

RRI Grievance and Redress Mechanism

Objective and Scope

September 2026

RRI's public-facing Grievance and Redress Mechanism (GRM) is a non-judicial process for receiving, screening, assessing and addressing external inquiries, complaints and grievances relating to RRI's activities and operations.

The GRM applies to complaints and grievances related to activities in which RRI is directly or indirectly involved as a funder or implementing entity, including activities implemented through partners, grantees or other third parties, as well as relevant aspects of RRI's own operations. Grievances may concern actual or potential environmental or social impacts, human rights, Indigenous Peoples and other rightsholders, access to project benefits or participation, gender equality and discrimination, safeguarding, stakeholder engagement, information disclosure, project implementation, or other conduct or activities for which RRI has responsibility or oversight.

The GRM forms part of RRI's broader governance, accountability, safeguarding, and environmental and social risk management framework. It operates in conjunction with relevant RRI policies and procedures, including the Environmental and Social Risk Assessment Framework, Safeguarding Children, Youth & Vulnerable Adults Policy, PSEAH procedures, Fraud Reporting and Whistleblower/Anti-Retaliation policies, Reporting, Investigation and Disciplinary Procedures, Code of Ethics and Standards of Conduct, Gender Equality Policy, and other applicable integrity and compliance policies.

Where a grievance falls within the scope of a specialized procedure, it will be referred for handling under that procedure while remaining registered and tracked through the GRM, subject to applicable confidentiality requirements. RRI's Compliance function, housed within the COO's office, serves as the institutional GRM coordinating function responsible for intake coordination, central registration, initial screening and referral, and tracking grievances to closure; investigation and resolution remain with the relevant responsible function or specialized procedure.

Principles and Requirements

1. Any RRI personnel or function receiving an external grievance within the scope of this Procedure must promptly refer it to the Compliance function for registration, screening and appropriate handling through the GRM.
2. Stakeholders may raise grievances through accessible channels without charge and without the need for legal representation. Grievances may be submitted anonymously, and assistance will be provided where reasonably required to enable access to the GRM.
3. Confidentiality is upheld to the extent possible while allowing impartial investigation.
4. Grievances are addressed promptly, fairly, and without retaliation. RRI prohibits retaliation against complainants, representatives, witnesses or other persons participating in or assisting with a grievance.

5. RRI uses grievance cases as learning opportunities to strengthen systems and practices.
6. The GRM is complementary to national legal frameworks, jurisdictions and institutions and does not impede access to national or local judicial or administrative remedies.

How to submit a complaint

Complaints can be submitted through different entry points. These include:

- through RRI's current multi-option, multi-language reporting mechanism referenced on the RRI website, currently provided through Syntrio's Lighthouse reporting platform, including the dedicated reporting website at www.lighthouse-services.com/rightsandresources, where reports may be submitted anonymously
- through Syntrio's Lighthouse anonymous reporting app using the keyword *rightsandresources*
- by telephone through the toll-free reporting lines identified on RRI's Whistleblower Policy webpage
- by email to reports@lighthouse-services.com, with "Rights and Resources" included in the report
- by post to 2445 M Street NW, Suite 520, Washington, DC 20037, United States, marked "Confidential Notice"
- verbally or in writing through relevant RRI personnel, program or project channels, who must refer the grievance to Compliance for registration and appropriate handling through the GRM

Complainants are encouraged, where possible, to provide the following information. A grievance will not be rejected solely because all information is not available or because the standardized form has not been used:

- Complainant's name and contact information (optional if filing anonymously)
- Preferred form of communication for the grievance (email, telephone, SMS/Whatsapp, Other)
- Whether confidentiality is requested
- Motivation to fill out the form – stating the specific project or activity of concern and type of grievance, and a description of the harm that might be resulting from it
- Any other relevant information or documents
- Complaints may be submitted in a language used by the affected individual or community, and RRI will make reasonable arrangements to facilitate communication where necessary

Complaint process

Receiving the Grievance

RRI will acknowledge receipt of the grievance within fifteen (15) business days, where contact information is available. The grievance will be entered into the central GRM Register, and an initial review undertaken to determine whether urgent action is required.

Screening and Referral

The Compliance function, housed within the COO's office, will administer the GRM and maintain the central GRM Register. Compliance will conduct an initial screening to determine whether the grievance falls within the scope of the GRM, its nature and severity, whether urgent action is required, whether there is an actual or perceived conflict of interest, and the appropriate process for addressing it.

Grievances involving environmental or social impacts will be coordinated with the responsible environmental and social safeguards function and addressed consistently with RRI's Environmental and Social Risk Assessment Framework. Matters involving safeguarding or SEAH, fraud or integrity concerns, protected disclosures, discrimination, or other matters governed by specialized RRI procedures will be referred to the appropriate process while remaining registered and tracked through the GRM, subject to applicable confidentiality requirements.

Where a matter falls outside RRI's responsibility or the scope of the GRM, this will be recorded and communicated to the complainant, where possible, together with information on another appropriate mechanism where known.

Resolving the Grievance

Where further action is required, the grievance will be assigned to an appropriate responsible function or person with the necessary competence and independence to assess the matter. Depending on the nature and seriousness of the grievance, the assessment may include consultation with affected parties, document review, technical or specialist assessment, mediation or other dispute-resolution approaches, or formal investigation.

The responsible function will develop and implement an appropriate response or resolution plan. This may include corrective actions, mitigation measures, remediation, changes to project implementation or management arrangements, or other appropriate measures. Every reasonable effort will be made to resolve grievances within sixty (60) business days. Where additional time is required, the complainant will be informed of the status and expected timeframe, where possible.

Where a grievance requires formal investigation, or where the person or function ordinarily responsible for handling the grievance is implicated or has an actual or perceived conflict of interest, the matter will be referred and handled in accordance with RRI's Reporting, Investigation and Disciplinary Procedures. No person who is the subject of a grievance or has an actual or perceived conflict of interest may control its assessment, investigation, or determination. If a grievance implicates the COO's office, the Compliance function, or another function that would ordinarily coordinate or decide the matter, it will be escalated to an appropriate independent senior official, the President and Coordinator, a designated Board officer, or external investigator, as appropriate to the nature and seriousness of the matter. Independent external expertise may be engaged where provided for under those procedures and appropriate to the nature or seriousness of the matter.

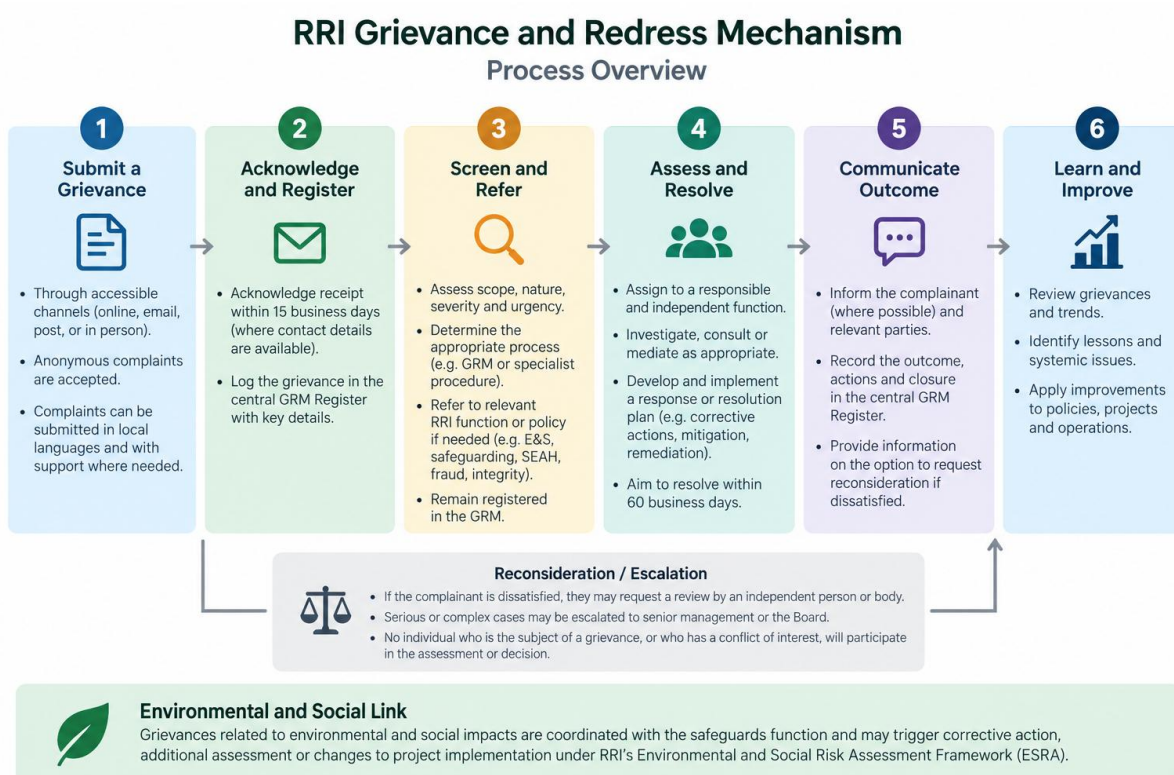
Where a grievance identifies new or changed environmental or social risks, recurring grievance trends, significant impacts or weaknesses in mitigation measures, the matter will be referred to the responsible safeguards function for consideration under the ESRA Framework. This may result in corrective action, additional assessment, enhanced monitoring, amendment of mitigation measures, or re-screening or reclassification of the relevant activity, as appropriate.

Response to complainant

The outcome and any actions to be taken will be communicated to the complainant, where possible, and subject to confidentiality requirements. RRI will record the outcome, agreed or required actions, responsible persons, timelines, and closure status in the GRM Register.

Reconsideration/escalation

A complainant who is dissatisfied with the handling or outcome of a grievance may request reconsideration where relevant information was not considered, material new information has become available, or there are reasonable concerns regarding the fairness or independence of the process. The reconsideration will be undertaken by a person or function not responsible for the original determination.



Periodic Review

RRI will periodically review grievances, outcomes and recurring issues to identify systemic concerns, lessons and opportunities to strengthen policies, project design, management controls and institutional practice. Significant trends or unresolved matters will be brought to the attention of appropriate management or governance bodies.

For GCF evidence purposes, Compliance will review RRI's available grievance, complaint, whistleblower, safeguarding, and related records for the preceding three-year period to identify whether any external environmental and social inquiries or complaints were received, how they were handled, and whether any records should be extracted or summarized for the Section 11 evidence package.

This GRM procedure is subject to review and approval by RRI management, including approval by the President and Coordinator, before it is finalized for submission as part of the GCF accreditation evidence package.

Central GRM Register

All grievances will be recorded in a central GRM Register. Subject to applicable confidentiality requirements, the Register will include, as appropriate:

- unique case/reference number
- date and channel received
- complainant/contact details, unless anonymous
- project, program or activity concerned
- description and category of grievance
- whether the matter concerns environmental or social issues
- responsible function and any specialist referral
- actions taken and relevant timelines
- response, corrective action or remedy
- current status
- outcome and closure date

Confidentiality

GRM records will be maintained securely with access restricted according to the nature and sensitivity of the information. Personal information and sensitive safeguarding, SEAH, whistleblowing or investigation records will be handled in accordance with applicable confidentiality requirements and relevant specialized RRI procedures. Information recorded in the central GRM Register may be limited or anonymized where necessary to protect affected persons.