

Grievance procedures

The Global Statelessness Fund's grievance procedure aims to ensure that individuals, communities, or organizations who have suffered or fear any adverse impacts from the actions of the Global Statelessness Fund can voice their concerns. The Fund commits to reviewing each grievance case in a timely manner to understand whether there is a potential breach of values or procedures and take the required actions.

Receiving and processing grievance claims will contribute to the following:

- ensuring that our grantmaking processes are responsive to the needs of the statelessness field, participatory, and inclusive
- ensuring that our grants are used in the manner that is the most beneficial to stateless groups and serves the advancement of equal nationality rights worldwide
- avoiding and intervening in the unintended negative impacts of the projects and organizations that we support

Who can initiate a grievance case?

Individuals, organizations, or their representatives can initiate a grievance case if they were affected by or have reason to believe that they will be affected by the actions of the Global Statelessness Fund.

To enable a fair and thorough investigation, formal grievances must be submitted by an identifiable complainant. The Global Statelessness Fund will only progress a complaint under the formal grievance procedure where the complainant is named. The Fund will protect the confidentiality of any named complainant, and will not tolerate victimisation of any individual who raises a concern in good faith.

Anonymous complaints will not be progressed under the formal grievance procedure. However, the Global Statelessness Fund reserves the right to review the substance of any anonymous concern and determine whether further action is appropriate.

What can be the subject of a grievance case?

Grievance procedures should be initiated in instances where there has been a breach of the Global Statelessness Fund values or grantmaking procedures. Formal complaints can be submitted via

grievances@statelessnessfund.org. For other concerns and suggestions, please reach out to us at contact@statelessnessfund.org.

Grievance steps

Submission: The affected party can submit a grievance by contacting grievances@statelessnessfund.org

Acknowledgement: The Fund staff then records the grievance on the grievance log, sends a confirmation of receipt, and informs the Steering Group that a grievance case has been initiated. If necessary, more information and clarification can be requested from the affected party.

Review: The Fund staff, with the necessary inputs from the Steering Group, develops a solution and response to the grievance case. When seen as necessary, the Management Committee can also be consulted.

Action: Necessary actions are implemented to resolve the issue, and the completion of each action is recorded on the grievance log.

Communication: The response is communicated to the affected party via email. The response will be communicated within **30 working days** after the receipt of the grievance. If it is not possible to adhere to this timeline, the affected party will be informed.

Follow-up: The response of the affected party is requested and recorded to assess whether the grievance has been resolved. When applicable, further necessary actions that are identified are also taken.

Resolution: Once the grievance has been satisfactorily resolved, it is marked as such on the grievance log.