

## FREQUENTLY ASKED QUESTIONS

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### 1. Why use the Independent Redress Mechanism?

The IRM helps project affected people or communities address problems by convening dialogues or conducting investigations in a manner that is timely, fair and independent.

### 2. Does filing a complaint stop a project?

No. Decisions to stop a project rest with the Secretariat or the Board of the GCF taking into account the outcomes of an IRM process.

### 3. Is there a time-limit for making a complaint?

Yes. A complaint must be submitted within 2 years of the date that the complainant became aware of the negative impacts of the GCF project, or within 2 years of the closure of the GCF project.

### 4. What outcomes can I expect from filing a complaint with the IRM?

A timely and independent response to the complaint, and a fair process to address issues directly with the project or through an independent investigation that can recommend redress. The specific outcomes depend on the problems raised in the complaint.

### 5. How does the IRM differ from the project-level grievance mechanism?

The IRM is another avenue by which project affected people can seek redress, particularly when related to non-compliance with GCF policies or procedures. The IRM encourages the use of local grievance mechanisms where appropriate.

## CONTACT US

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### INDEPENDENT REDRESS MECHANISM

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GREEN  
CLIMATE  
FUND

Independent  
Redress  
Mechanism

Image credit: Neil Palmer

## GCF INDEPENDENT REDRESS MECHANISM

OPENING DOORS TO  
ACCOUNTABILITY  
AND REDRESS

## ABOUT US

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The Independent Redress Mechanism (IRM) is the accountability and redress mechanism of the Green Climate Fund, a global fund created to help developing countries respond to climate change by reducing their greenhouse gas emissions and adapting to the impacts of climate change. The IRM is independent of the GCF Secretariat and reports directly to the Board of the GCF.

## OUR ROLE

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The IRM's main mission is to address complaints by people who believe they are negatively affected by GCF projects and to help the GCF be faithful and accountable to its policies and procedures.

## HOW TO MAKE A COMPLAINT?

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What complaints can be handled by the IRM?

Any person, group or community who believes they have been, or may be, harmed by a GCF project including those under consideration can file a complaint.

What information is needed?

There is no special form required to submit a complaint. However, complaints should include the following information:

- Name and contact details of the person(s) or community filing the complaint
- A brief description of the GCF funded project or programme
- A description of the harm or impact
- If submitted by a representative, a letter from the affected person(s) or community allowing the representative to file the complaint with the IRM

The IRM accepts complaints in any language. They can be submitted by post, email, fax, or delivered in person to the address on the back of this brochure. Complaints can be submitted in writing, or as a video or voice recording.

## HOW IS A COMPLAINT HANDLED?

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- The IRM will **first determines the eligibility** of the complaint.
- If eligible, the IRM facilitates a **voluntary problem-solving process** to identify and agree on solutions
- Where problem solving is not feasible or not effective, the IRM conducts a **compliance appraisal and may investigate** to identify any non-compliance with GCF policies and recommend redress
- The IRM **monitors** the implementation of problem solving agreements or any redress that is granted by the GCF board

*The IRM respects requests for confidentiality from complainants and will keep information confidential from all parties other than the IRM, unless otherwise agreed. The IRM does not accept anonymous complaints.*