.

Internal control

For internal control purposes, a Complaints and Appeals file is compiled, detailing the information pertaining to each case, and kept by the team responsible for this activity.

This document will be reviewed and updated in accordance with the legal framework and the context in which Fundación Climática IRIS' activities are carried out.

Ms. Odalys Aldana Mazorra
President