



The Grievance Redress Service (GRS) is an avenue for individuals and communities to submit complaints if they believe that a I2Q project has or is likely to have adverse effects on them, their community, or their environment. The GRS enhances the project's responsiveness and accountability to project-affected communities by ensuring that grievances are promptly reviewed and addressed.

TYPES OF COMPLAINTS

Complaints brought to the GRS cover a wide spectrum of project-related issues, including harm to people's livelihoods, environmental degradation, involuntary resettlement, occupational health and safety concerns, violation of rights of affected communities to meaningful consultation.

INFORMATION TO INCLUDE IN A COMPLAINT

Complaints must:

- identify the project subject of the complaint
- clearly state the project's adverse impact(s)
- identify the individual(s) submitting the complaint
- specify if the complaint is submitted by a representative of the person(s) or community affected by the project
- if the complaint is submitted by a representative, include the name, signature, contact details and written proof of authority of the representative

SUBMITTING A COMPLAINT TO THE GRS

Any individual or community who believes that I2Q Project has or is likely to, adversely affect them can submit a complaint.

Complaints must be in writing and addressed to the GRS.

Compliant form can be downloaded through the I2Q website at

www.iiq.gov.ge/en/grievance-redress-service/

and send

BY EMAIL at info@iiq.gov.ge

BY LETTER OR BY HAND delivery to the Ministry of Education and Science of Georgia at 52 D. Uznadze str., 0102 Tbilisi, Georgia

Supporting evidence is not necessary but may be helpful in reviewing and resolving the complaint. The complaint may also include suggestions on how the individuals believe the complaint could be resolved. All complaints will be treated as confidential. The GRS will not disclose any personal data that may reveal the identity of complainants without their consent.

COMPLAINT ADMISSIBILITY

When the GRS receives a complaint, it first assesses its admissibility. The GRS considers a complaint admissible when it:

- Relates to an active I2Q Project
- Alleges environmental and social harm caused or likely to be caused by the I2Q project
- Is submitted by a complainant, a group of complainants directly affected by the project, or their authorized representatives

The GRS considers a complaint inadmissible when it relates to procurement; alleges fraud and/or corruption; pertains to issues declared eligible for an investigation by the Inspection Panel; The GRS refers inadmissible complaints that are not related to environmental or social issues to the I2Q Project.

ACCOUNTABILITY MECHANISMS

The GRS is one of three main avenues for addressing grievances related to World Bank-supported operations:

- **Project-Level Grievance Mechanisms:**

The borrowing government is responsible for putting in place a responsive and accessible project-level grievance mechanism to process and find solutions to complaints raised by people affected by Bank-supported projects.

- **World Bank Grievance Redress Service:**

The GRS is a corporate-level complaint-handling mechanism that helps task teams broker solutions for direct or referred complaints submitted to World Bank management. It reports to World Bank Senior Management.

- **World Bank Inspection Panel:**

The Inspection Panel is a complaints mechanism that assesses allegations of harm to people or the environment and reviews whether the World Bank followed its operational policies and procedures. The Panel is independent from the World Bank management and staff, and reports directly to the Board of Executive Directors.

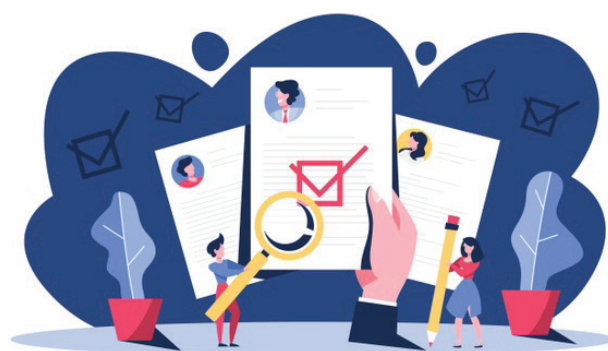
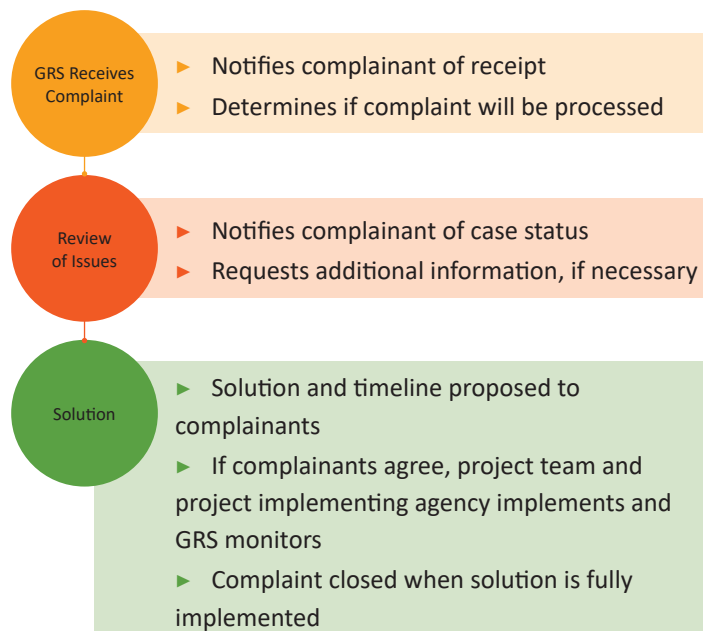
GRS Receives Complaint

- ▶ Notifies complainant of receipt
- ▶ Determines if complaint will be processed

Review of Issues Solution

- ▶ Notifies complainant of case status
- ▶ Requests additional information, if necessary
- ▶ Solution and timeline proposed to complainants
- ▶ If complainants agree, project team and project implementing agency implements and GRS monitors
- ▶ Complaint closed when solution is fully implemented

GRS COMPLAINT RESOLUTION PROCESS



CONTACT:

You can contact the GRS through I2Q Project website at www.i2q.gov.ge/en/grievance-redress-service/ or via email at info@i2q.gov.ge