



IDB Environmental and Social Grievance Protocol

2023 ANNUAL REPORT



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Table of contents

Introduction	4
2023 Statistics	7
Grievances Handled	8
Submission Channels	8
Geographic Location	9
Sectors	9
Related Projects	10
End-of-Year Snapshot	10
Key Topics	12
Land Acquisition and Involuntary Resettlement	13
Community Health, Safety, and Security	15
Labor and Working Conditions	15
Stakeholder Engagement and Information Disclosure	17
Resource Efficiency	18
Indigenous Peoples	18
Two Years of the IDB Environmental and Social Grievance Protocol	19
Lessons Learned	24
Strengthening Internal Processes	25
Strengthening Processes and Coordination with the Executing Agency	26
Raising Awareness about the Grievance Channels Available for IDB-financed Projects	27
Outreach and Looking Ahead	28
How to Reach Us	30



Introduction





The Environmental and Social Policy Framework (ESPF) of the Inter-American Development Bank (IDB) was approved on September 16, 2020. The framework provides the IDB's clients with ambitious environmental and social standards and leading-edge provisions to tackle environmental and social issues in IDB-financed projects. People, stakeholders, and communities affected by these projects have three channels to submit complaints related to environmental and social issues associated with the projects:

1. A project-level grievance mechanism operated by the Executing Agency or any other state-based or local grievance mechanisms.
2. Contacting the IDB directly through its [Grievance Protocol](#) at quejas@iadb.org, messaging or calling the IDB at +1 (202) 826-3705, or filling out this online [form](#).
3. The Independent Consultation and Investigation Mechanism ([MICI](#) for its acronym in Spanish), a last resort instance, independent of IDB Management, to address grievances.

The IDB Grievance Protocol was created based on the requirements of the ESPF and has been implemented since November 2021 (when the ESPF came into effect). The IDB Grievance Protocol provides a channel for stakeholders to contact the IDB directly when interested in filing a complaint about environmental and social issues or the performance of IDB-financed projects in this regard. The protocol is an internal process that establishes the implementation procedures, steps and actions, timing, responsibilities, and resources needed to address grievances filed directly with the IDB.

The protocol applies when a grievance meets both of the following criteria: (i) it is related to an IDB operation that is in preparation, approved, or in execution, or within 24 months after the last disbursement; and (ii) it is related to environmental and/or social aspects of an operation. Any affected person, group, or stakeholder interested in filing a grievance (hereby called “the complainant”) about an environmental and/or social issue related to an IDB operation may contact the Bank, regardless of whether they have used any other local or project-level mechanism to present their concerns.



Although not a prerequisite, stakeholders are also encouraged to use the respective project-level grievance mechanism, if appropriate. That said, there may be occasions when the complainant is uncomfortable raising a concern through the Executing Agency's project-level grievance mechanism and may instead prefer to contact the IDB directly. This may be the case, for example, if the complainant has a fear of retaliation, prosecution, or discrimination or regarding security or health. The IDB's grievance process analyzes these complaints immediately upon receiving them in order to assign a fast-track process to those cases that may represent an imminent risk to the complainant, the environment, or others.

To learn more about what to expect after submitting a complaint, [here](#) is a step-by-step guide to the IDB Grievance Protocol describing the information-gathering and dialogue processes to solve and agree upon potential solutions to a complaint. This Annual Report includes an overview of complaints handled in 2023, key topics and lessons learned from the first two years of the protocol's implementation, and information on our outreach strategy and how to reach us.



2023 Statistics



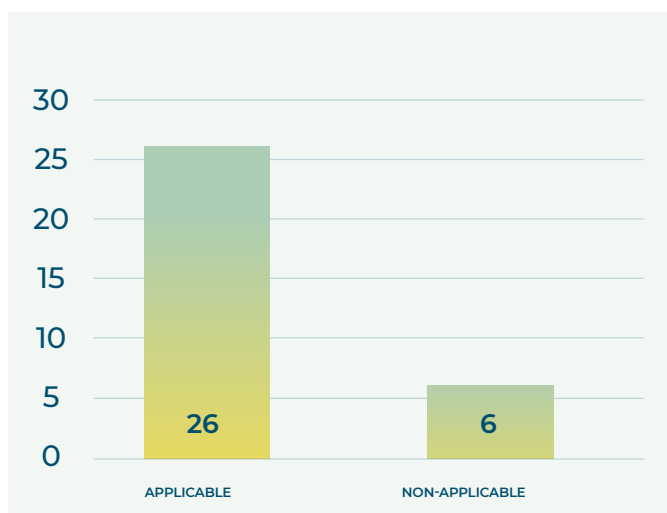


Grievances Handled

During the second year of implementation of the Grievance Protocol in 2023, the IDB handled 32 grievances. Twelve were grievances received in 2022 and carried into 2023, and 20 were new cases in 2023. Of the total grievances handled in 2023, 81 percent were deemed applicable (26 of 32).

Those grievances deemed to be non-applicable were either duplicated cases or cases unrelated to environmental and social issues. Of the 26 applicable grievances handled in 2023, 73 percent were presented by men and 27 percent by women.

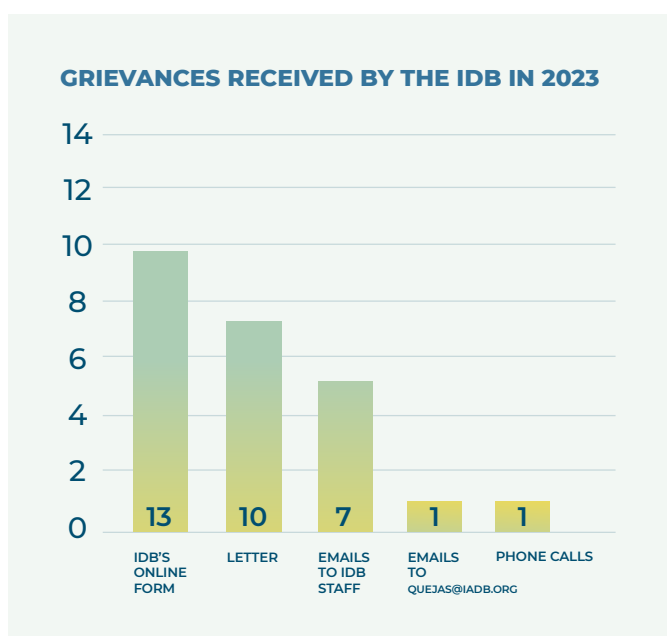
Of the total number of grievances, eight cases (31 percent) were group claims.



Submission Channels

Complainants filed most grievances via the [IDB's online complaint form](#) (13 of 32), followed closely by a letter sent to the IDB (10 of 32).

Complainants also used other channels such as emails to IDB staff (seven), of which two were cases derived from the MICI and the Access to Information Unit; one by mailing the IDB Grievance Protocol at quejas@iadb.org, and one by phone.

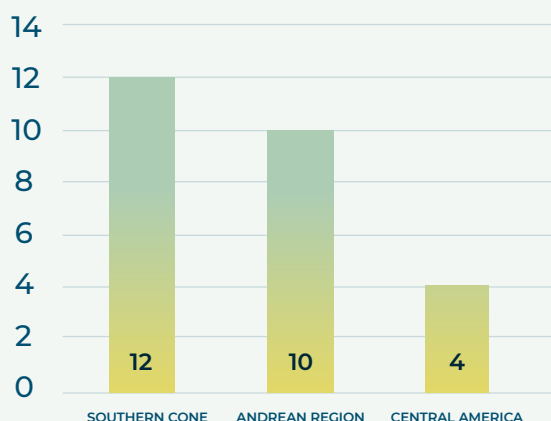


Grievances can be submitted through any means, including but not limited to the channels mentioned above.

Geographic Location

Most applicable grievances handled in 2023 involved IDB operations in the Southern Cone (12) and the Andean Region (10), followed by Central America (four).¹ No grievances were filed in the Caribbean Region, where further efforts are needed to disseminate the Grievance Protocol.² Brazil, Colombia, and Peru accounted for 57 percent of the grievances handled in 2023.

GRIEVANCES BY SUBREGION



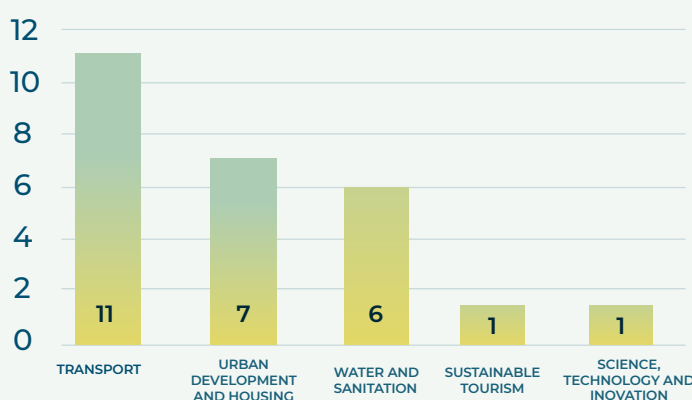
GRIEVANCES BY COUNTRY



Sectors

Transport was the sector with the most grievance cases in 2023, accounting for 11 of the 26 applicable grievances. The urban development and housing sector followed with seven grievances, the water and sanitation sector with six grievances, and the sustainable tourism sector and science, technology, and innovation sector with one each.

GRIEVANCES BY SECTOR



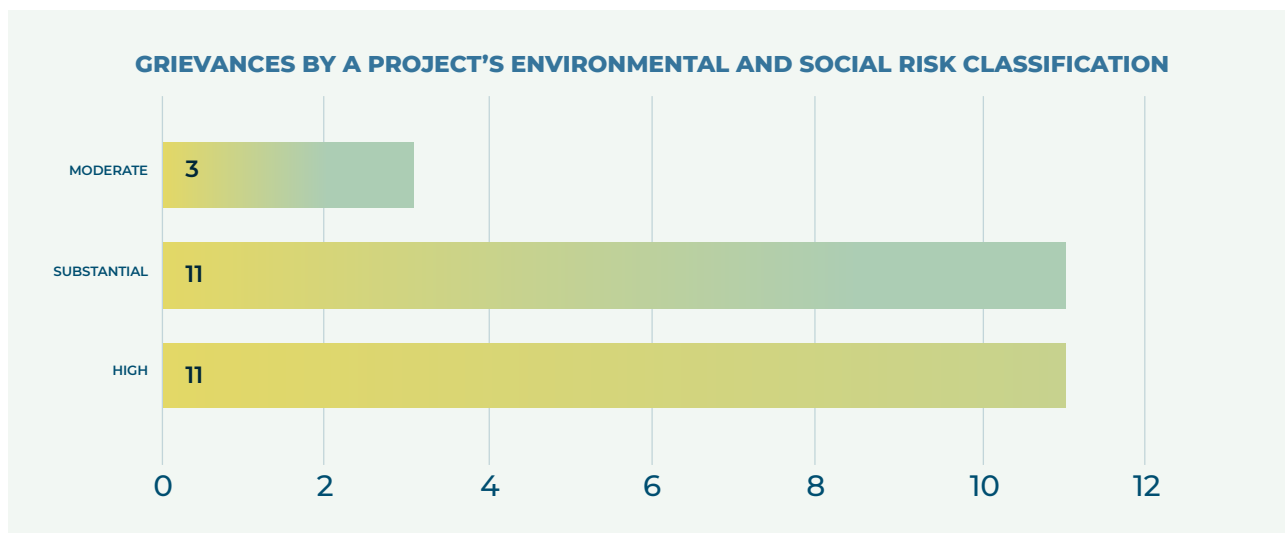
¹ The Southern Cone region includes Argentina, Brazil, Chile, Paraguay, and Uruguay. The Andean region includes Bolivia, Colombia, Ecuador, Peru, and Venezuela. The Central America region includes Belize, Costa Rica, El Salvador, Guatemala, Haiti, Honduras, Nicaragua, Mexico, Panama, and the Dominican Republic.

² The Caribbean region includes The Bahamas, Barbados, Guyana, Jamaica, Suriname, and Trinidad and Tobago.

Related Projects

Of the applicable grievances handled by the protocol in 2023, 88 percent were related to active projects (23 of 26). Only two grievances were related to closed projects, and one was related to a fully disbursed though not yet closed project.

Most projects with grievances have substantial environmental and social risks (seven projects with 11 related grievances) and high risks (six projects with 11 related grievances) followed by projects with moderate risks (three projects with three grievances). There were no grievances related to low-risk projects³.



Thirteen grievances were related to projects considered specific investments (with a specific purpose and interdependent components), and 12 were related to multiple works programs (designed to finance groups of similar works that are physically independent of one another and whose feasibility does not depend on the execution of any given number of the works projects). One grievance was related to a technical cooperation.

End-of-Year Snapshot

After determining applicability, the protocol team, together with the respective IDB project team, carries out an assessment and response process during which information regarding the grievance is collected to further understand context and background, both internally and with the complainant and the Executing Agency. If areas are identified to strengthen the operation's socio-environmental management, an Action Plan is developed jointly with the Executing Agency that includes a series of agreements with deadlines and specific activities that are shared with the complainant. If there is agreement on the Action Plan between the IDB, the Executing Agency, and the complainant, the IDB project team then monitors completion of the Action Plan as part of the Bank's regular socio-environmental supervision of operations.

³ The IDB assigns a risk classification based on a four-level risk rating: low, moderate, substantial, or high. This risk classification is reassessed throughout the project cycle and adjusted in accordance with the developments and circumstances of a project's implementation.

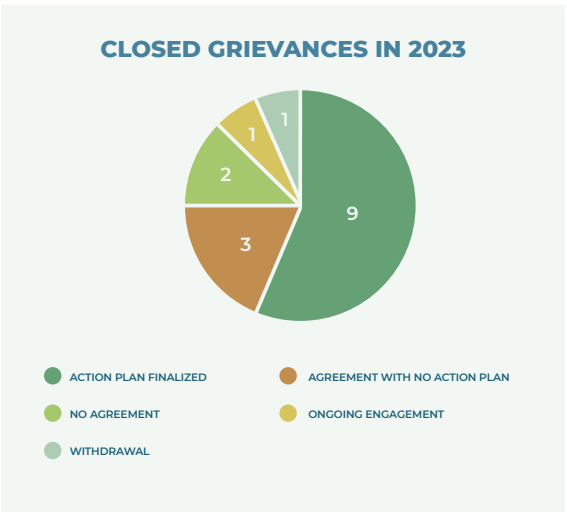
The IDB may close a grievance under any of the circumstances described in the paragraphs that follow. Ideally, a grievance can be closed when the actions agreed upon in the Action Plan have been implemented. The IDB confirms with the complainant that these actions have been satisfactorily implemented and proceeds with closure.

In some cases, no Action Plan is required if the dialogue process provides a response that satisfactorily addresses the complainant's grievance, and the grievance will therefore be closed. An example might be when a complainant requests specific information about the project timeline or its environmental and social management plans and that information is then shared with the complainant satisfactorily.

The IDB may also close a grievance when agreements reached with complainants and the Executing Agency require continuous engagement throughout the project's lifecycle and regular socioenvironmental supervision.

Finally, if a grievance is not resolved and no agreements are reached despite several proposals and dialogue, the IDB informs the complainant of the reasons for closure and the other available grievance channels ("closed non-agreement"), including the MICI. Despite the IDB's efforts to find possible solutions to grievances, in some cases there may be insufficient information about the complainant's claims (for example, a lack of evidence for labor payments).

The figure below presents the status of grievances as of the end of 2023, including 18 grievances closed during the year. Of those, nine satisfactorily finalized their Action Plans and three reached an agreement with no Action Plan required. Two grievances were closed without agreement on a solution, one required ongoing engagement, and in one case the complainant withdrew the grievance from the protocol. Eight grievances continued into 2024: four of them continued the dialogue process under the assessment and response stage; two advanced to the monitoring stage; and two that were received at the end of 2023 were still in the initial review stage.



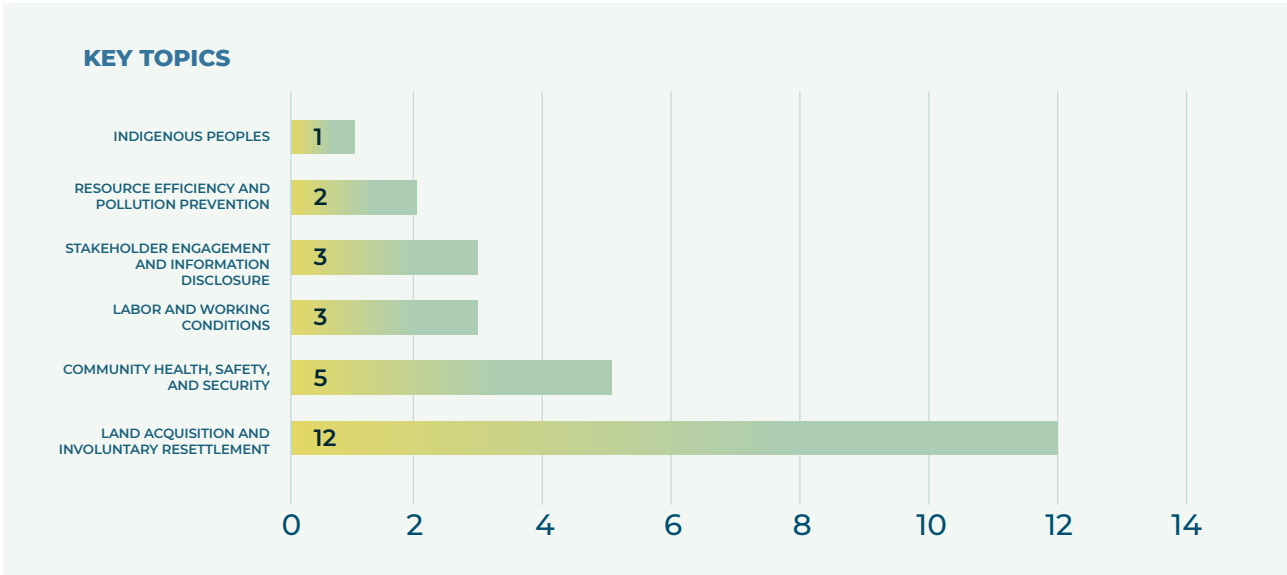
Key Topics





Land acquisition and involuntary resettlement was the most frequent topic of grievances handled during 2023, accounting for 46 percent (12 grievances) of total applicable grievances across four operations in four countries. However, grievances often include a combination of various topics, with a lack of public consultations and access to information a cross-cutting theme in many of them. Community health, safety, and security was the second most-frequent topic of the grievances handled in 2023, with five cases.

Three grievances handled during the year were related to labor and working conditions, stakeholder engagement, and information disclosure, respectively; two were related to resource efficiency and pollution prevention; and one was related to Indigenous Peoples.



Land Acquisition and Involuntary Resettlement

In 2023, the IDB Grievance Protocol received 12 grievances related to physical displacement (relocation, loss of land, or shelter), and/or economic displacement (loss of land or assets, or restrictions on land use, assets, and natural resources).

Most grievances were related to delays or disagreements in compensation payments and amounts deemed insufficient. These are complex cases to resolve because they involve the review of commercial appraisals, several of which were conducted before the COVID-19 pandemic, the involvement of lawyers, and the development of technical reports. Delays in compensation payments can create considerable stress and inconvenience for affected people and complainants and may lead to affected people incurring additional costs.

Project teams also engaged during the year with complainants to ensure their complete understanding of their compensation entitlements under national, state, and local laws and IDB policies. IDB project teams worked with Executing Agencies to identify alternative evidence in addition to the official documentation requirement in order to facilitate the payment process and overcome bureaucratic challenges. As IDB project teams accumulated know-how, they developed internal procedures and databases (i.e., project-specific practical tools), together with an Executing Agency, to better handle these types of grievances, become more efficient, and resolve new cases in shorter time frames.

Action Plans developed to resolve these grievances have included alternative solutions. As an example, in a grievance active since 2023, the IDB team is pushing towards the provision of training to support local people in future tender processes in order to ensure that economic resettlement is not a disadvantage that constrains development. Land acquisition and involuntary resettlement grievances require effective monitoring and supervision, along with information-sharing and transparency. Most of these cases were in the monitoring stage for three and a half months, on average, with five cases still open in 2024. In 2023, seven grievances related to physical displacement and/or economic displacement were closed.

Three cases were closed after their respective Action Plans were finalized. Two cases were closed with an agreement without an Action Plan, and the two other cases were closed with no agreement reached. Of these latter two cases, one of the complainants withdrew the complaint and in the other case the complainant did not agree with conditions of the proposed response (closed without an Action Plan).

Some affected stakeholders are opposed to resettlement because they believe that certain impacts can never be adequately compensated for, or because they disagree with the technical justification for the resettlement. However, other stakeholders may benefit from being resettled, so conflicts may arise within a community that need to be addressed.



When stakeholders' input is not considered, they are likely to engage in various forms of resistance or protest to ensure that their voice is heard. IDB teams have focused on listening and registering the experiences of the people being resettled and compensated.

One project in Colombia accounts for four of the 12 resettlement-related grievances. This highlights the importance of ensuring that Executing Agencies of projects with these risks have the technical capacity to handle resettlement processes, seeking, when necessary, experienced resettlement practitioners knowledgeable in specific state legislation.

Community Health, Safety, and Security

Five grievances handled during 2023 were related to community health, safety, and security in operations in Argentina, Bolivia, Costa Rica, Honduras, and Paraguay. Three were related to water and sanitation operations, one to transport, and one to urban development and housing.

Two grievances related to water and sanitation involve the phenomenon known as “not in my backyard,” where residents oppose development programs in their local area, arguing that the programs will bring pollution and that the flow of trucks will pose a risk to community safety. It has proven difficult in these cases for IDB teams to put forward key facts and technical information to address these legitimate concerns and reach agreements through dialogue. Waste management and resource recovery projects such as landfills are also constantly subject to a high level of scrutiny from the communities where these proposed projects are located. There are many reasons for community resistance to these projects as expressed by complainants, ranging from concerns about the visual impact, cleanliness, and intrusive odors and air pollution, to broader concerns about the environmental and economic impact.

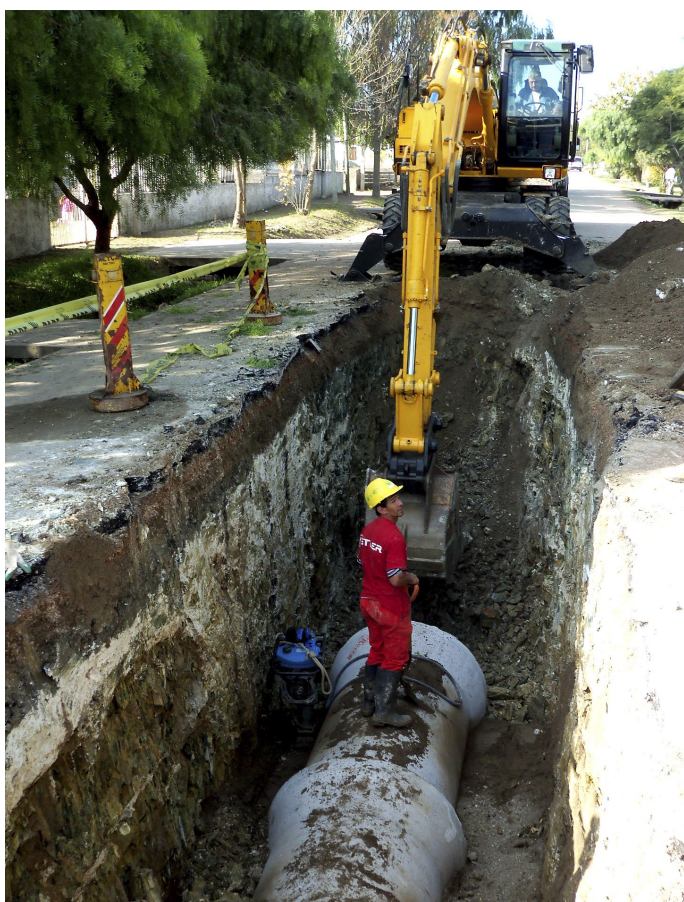
The solutions reached in these cases included preparing additional mitigation plans, conducting environmental audits of the project, selecting a new project location, and sharing information with the complainants about existing project measures. In one project, resolution of grievances was delayed by changes in government and the authorities and by the impact of the COVID-19 pandemic.

Labor and Working Conditions

During 2023, the protocol handled three grievances involving labor and working conditions, all related to one transport operation in Peru. The grievances, which originated in 2022, were primarily related to non-payment of wages to workers. Multiple parties were involved in these processes, including a contractor and a subcontracting company. However, the Executing Agency is responsible for managing risks and impact throughout the project and for passing on these responsibilities to contractors and subcontractors.

All three cases were initially confidential, but complainants authorized the IDB to share their information with the Executing Agency to review the unpaid wages situation of the third-party subcontractor in order to respond to their complaint. As part of the grievance management process, Action Plans were developed to ensure payments, including having the contractor set up a guarantee fund in which it retained a percentage of all the subcontractor's funds. Moreover, the Action Plans identified other workers in similar situations, even if they did not submit a grievance through the IDB Protocol or the Executing Agency's site-level grievance mechanism. This was done because the information collected by the IDB team showed that the problem with unpaid wages was systemic. This action by the IDB team likely helped prevent other related grievances and escalation.

As part of the Action Plans in these cases, the Executing Agency also carried out a process of sensitizing and raising awareness of the contractor to avoid incurring local debt. As a result of these cases, the Executing Agency no longer authorizes subcontracting. This is an example of solutions to cases justified under specific circumstances; other more common examples include improving reporting and supervision as part of the Executing Agency's management system.



Despite the IDB project team holding periodic follow-up meetings with the Executing Agency to monitor the Action Plan, two of the three cases in Peru were closed during 2023 with no agreements reached between the complainants, the Executing Agency, and the IDB. This happened because the complainants were unable to provide supporting documentation regarding their labor relationship with the subcontractor. In both cases, when the grievances were closed, complainants were informed that they could file their grievance with the MICI or submit the grievance again to the IDB Grievance Protocol if supporting documents were obtained. The other case remains open in 2024, pending missing documentation.

Stakeholder Engagement and Information Disclosure

During 2023, three grievances handled were related to stakeholder engagement and information disclosure, one in Chile, one in Panama, and one in Argentina. As mentioned previously, although these grievances handled were specifically related to stakeholder engagement and information disclosure, this is also a pivotal cross-cutting topic in many other cases.

Two cases were related to urban development and housing operations and one to water and sanitation. Complainants in these cases alleged that stakeholder consultations were insufficient or not carried out in compliance with IDB policies and local regulations. For all cases, the IDB teams undertook a thorough process of investigating and gathering background information to identify existing gaps. However, engagement and information disclosure could be improved, including strengthening the Executing Agency's social office in the field.

In one of the cases, due to numerous complaints about the limited time for dissemination of the project's information and documents, the Executing Agency designed a process that allowed community members to consult in person about their land. This was done in personalized and private consultations over several days, and the consultation was subsequently documented and compiled into a report. However, the complainant continued to oppose the project because of its location, and no agreement was reached despite several discussions to explain the technical aspects of the project and share supporting documents. In one of the other cases, as part of the agreed-upon Action Plan, the IDB financed preparation of an additional land registry to have more detailed documentation.



Resource Efficiency

Two grievances handled in 2023 were related to resource efficiency and pollution prevention in operations in Brazil and Paraguay. One of the operations was a technical cooperation, related to the science, technology and innovation sector, and was opened in 2023, while the other operation, related to the water and sanitation sector, was opened in 2022. Both grievances were closed in 2023 when the respective Action Plans were implemented and finalized.

In both grievances, complainants argued that the operations would cause physical and ecological harm to the local area. One of the complainants asked the IDB to conduct an environmental audit, alleging problems with odors generated by the wastewater treatment plant. The plant was already built and is currently in operation. The IDB team held discussions with the complainant and agreed to conduct an exhaustive technical analysis to determine the cause of the problem. Both cases included disclosing relevant technical and environmental information to the complainants.

Indigenous Peoples

During 2023, the IDB Protocol managed a grievance related to Indigenous Peoples in a transport operation in Paraguay. The complainant, an interested stakeholder from outside the country, alleged that the design and execution of the operation undermined the Indigenous communities in the region, leading to degradation of their forests and disrupting their communities. An Action Plan agreed upon in the case included hiring an Indigenous Peoples specialist to participate in the operation. The case was closed when the Action Plan was completed.

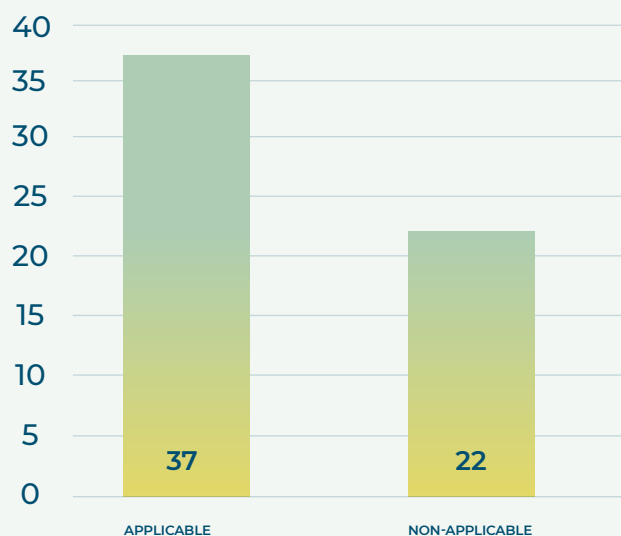
Two Years of the IDB Environmental and Social Grievance Protocol



Two Years of the IDB Environmental and Social Grievance Protocol

Since creation of the IDB Grievance Protocol in November 2021, the IDB has received a total of 59 grievances, of which 63 percent (37) were applicable.

TOTAL GRIEVANCES HANDLED BY THE IDB'S PROTOCOL SINCE NOVEMBER 2021



In 2022, the Grievance Protocol received 39 grievances (including two received in November-December 2021), while 20 new grievances were received in 2023, 59 percent fewer than in 2022. There were 23 applicable cases in 2022 compared to 14 in 2023, a decline of 70 percent. There were 16 non-applicable cases in 2022 compared to six in 2023. As mentioned earlier, these cases were determined to be non-applicable because several of them were duplicated and others were not related to environmental and social issues.

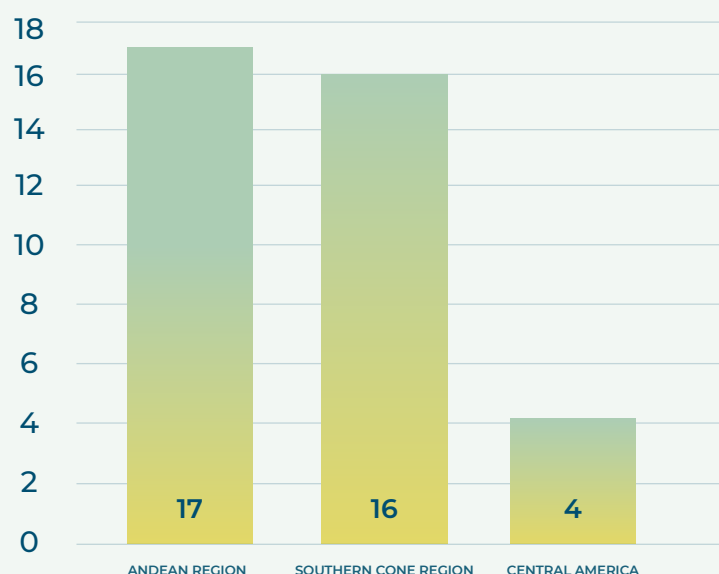
Of the total number of grievances received, 80 percent were filed by men and 20 percent by women. However, 29 percent of grievances filed were group claims. All grievances received and handled since November 2021 have been related to operations approved with the IDB's previous Safeguard Policies.

NEW GRIEVANCES RECEIVED IN 2022 AND 2023



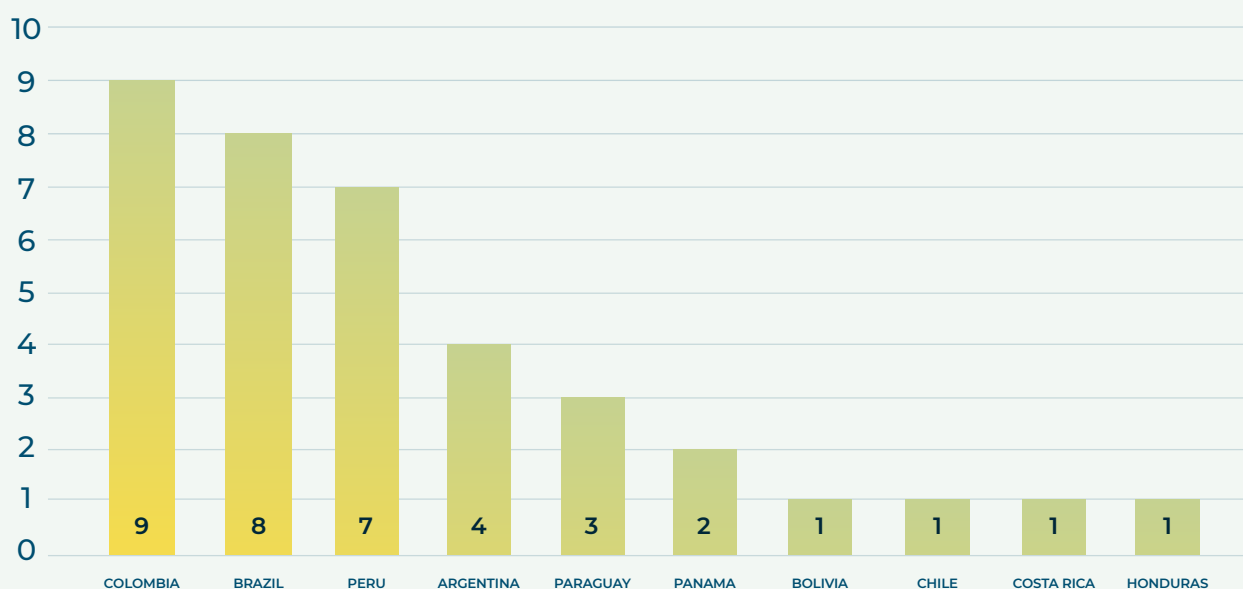
Since November 2021, the Andean Region has been the region that has received the highest number of applicable grievances, accounting for 46 percent (17 cases) of the total, followed by the Southern Cone Region with 43 percent (16 cases), and Central America with 11 percent (four cases). An ongoing trend throughout both years is the lack of grievances received from the Caribbean Region.

APPLICABLE GRIEVANCES BY REGION IN 2022 AND 2023



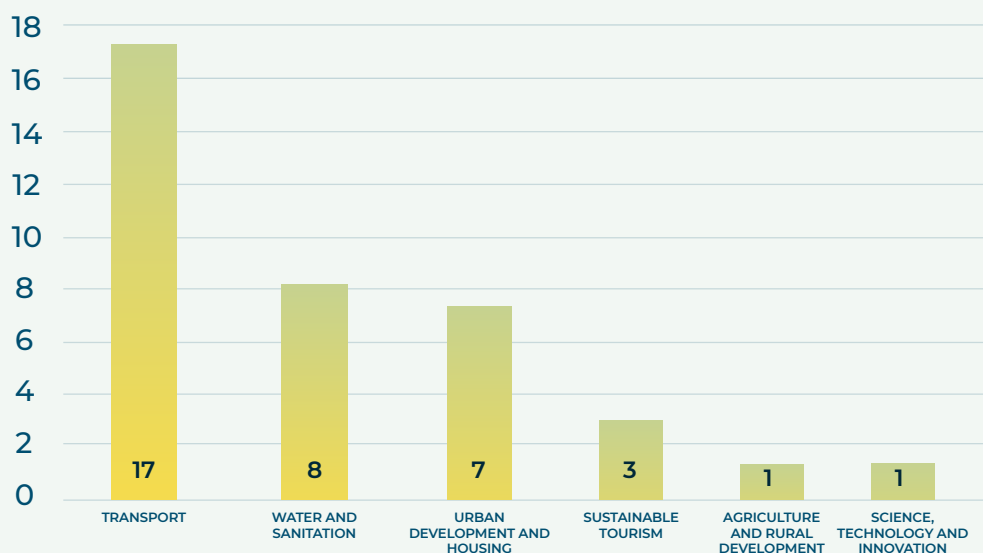
Colombia accounted for 24 percent of total grievances for both years (nine cases), all coming from a single operation. This was followed by Brazil, which accounted for 22 percent of total grievances (eight cases) across six operations; and Peru, which accounted for 19 percent of total grievances (seven cases) across two operations.

APPLICABLE GRIEVANCES BY COUNTRY FOR 2022 AND 2023



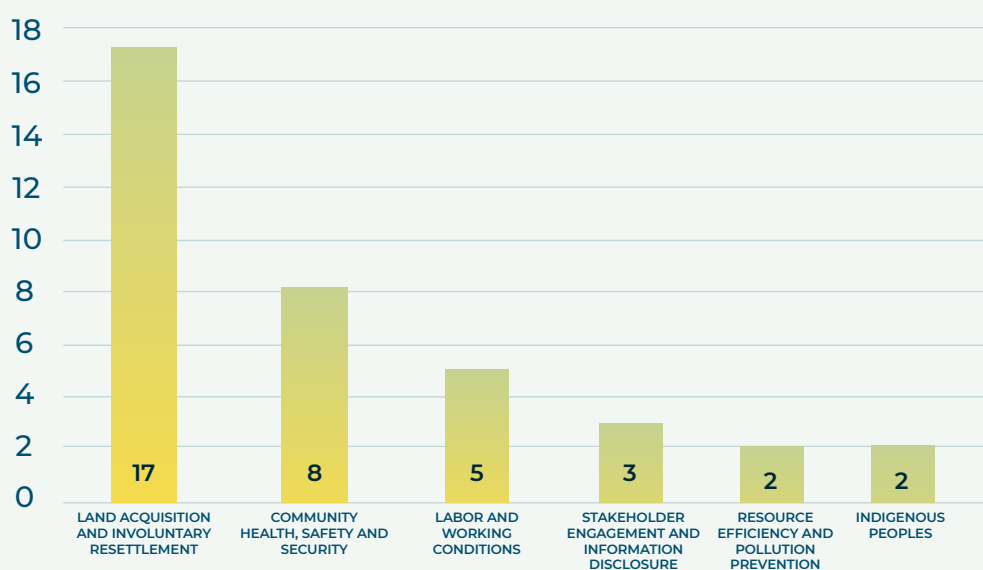
In both 2022 and 2023, the transport sector accounted for 17 applicable grievances, followed by water and sanitation (eight grievances), urban development and housing (seven), sustainable tourism (three), agriculture and rural development (one), and science, technology, and innovation (one).

APPLICABLE GRIEVANCES BY SECTOR IN 2022 AND 2023

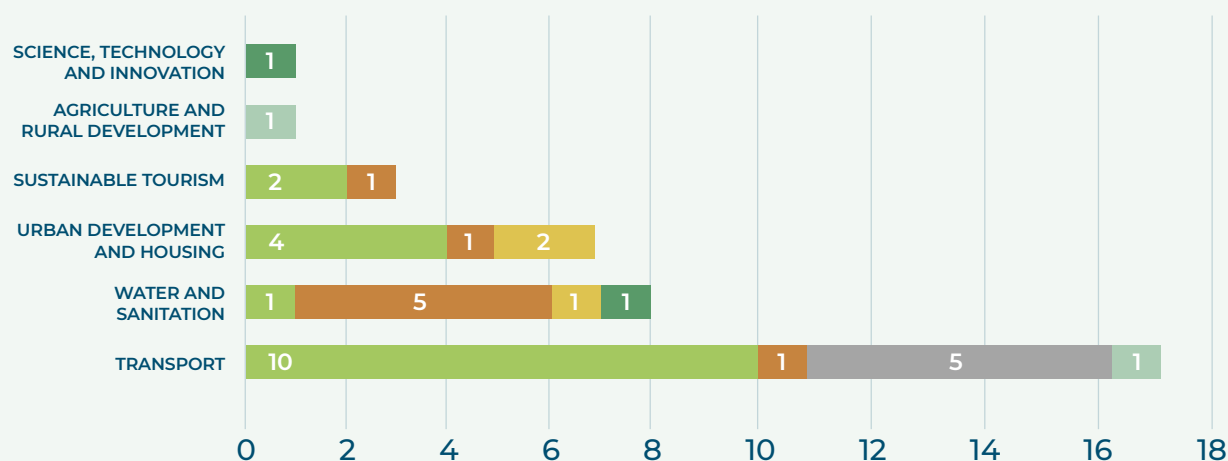


Throughout both 2022 and 2023, land acquisition and involuntary resettlement accounted for 46 percent (17 cases) of applicable grievances, followed by community health, safety, and security with 22 percent (eight cases), labor and working conditions with 14 percent (five cases), stakeholder engagement and information disclosure with 8 percent (three cases), resource efficiency and pollution prevention with 5 percent (two cases), and Indigenous Peoples with 5 percent (two cases).

TOTAL APPLICABLE GRIEVANCES BY TOPIC FOR 2022 AND 2023



GRIEVANCES BY SECTOR AND TOPIC, TOTAL FOR 2022 AND 2023



- Land acquisition and involuntary resettlement
- Community health, safety and security
- Labor and working conditions
- Stakeholder engagement and information disclosure
- Resource efficiency and pollution prevention
- Indigenous Peoples

As shown in the figure above, most grievances in the transport and urban development and housing sectors related to land acquisition and involuntary resettlement, while most grievances in the water and sanitation sector related to community health, safety, and security.

In 2022 and 2023, most of the grievances handled involved land acquisition and involuntary resettlement. These types of grievances were filed across seven operations in Brazil, Colombia, Panama, and Peru. Although community health, safety and security grievances saw the second-most common grievances for both years, in 2022 the second-most common topic was labor and working conditions.

Throughout both 2022 and 2023, most applicable grievances were closed with a finalized Action Plan, followed by cases where an agreement between complainants and the Executing Agency was reached without the need for an Action Plan. Other grievances were closed with no agreement, and complainants were informed of the possibility to turn to the MICI, as well as other state-based grievances mechanisms. Finally, a minority of grievances that closed required ongoing engagement within the framework as part of the regular socio-environmental supervision carried out by the IDB.

Lessons Learned





The Grievance Protocol is a channel for stakeholders to contact the IDB directly when interested in filing a complaint about the environmental and social performance of Bank projects. The protocol seeks to promote dialogue between complainants and the Executing Agency to find solutions to the complainants' concerns. In turn, it aims to strengthen the Executing Agencies' complaint and socio-environmental management in IDB operations, with particular attention to the project-level grievance mechanism.

In the little over two years since the protocol began addressing grievances, the IDB has compiled several lessons learned, both internally as part of the protocol's processes and externally as part of engagement and dialogue with Executing Agencies and complainants. This section reflects on what has or has not contributed to identifying solutions for effective grievance management and how each case can strengthen project design and performance in terms of environmental and social aspects. The lessons learned identified below are ongoing processes that will continue over the next years. Some of the takeaways identified to date are outlined below.

Strengthening Internal Processes

Promote institutional consistency and cross-fertilization across project teams when responding to complaints. As the IDB acquires more experience applying the Grievance Protocol, it can use the knowledge accumulated by project teams to strengthen and standardize the capacity of its personnel to prevent and manage socio-environmental grievances.

Review the time frames for each stage of the complaint-handling process to ensure they are suitable. The IDB aims to ensure that complaints are addressed expeditiously and efficiently. We also recognize that, in some instances, it may take time to build trust and consensus in processes of dialogue. The variety of topics, countries of origin, and types of complaints received demonstrate the need to apply the IDB Grievance Protocol in a way that provides predictability and security to the process and the complainants. At the same time, flexibility is needed in the management of cases as they develop in terms of approaches to engagement with complainants, the type of dialogue and conflict resolution tools employed, and even the timing of these processes. This is key for the protocol to be able to adapt to context and reach implementable and realistic Action Plans and resolutions to the satisfaction of stakeholders, as well as to promote the relevance of the protocol within the IDB itself.

Engage early and communicate effectively with the complainant and the Executing Agency. Case management during the applicability phase has shown that addressing and resolving grievances promptly and building trust requires early engagement and effective communication with the complainant as well as dialogue between the complainant and the Executing Agency. Grievances are generally time-sensitive, so it is important to handle the resolution process in a way that promotes effective dialogue and does not fatigue stakeholders.

Manage complainants' expectations. In the evaluation and response phase, IDB teams have learned the importance of managing complainants' expectations regarding resolution outcomes. It is important to keep in mind that the ultimate responsibility to take action and implement solutions rests with the Borrower.

Allow for more human interaction and use less automatization. When conceiving the Grievance Protocol, the IDB developed a secure case-management system to receive, register, and handle complaints. The system delivers a series of automated replies to complainants to alert them of the status of their grievance. Although the system has been beneficial from a case-management perspective, the automated responses confused some complainants who had already directly engaged with IDB project teams. Therefore, in 2024 the IDB is working on eliminating these automated responses.

Strengthening Processes and Coordination with the Executing Agency



Strengthen project-level grievance mechanisms. In several cases, complainants filed their grievances directly with the IDB Grievance Protocol and did not contact the Executing Agency. Complainants are not required to use the Executing Agency's site-level grievance mechanism to access the IDB's Protocol. However, the Executing Agency's lack of awareness of complaints being made through the IDB Grievance Protocol highlights that in some cases this mechanism has proven ineffective in responding in a timely manner to grievances or providing a solution for complainants. In some cases, complainants may have feared reprisals. Therefore, during the

grievance management process, the IDB has focused on identifying areas for improvement in the Executing Agency's grievance mechanism and management process. However, despite improvements, further work is needed to strengthen the capacity of Executing Agencies in conflict resolution and in raising awareness about the importance of early resolution and effective dialogue.

Ensure that the protocol functions as a coordinating entity and promote effective handling of recurring grievances by the Executing Agency. Two operations in Colombia and Peru that accounted for 35 percent of the grievances handled in 2023 highlight recurring issues involving involuntary resettlement, compensation, and labor conditions. The recurrence of themes and types of grievances points to the importance of systematizing processes, lessons learned, and best practices to prevent future grievances, and of strengthening the Executing Agency's social and environmental management system to prevent recurring grievances. The IDB Grievance Protocol is currently working on documenting grievances and encouraging the exchange between IDB specialists and professionals in grievance management.

Although grievances are motivated by harm, dissatisfaction, or perceived potential environmental and/or social impacts, they have also proven to be an opportunity for innovation and positive change. This can occur both internally by driving improvements in the Bank's environmental and social oversight, and externally with the Executing Agency by motivating the review and improvement of their internal procedures and protocols.

Raising Awareness about the Grievance Channels Available for IDB-financed Projects

Since the inception of the Grievance Protocol, the IDB has worked with IDB Invest, the private window of the IDB Group, and MICI to build awareness among internal and external audiences about the three channels available to address grievances: accessing project-level mechanisms, contacting the IDB or IDB Invest directly, or, as a last-resort mechanism, accessing the MICI. The IDB encourages using project-level mechanisms when appropriate, as they can be the faster path to a resolution. On occasions when the complainant is uncomfortable filing the complaint through the Executing Agency's project-level grievance mechanism, the IDB provides a secure channel to address concerns and build solutions.

Outreach & Looking Ahead





During 2023, efforts were made to increase dissemination of the Grievance Protocol both internally within the IDB and externally. Toward that end, the IDB Grievance Protocol, together with the IDB Invest Management Grievance Mechanism, held an online workshop on December 14, 2023, with civil society organizations that included the participation of more than 31 institutions. Sessions were held in both English and Spanish. To learn more about IDB Invest Management Grievance Mechanism, contact IDB Invest [here](#).

In 2024, the Grievance Protocol will focus on:

- Improving response time and dialogue through effective case handling by improving the recording of complaints in internal monitoring systems.
- Capturing lessons learned and undertaking continuous improvements to enhance project design and execution from the socio-environmental point of view.
- Increasing internal dissemination of the protocol at the IDB, with a focus on the Country Offices that have handled most grievances since November 2021, and externally with interested stakeholders from all the region and civil society organizations, to inform them about grievance channels and processes. The Protocol will also focus on engaging with organizations from countries in the Caribbean region and will start carrying out internal dissemination with personnel in the Bank Country Offices in the Caribbean region (see page 9).
- Working with the IDB more broadly to continue building the capacity and skills of its project teams to prevent and address grievances related to socio-environmental risks and to strengthen staff capacity in conflict resolution and effective dialogue by providing presentations and workshops with lessons learned on those topics.
- Engaging promptly with complainants following a risk-based approach to address grievances.

How To Reach Us



How To Reach Us



The mission of the IDB is to improve lives in Latin America and the Caribbean with integrity and sustainability, so all our activities follow the highest environmental and social standards. The IDB Grievance Protocol team is available to explain the process of filing a complaint, as well as to receive environmental and social concerns and complaints about projects financed – or to be financed – by the IDB.

You can reach out to the IDB Grievance Protocol team by:



USING
[OUR ONLINE FORM](#)



MAILING US AT 1300
NEW YORK AVE NW,
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OR ANY OF THE IDB'S
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