

MAGDALENA-ALMEJAS BAY BLUE CARBON PROJECT GRIEVANCE REDRESS PROCEDURE FUNDACIÓN MARVIVO MÉXICO, A.C

The GRP was defined using the following approach:

Purpose

This document describes the procedures that will be followed by Fundación MarVivo México (FMM) to address complaints or concerns submitted by people who may be benefitted or impacted by FMM's project activities. It intends to provide clarity and predictability on how complaints will be received, assessed, monitored, and resolved.

Principles

The principles that guide the GRP and by which its performance is evaluated are:

- **Accessibility:** It should be accessible to everybody who would like to submit a complaint and should aid those who face barriers such as language, literacy, awareness, cost, or fear of reprisal.
- **Predictability:** It should offer a clear time frame for each stage and clarity on the types of results it can and cannot deliver.
- **Transparency:** procedures and outcomes should be transparent enough to meet the public interest concerns at stake.
- **Feedback:** It should serve to channel citizen feedback to improve project outcomes for the people.
- **Rights compatibility:** Its outcomes should be consistent with applicable national and international standards and should not restrict access to other redress mechanisms.
- **Fairness:** It should be perceived as fair, especially in terms of access to information and opportunities for meaningful participation in the final decision.

Responsibility

FMM's Head Office at Puerto San Carlos will be responsible for the operation of this GRP and the person responsible for it is the Communication Manager. Responsibilities include maintaining the grievance redress procedure, including the procedure; registration of complaints; external communications; tracking performance and reporting.

Registry and Monitoring

All complaints received will be entered into a publicly accessible registry at FMM Head Office at Puerto San Carlos that will allow complaints to be tracked and monitored.



FMM accounts for a clear grievance redress mechanism which is outlined in the associations' policy, published on its website and available at the San Carlos head offices.

Fundación MarVivo México, A.C