Grievance Redress Mechanism (GRM) Report

The **Grievance Redress Mechanism (GRM) Report** shows that no grievances have been reported for the period.

Feedback from stakeholders indicated that the **Grievance SOP was too lengthy and difficult to read**. The grievance procedure has already been included in the contractor's **Environmental and Social Management Plan (ESMP)**, which consists of approximately 25 pages.

To ensure the information is **reader-friendly** and accessible to persons with different levels of literacy, a **summary of the main instructions and information** has been prepared. These materials (see appendix GRM form) are now ready for publication on notice boards and at different locations on site.

Purpose of the SOP

- To provide a mechanism for stakeholders to raise grievances arising from project implementation.
- To achieve consistent treatment in the handling of personal grievances in the **Project-Affected Communities**.
- To provide a clear procedure to follow in the event a personal grievance arises.
- To ensure grievances are dealt with **promptly, fairly, and in accordance with related policies** governing project implementation.

The project has taken a proactive and preventive approach towards implementing the GRM by ensuring contractors are engaged around potential areas of breaches."

⚖ Gender Considerations

Gender inequality was addressed, as it has become an area of concern. Only a few women are engaged on the project, and where they are engaged, their numbers remain very low. It is therefore critical to ensure that grievances related to **sexual harassment are prevented and do not occur**.

A Grievance session was held focusing on Gender. Key Session Highlights

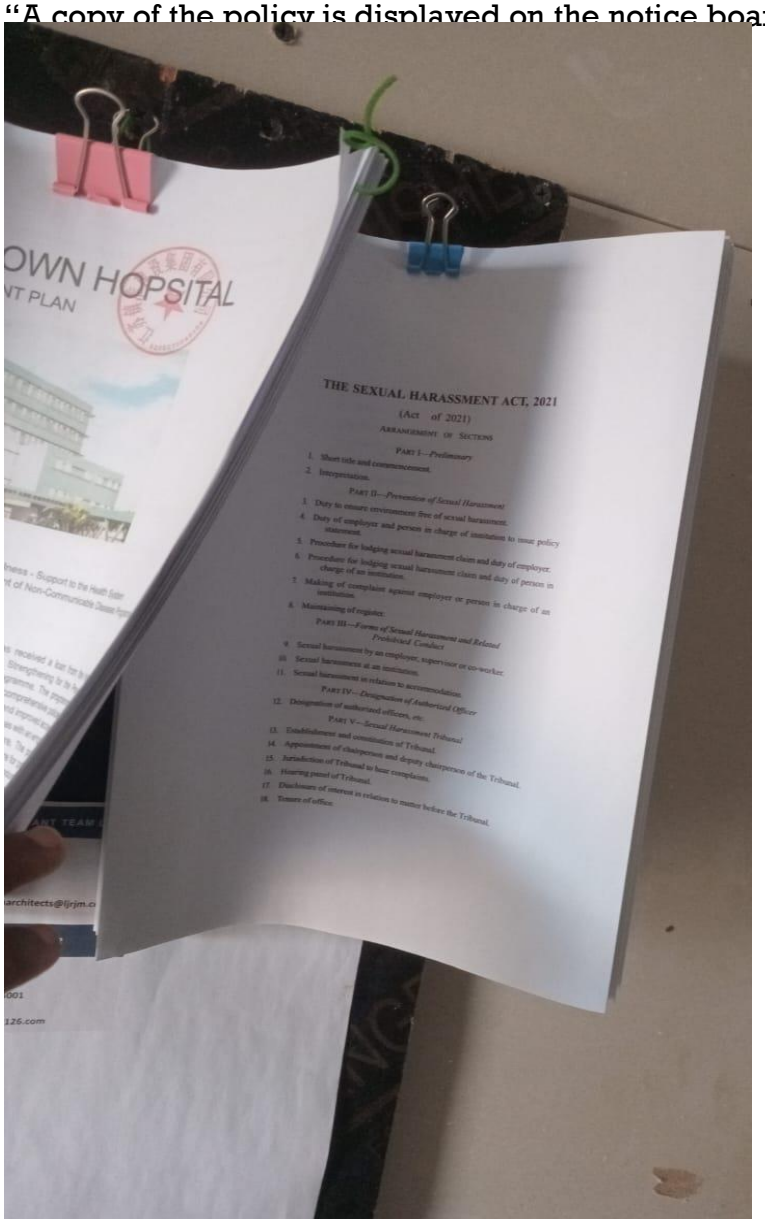
- The session emphasized the need for the **contractor to remain mindful of standards**.
- If standards are breached, persons will need to utilize the **GRM Procedure**, so awareness is essential.
- Lessons learned from previous implementation cycles were reflected upon.
- Strategies were revisited to strengthen compliance with **Environmental and Social Safeguards (ESGs)**.
- Future actions must align with **best practices** and available resources to ensure **sustainable and inclusive outcomes**.

The Stakeholder Sensitization Session was held on August 20, 2025, at the Ministry of Health and Wellness Conference Room (Please see appendix for session agenda and photograph of session). The primary objective of the session was to promote compliance with the Environmental and Social Standards (ESS) relevant to the Health Systems Strengthening Programme (HSSP), with particular emphasis on Environmental and Social Performance Standard 9 (ESPS 9): Gender Equality. The session focused on key areas under ESPS 9, including the prevention of Sexual and Gender-Based Violence (SGBV)—such as sexual harassment, exploitation, and abuse—ensuring equitable access to project benefits for all genders, mitigating adverse gender-related impacts, and fostering safe, inclusive participation in stakeholder engagement activities. Additionally, the session included a review of lessons learned from previous implementation cycles and strategic planning to reinforce adherence to Environmental and Social Safeguards (ESGs). Participants were encouraged to align future actions with best practices and available resources to achieve sustainable and inclusive outcomes.

The session engaged all contractors and the objectives of the session was achieved. Eight representatives from the contractor sides participated, whilst nine persons from the PEU participated. The legislation regards sexual harassment was clearly presented and the participants had the opportunity to ask question. A copy of the policy was provided to contractors and they were directed to the soft copy on the Jamaica Information Service (JIS) website. The fines relating to the violations were also presented and discussed. Further steps will be taken to ensure the matter of sexual harassment, Gender related issues are properly addressed.

Figure 1 CONTRACTORS ENGAGED IN GENDER SENSITIZATION SESSION

"A copy of the policy is displayed on the notice board."




Main Objective of the Session
To promote compliance with the Environmental and Social Standards (ESS) applicable to the Health Systems Strengthening Programme (HSSP), with a specific focus on Environmental and Social Performance Standard 9 (ESPS 9): Gender Equality.
Focus Areas under ESPS 9 – Gender Equality:
Prevent Sexual and Gender-Based Violence (SGBV), including sexual harassment, exploitation, and abuse.
Promote equitable access to project-derived benefits for individuals of all genders.
Prevent adverse gender-related impacts.
Ensure safe and inclusive participation in consultation and stakeholder engagement processes, regardless of gender.
Review and Strategic Planning:
Reflect on lessons learned from previous implementation cycles.
Identify and revisit strategies to strengthen compliance with the Environmental and Social Safeguards (ESGs).
Align future actions with best practices and resource capabilities to ensure sustainable and inclusive outcomes.
Agenda
Prayer
Welcome & Opening Remarks
Orett Clarke, Programme Manager
Presentation
Bureau of Gender Affairs Sexual Harassment Act
Question & Answer
Lessons Learnt Project Implementation
Focus on Recent AIDE Memoire
Issues & Concerns
Gene Shaw, Project Manager - Infrastructure Investment
Karl McKenzie-Chin, Project Lead - Health Centre Infrastructure Development (St. Catherine)
ESG Team
Next Steps
Adjournment

Figure 2 Document has been prepared and given to contractor to display on their notice boards and use in sensitization of stakeholders..

GRIEVANCE REDRESS MECHANISM (GRM)

📣 Attention: Grievance Redress Mechanism (GRM)

If you have a **problem or concern** about the construction work, there is a system to help you **speak up and get help**. This system is called the **Grievance Redress Mechanism (GRM).**

👥 Who Can Use the GRM?

- Construction workers
- Community members
- Local stakeholders (anyone affected by the project)

WHAT CAN YOU REPORT?

You can report things like:

- Too much **noise**, **dust**, or **bad smells**
- **Garbage or C**onstruction **waste** not cleaned up
- **Security guards** behaving badly
- **Unsafe work** or danger to people nearby
- **Discrimination** (age, gender, disability)
- **Sexual harassment** or abuse
- **Health and safety problems arising from construction**
- **Loud noise from construction activities**
- Other……..

🛠 How the GRM Works (Steps)

1. **Report the Problem**
    - Fill out a grievance form OR tell the **Grievance Officer / Community Liaison Officer (CLO) / HSSP Officer**.
2. **Register**
    - Your complaint is written down and given a **reference number**.
3. **Acknowledge**
    - You will get confirmation that your grievance was received.
4. **Screen**
    - The grievance is checked to see if it is valid and within the project's responsibility.
5. **Investigate**

- Officers look into the issue, gather facts, and talk to the contractor if needed.

6. **Respond**
   - You are told what action will be taken.
   - You will get a reply within **5 working days**.
   - If it takes longer, you will be told why within **10 days**.
7. **Appeal or Resolve**
   - If you are satisfied → the grievance is resolved.
   - If not satisfied → you can **appeal** for further review.
8. **Follow-Up & Close**
   - The case is tracked until the problem is fixed.
   - The grievance is formally closed with signatures.

📞 How to Report a Problem

You can report your grievance in **two main ways**:

Option A: Talk to the Officer

- Speak directly to the **Grievance Officer**, **Community Liaison Officer (CLO)**, or **HSSP Officer**.
- They will write down your complaint and start the process.

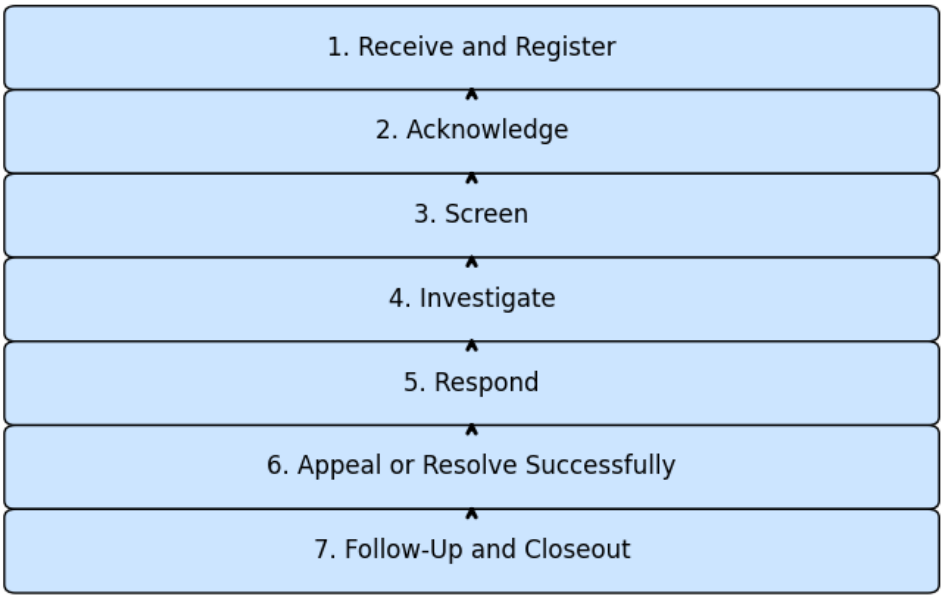
Option B: Use the Form

- Fill out the **Grievance Report Form**.
- Reports can also be made during **town-halls** or other **community meetings/events**.

📬 Ways to Submit the Form

1. **Drop it in the box onsite** – Place your completed grievance form in the designated box at the construction site.
2. **Give it to the HSSP Officer** – Hand the form directly to the HSSP Officer for recording and follow-up.
3. **Send it by email** – Email your grievance form to: **hsspproject@moh.gov.jm**

Summary of the process



📞 Why Use the GRM?

- To make sure your voice is heard
- To solve problems quickly and fairly
- To keep trust between workers, community, and project leaders

🛡 YOU ARE SAFE

- You will **not be punished** for making a complaint.
- You have the **right to speak up**.
- If you are not happy with the answer, you can ask for it to be looked at again.

🔑 REMEMBER

This system is here to help keep the project safe and fair for everyone. If you see something wrong, speak up. Help protect your community.

📝 Grievance Report Form

(For Workers and Community Members - Form can be completed in Chinese, Patois or English)

👤 Your Information

- **Name:** _____
- **Phone/Email:** _____
- **Where You Live/Work:** _____

📅 What Happened

- **Date:** _____
- **Time:** _____
- **Place:** _____

❗ Type of Problem (Check One)

☐ Safety Problem (danger at work or in community)
☐ Money Problem (pay or bills)
☐ Bad Treatment (bullying, rude words, unfairness)
☐ Community Problem (noise, damage, other issues)
☐ Other: _____

📝 Tell Us What Happened

(Write in your own words and state the frequency once time, more than once or everyday)

_____

_____

_____

✅ Promise (Undertaking)

I promise that what I wrote is true. I know I can get in trouble if I make up things or not being truthful.

- **Signature:** _____
- **Date:** _____

🏢 For Office Use Only (Grievance Officer / Department Head)

- **Grievance Number (Dept Ref No.):** _____
- **Received On:** _____
- **Interview Done:** ☐ Yes ☐ No
- **Notes from Enquiry:** _____

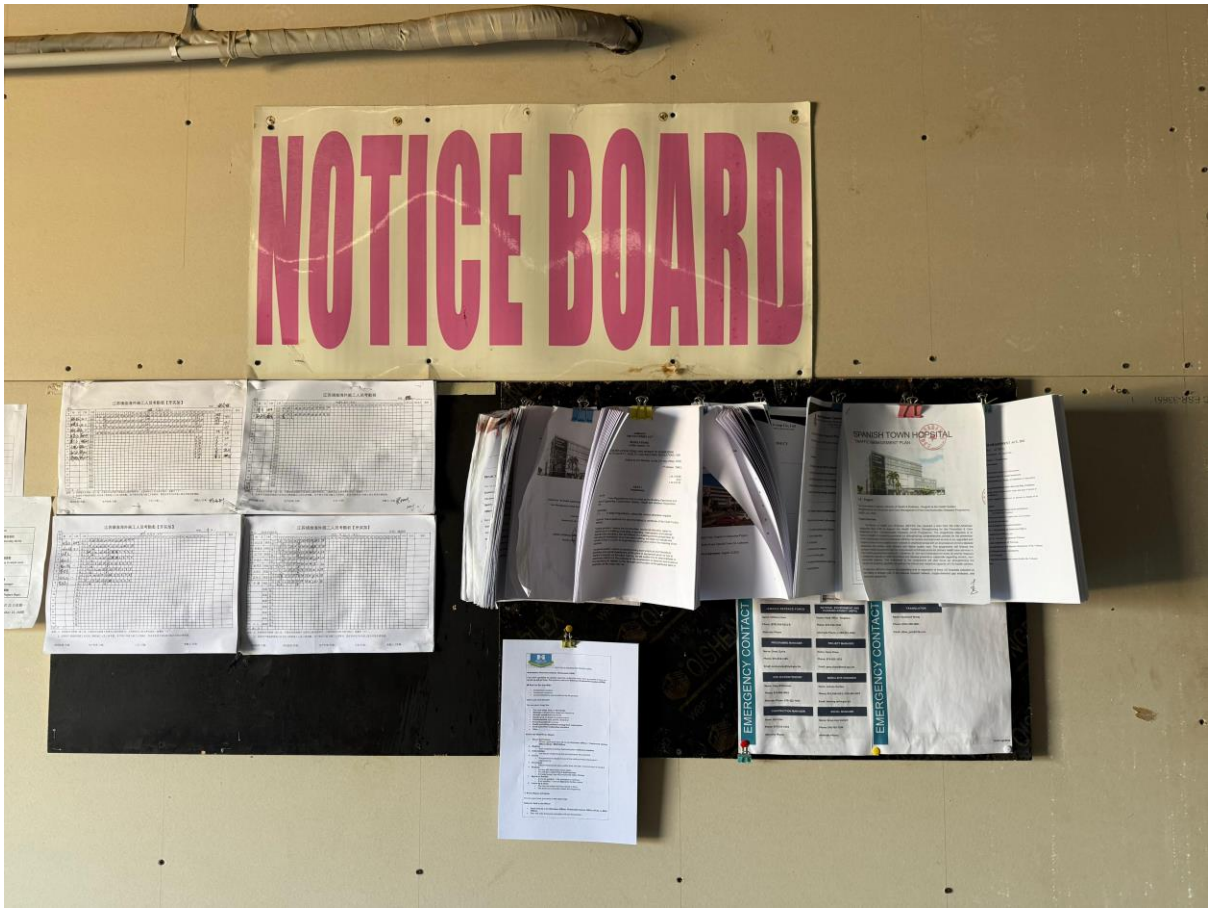
- **Action Taken:** _____

- **Date:** _____

✍ **Signatures**

- **Grievance Officer:** _____
- **Grievant (Acceptable):** _____
- **Grievant (Not Acceptable):** _____
- **Reason (if not acceptable):** _____

GRM FORM ON NOTICE BOARDS



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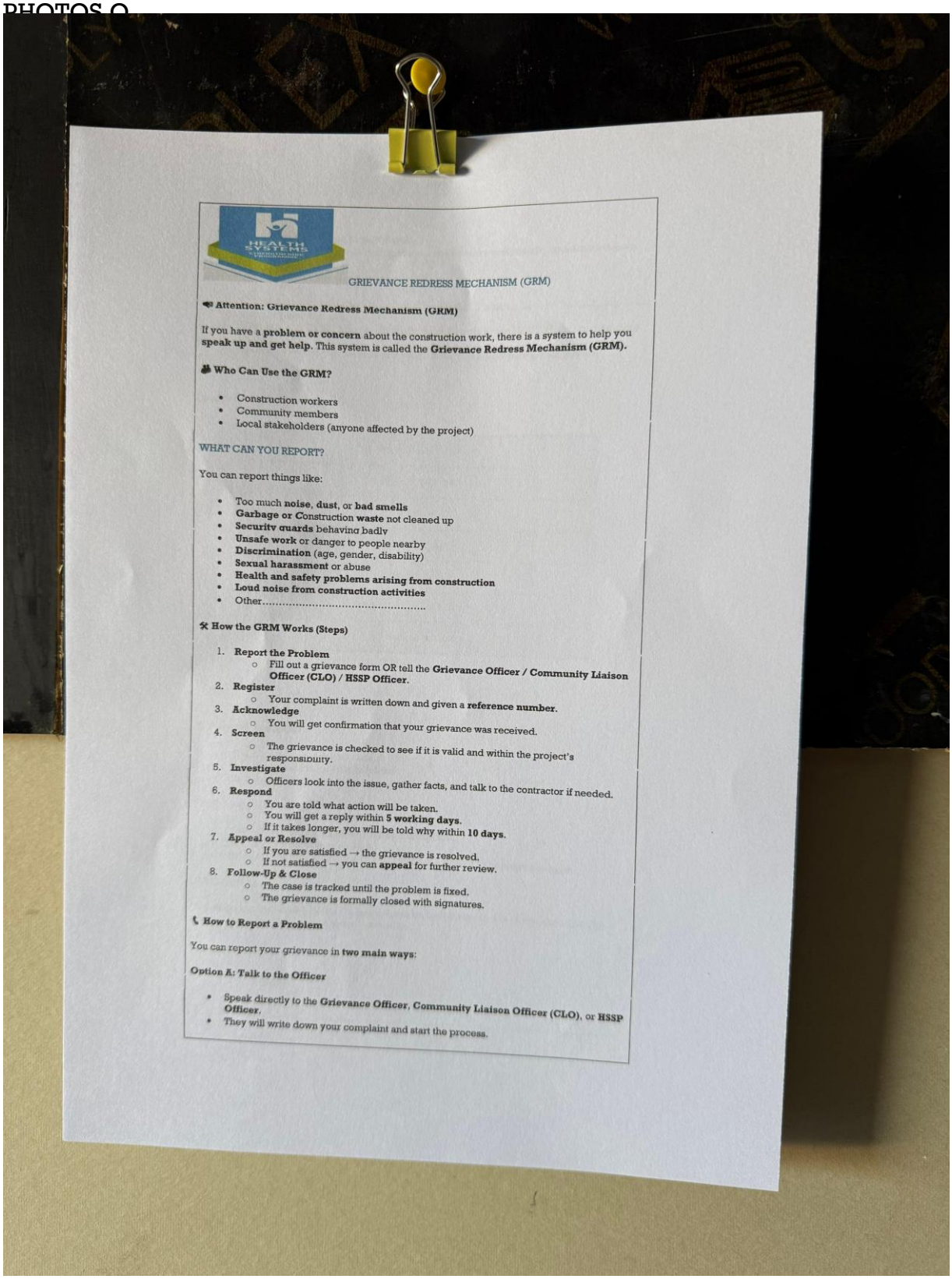

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GRM FORM ON NOTICE BOARDS