

IDB Environmental and Social Grievance Protocol

2024
ANNUAL
REPORT

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Acronyms

ESIC Environmental and Social Impact Classification

ESPF Environmental and Social Policy Framework

IDB Inter-American Development Bank

IDBG Inter-American Development Bank Group

MGM IDB Invest Management-led Grievance Mechanism

MICI Independent Consultation and Investigation Mechanism
(MICI for its acronym in Spanish, Mecanismo Independiente de Consulta e Investigación)

OII Office of Institutional Integrity





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Executive Summary



Executive Summary

In 2024, the Inter-American Development Bank (IDB) marked the third year of implementation of its Environmental and Social Grievance Protocol, a mechanism that allows stakeholders to voice concerns related to environmental and social aspects of IDB-financed projects. This report captures key topics in grievance management by the Protocol over 2024, highlighting key trends, comparability with previous years, a case study from Brazil and lessons learned.

The year saw a significant increase in the number of grievances received, 75 in total, of which 58 were deemed applicable under the Protocol's criteria. This 138% rise compared to 2023 likely reflects broader internal awareness of the Protocol, as part of greater internal efforts by the IDB to ensure that grievances received via multiple channels at the IDB Group, including country offices, are addressed and handled in a structured way. Most of the grievances originated from Brazil and Peru, and were concentrated in the transport, water and sanitation, and urban development sectors.

Labor and working conditions-related grievances emerged as the most frequent type of grievance in 2024, overtaking land acquisition and involuntary resettlement cases, which had dominated previous years. These labor and working conditions grievances mainly involved cases of unpaid wages and workplace harassment, revealing systemic issues in executing agencies and contractor oversight and limited existence of protocols, mechanisms and tools to address these grievances. The Protocol also managed a substantial number of grievances related to involuntary resettlement, community health and safety, and biodiversity impacts, often in contexts where tensions were heightened by limited stakeholder engagement and information dissemination, shifting project timelines, unattended socioenvironmental impacts of works or opposition to projects.

Grievances were closed through a variety of means, including the development and implementation of Grievance Action Plans agreed upon jointly with Executing Agencies and the complainants. Some cases were resolved through agreements without Action Plans, while others had to be closed without an agreement. By year-end, 26 grievances had been closed, and 39 remained active.

Throughout the year, the IDB placed growing emphasis on internal coordination, early engagement with complainants, the added value on dialogue and the need for Executing Agencies to strengthen their own grievance mechanisms. Dialogue and stakeholder engagement emerged as key pillars of effective grievance management, particularly in cases involving complex social and environmental impacts or polarized community views. A featured case study from Brazil illustrates how the Protocol helped address a grievance over resettlement compensation and economic displacement, not only resolving the issue but also prompting systemic improvements in how resettled persons are supported.

Executive Summary

Looking forward, the IDB is committed to strengthening its grievance process and effectiveness further, ensuring timely responses, fostering effective dialogue for grievance resolution and de-escalation, and drawing lessons from each case to improve project preparation and supervision.





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Introduction



Introduction

The Environmental and Social Policy Framework (ESPF) of the Inter-American Development Bank (IDB) was approved on September 16, 2020, and came into effect in November 2021. 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 grievances 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 mechanism, independent of IDB Management, to address grievances.

The IDB Grievance Protocol was created based on the requirements of the ESPF and has been in force since November 2021. The Protocol provides a channel for stakeholders to contact the IDB directly when interested in filing a grievance 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 grievance mechanism to present their concerns.

Although not a prerequisite, complainants 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. The IDB's grievance process analyzes these grievances 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.

This annual report includes an overview of grievances handled in 2024, key topics and lessons learned from the three years of the Protocol's implementation, and information on our outreach strategy and how to reach us. For the first time since the Protocol's creation, this annual report includes a case study and annex with some general information about the cases received in 2024.

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The Grievance Management Process



The Grievance Management Process

After registering the grievance, the Protocol team, together with the respective IDB project team, proceeds to determine applicability. This step is followed by an assessment and response process during which information regarding the grievance and its context is collected to further understand the background, alternatives for resolution, and risk scenarios both internally and externally with the complainant, Executing Agency, and contractors, when appropriate. When needed, an Action Plan is developed jointly with the Executing Agency, which will be responsible for its implementation. The Action Plan includes a series of agreements with deadlines and specific activities that are shared with the complainant. The plan focuses on actions related to the specific grievance topic, when possible, and areas identified to strengthen the project's socio-environmental management. If there is agreement on the Action Plan between the IDB, Executing Agency, and complainant, the IDB project team then monitors completion of the plan as part of the Bank's regular socio-environmental supervision of the project.

The IDB may close a grievance under any of the circumstances described in the following paragraphs. Ideally, a grievance can be closed when the actions agreed upon in the Action Plan have been implemented by the Executing Agency. 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 grievance, after which the grievance is closed. An example might be when a complainant requests specific information about the project works timeline or clarification or further information about a specific aspect of its environmental and social management plans, and that is then shared with the complainant.

The IDB may also close a grievance when no agreements are reached despite several proposals, information-sharing sessions, and dialogue, or when conditions for dialogue no longer exist. In these cases, classified as "closed non-agreements," the IDB informs the complainant of the reasons for closure and the other available grievance channels at the IDB Group, including the MICI.

Finally, other reasons for closure include the complainant withdrawing the grievance or the IDB closing a grievance due to lack of complainant response.

The Protocol offers confidentiality for those complainants that request it, which implies that their personal information, or any information that may identify them, is not shared with the Executing Agency. Sensitive cases, such as workplace harassment grievances, among others, are classified by the Protocol as confidential by default unless the complainant states otherwise during the first listening space.

To learn more about what to expect after submitting a grievance, [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 grievance.

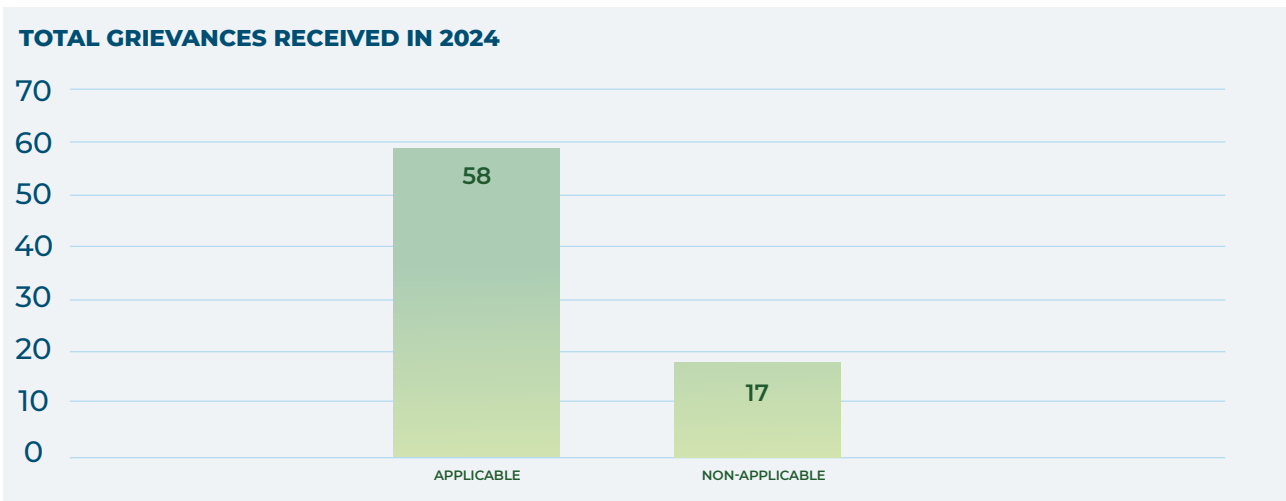
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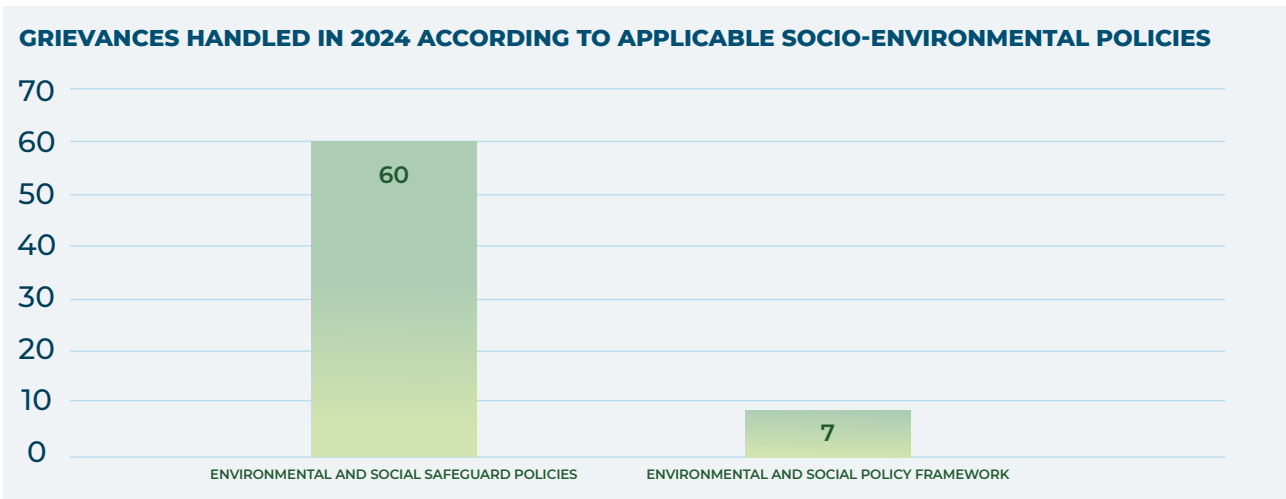


Grievances Handled



In 2024, during the third year of implementation of the Protocol, the IDB received 75 grievances, of which 77 percent (58) were deemed applicable. In the same year, the Protocol handled 67 grievances, including nine received in previous years and carried into 2024, as well as the aforementioned 58 new applicable cases received in 2024. Of those 67, 26 were closed in 2024. The grievances deemed to be non-applicable (17) were either cases not related to environmental and social aspects, anonymous cases, duplicated cases (which are identical cases presented by complainants' more than once), or cases unrelated to a project financed by the IDB. Of the 58 applicable grievances received and handled in 2024, 65 percent were presented by men and 35 percent by women, and 28 cases (48 percent) were claims presented by more than one person.

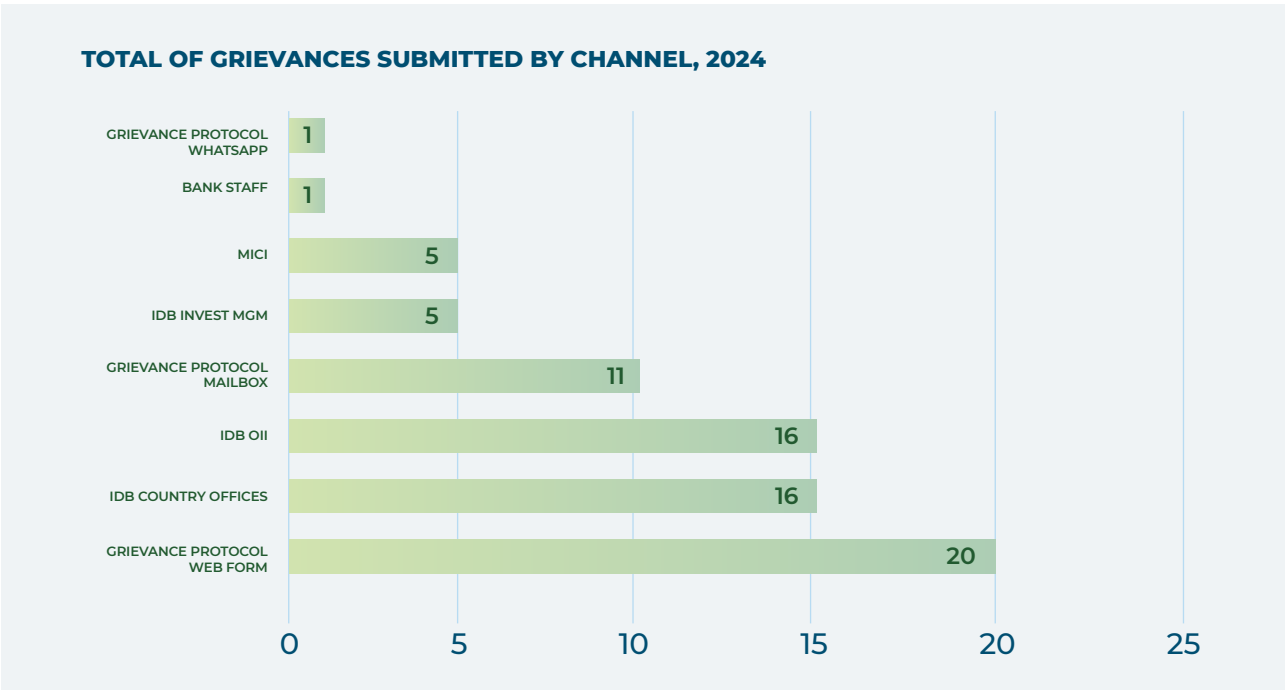
The number of grievances handled by the IDB in 2024 represented a 138 percent increase over the number handled in 2023. This could be a consequence of increased internal dissemination of the Protocol within IDB Country Offices.



Submission Channels

In 2024, complainants filed 27 percent of total grievances via the [IDB's online grievance form](#), followed by sending mails or letters to IDB Country Offices (21 percent), and contacting the [Office of Institutional Integrity](#) (OII) (21 percent). The OII mainly transferred workplace-related grievances to the Protocol. Complainants filed 15 percent of grievances to the Protocol mailbox (quejas@iadb.org), followed by filing grievances to the IDB Invest Management Grievance Mechanism (MGM) and MICI (both 7 percent). Complainants also used other channels to file their grievances, such as contacting Bank staff or contacting the IDB Grievance Protocol via WhatsApp (one case each). The increasing variety of channels through which the Protocol received grievances in 2024 compared to previous years is related to an increase in internal dissemination of information about the Protocol at the IDB, mainly with Country Offices and units, departments, and sections that receive grievances, such as the OII, the Access to Information Section, and the Office of Ethics.

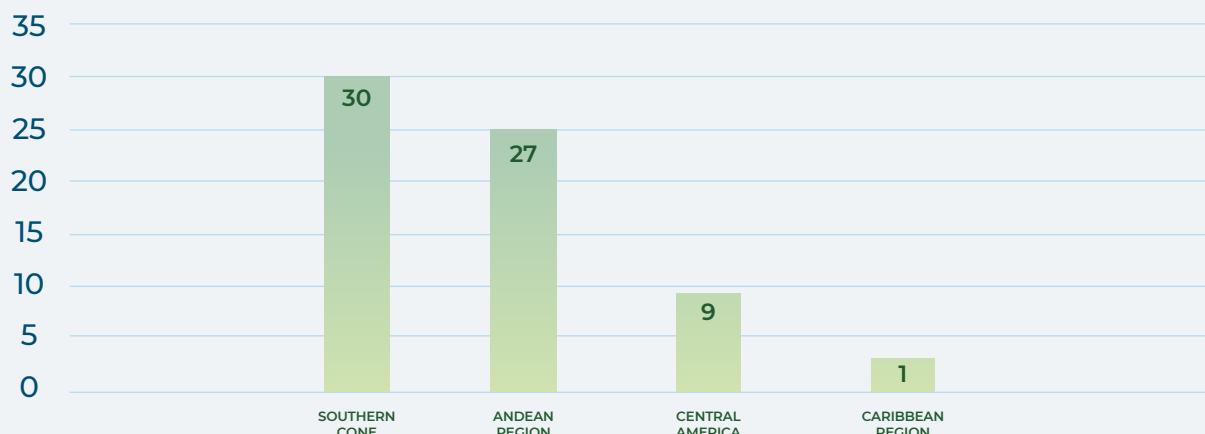
Grievances can be submitted through any means, including but not limited to the channels mentioned above.



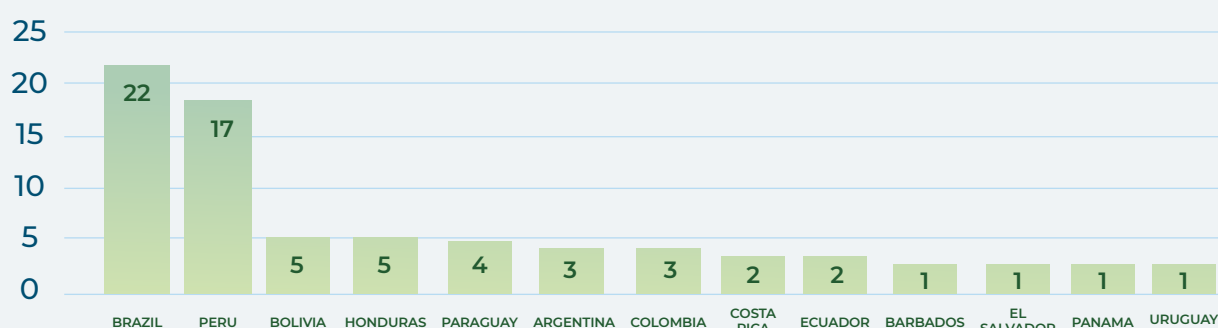
Geographic Location

Most grievances handled in 2024 involved IDB-financed operations in the Southern Cone (30), followed by the Andean Region (27), Central America (9), and the Caribbean Region (1)¹. Brazil and Peru accounted for 58 percent of the grievances handled in 2024. For the first time, in 2024 the Protocol received a grievance from the Caribbean Region (Barbados).

GRIEVANCES HANDLED BY REGION IN 2024



GRIEVANCES HANDLED BY COUNTRY IN 2024

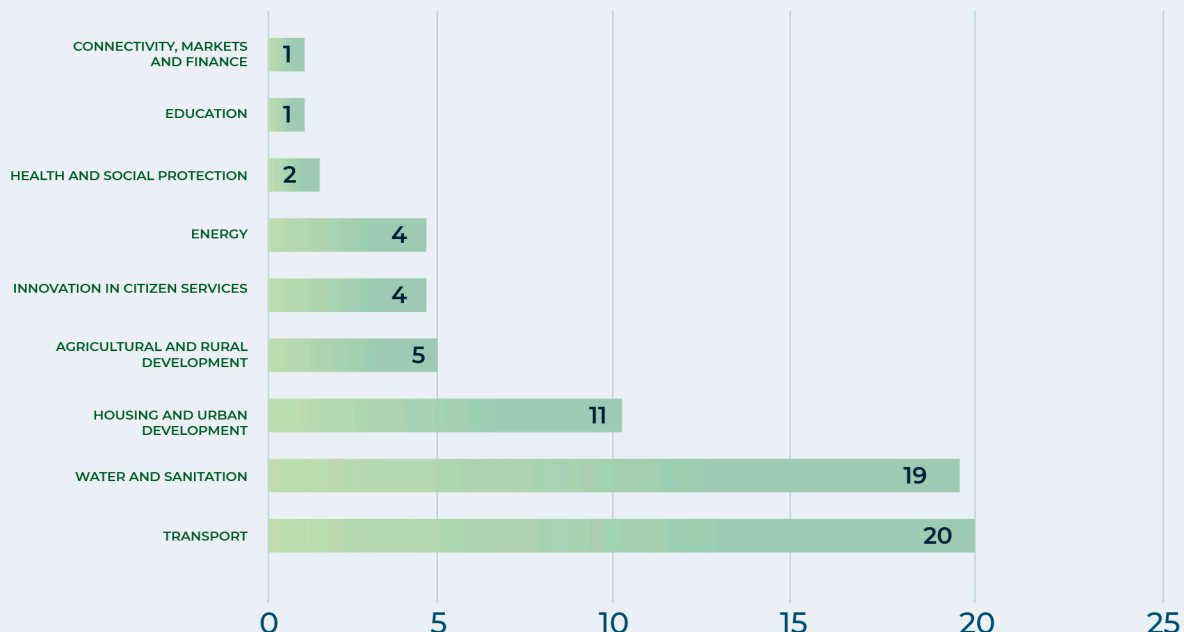


Sectors

Transport was the sector with the most handled grievance cases in 2024, accounting for 20 of the 67 applicable grievances. The Water and Sanitation Sector followed with 19 grievances, and the Housing and Urban Development Sector with 11 grievances. The Energy Sector had four grievances, the Social Protection and Health Sector two, and the Connectivity, Markets and Finance, and Education Sectors one each. It is worth mentioning that for the Transport Sector, a single operation accounted for 40 percent of the sector's total grievances in 2024: eight grievances were presented by complainants that were part of the same socio-environmental movement.

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

GRIEVANCES HANDLED IN 2024 BY SECTOR

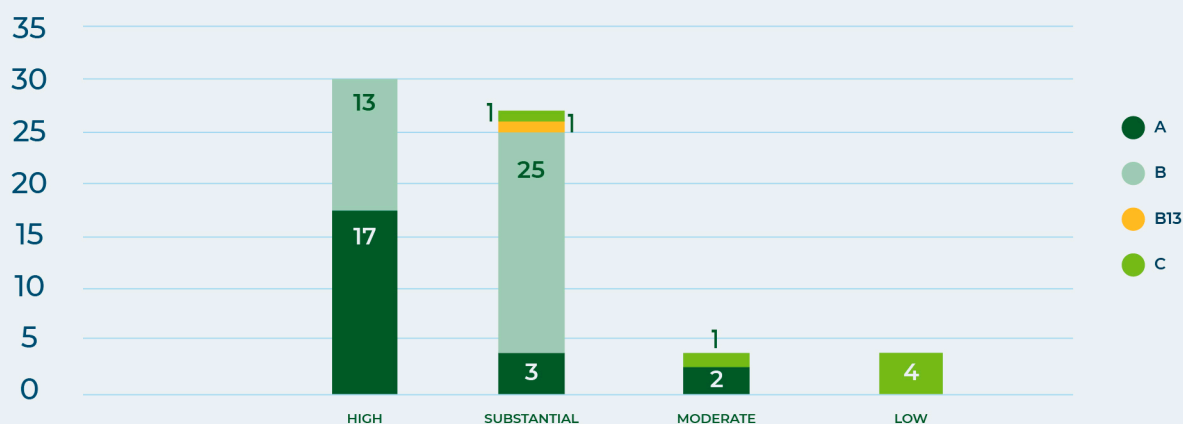


Related Projects

Of the total grievances handled in 2024, 93 percent were related to active projects (62 of 67). Only five handled grievances were related to closed projects.

Most projects with grievances that were handled in 2024 have substantial environmental and social risks (19 projects with 30 related grievances) and environmental and social impact category B (25 out of 30 related grievances), followed by projects with high environmental and social risks (13 projects with 30 related grievances) and environmental and social impact category A (17 out of 30 related grievances), projects with low environmental and social risks (three projects with four grievances), all with environmental and social impact category C and projects with moderate environmental and social risks (three projects with three grievances) two out of three with environmental and social impact category B and one case with category C².

HANDLED GRIEVANCES BY PROJECT ENVIRONMENTAL AND SOCIAL RISK CLASSIFICATION AND ENVIRONMENTAL AND SOCIAL IMPACT CLASSIFICATION IN 2024

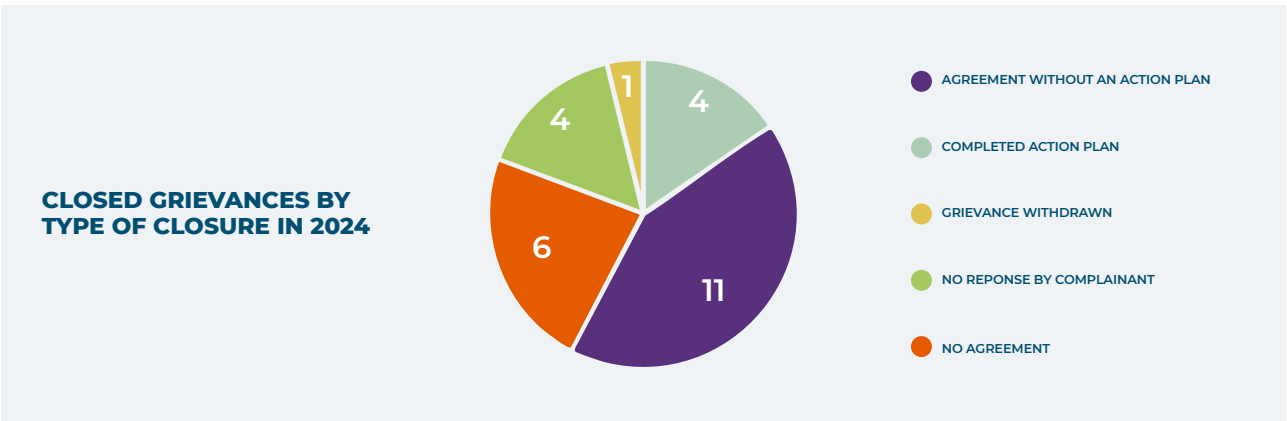


² The four-level risk rating assigned to projects by the IDB (low, moderate, substantial, or high) is reassessed throughout the project cycle and adjusted in accordance with the developments and circumstances of a project's implementation.

Of the total number of handled grievances, 36 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. Thirty handled grievances were related to projects considered specific investments (that is, with a specific purpose and interdependent components). One handled grievance was related to a global credit operation, which in this case is a financial intermediary operation where the IDB provides funding to a third-party intermediary such as a local financial institution to support the delivery of financial services to beneficiaries based on specific criteria.

End-Of-Year Snapshot

The figure below presents the status of grievances as of the end of 2024. During 2024, 26 grievances were closed, of which four had been received in 2022, four in 2023, and 18 in 2024. Of the 26 grievances closed, four were closed after their respective Action Plans were implemented, and in 11 grievance cases an agreement was reached with no Action Plan required. Six grievances were closed without agreement on a solution, four were closed because complainants did not respond, and one was withdrawn by the complainant. In 2025, 39 grievances remain active, with 37 of them continuing the dialogue process under the assessment and response phase, and two continuing in the monitoring phase.



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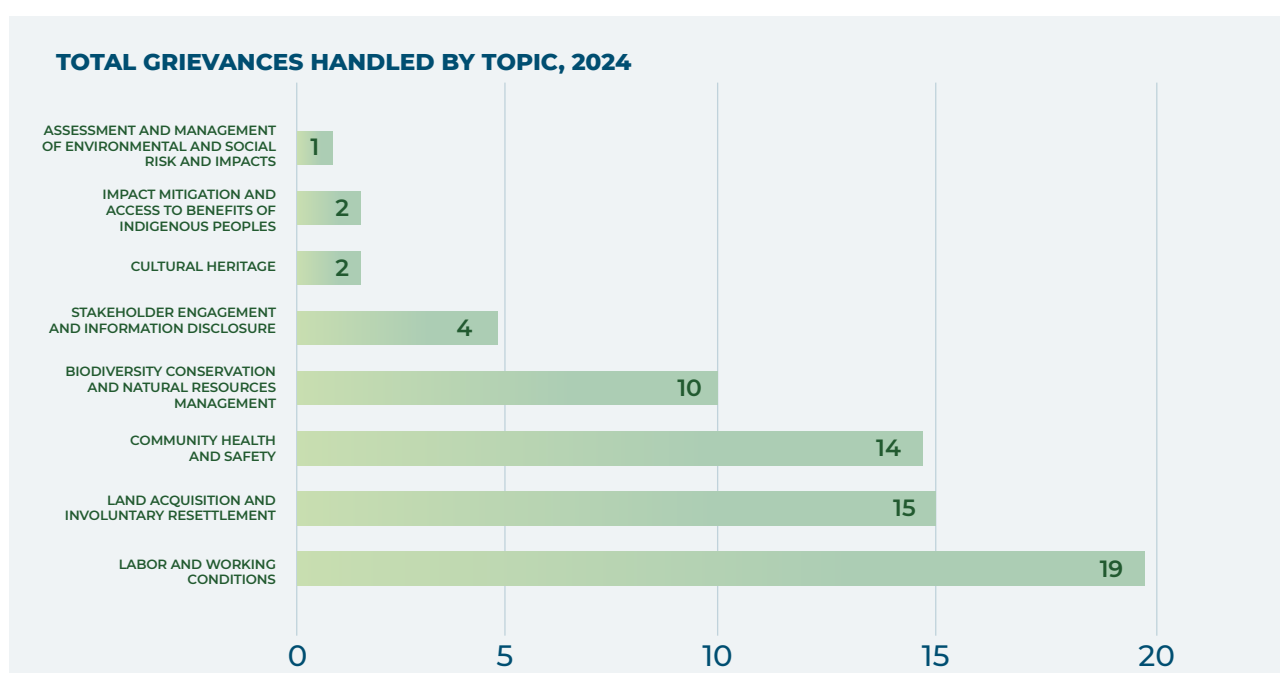
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Key Topics



Key Topics

The most frequent topic among the grievances handled in 2024 was labor and working conditions, accounting for 28 percent (19 grievances) of total grievances handled across six operations in seven countries. Land acquisition and involuntary resettlement was the second most-frequent topic of grievances handled, with 22 percent (15 cases), followed by community health and safety with 21 percent (14 cases). Ten grievances handled during the year were related to biodiversity and natural resources management. However, eight of the 10 involved a single operation. Stakeholder engagement and information disclosure accounted for five grievance cases. Two cases were related to impact mitigation and access to benefits of Indigenous Peoples, two to cultural heritage, and one to assessment and management of environmental and social risks and impacts. Despite categorizing grievances under a specific topic, for simplification purposes, grievances often include a combination of various key topics and subtopics, across which stakeholder engagement and information disclosure is often a cross-cutting theme.



Labor and Working Conditions

The number of work-related grievances in 2024 increased by 203 percent over the previous year. These grievances became the most frequent type of grievance handled, surpassing land acquisition and involuntary resettlement, which had been the most frequent in previous years. During 2024, the Protocol handled 19 work-related grievances, most of which were from the Water and Sanitation Sector (accounting for 42 percent of total handled grievances). These grievances were primarily related to non-payment of wages to workers (52 percent) and workplace harassment (48 percent), in both areas involving workers at Executing Agencies and contractors.

Most of these workplace harassment grievances were submitted to the IDB Group through the OII (52 percent), and most involved complainants, half of which were Executing Agency workers and half from contractors reporting hostile work environments, unfair treatment, and abuse of power, with instances where male superiors exerted their power over female employees.

When managing workplace harassment grievances, the Protocol team focuses on addressing underlying structural issues. The aim is to enhance socio-environmental management and prevent future events by ensuring that a system comprised of protocols, mechanisms, and tools is in place and effectively implemented in both the Executing Agency and contractors. The IDB does not directly investigate the allegations made in these and any other type of grievances cases, instead requiring that Executing Agencies or contractors conduct them as part of the Grievance Action Plan, and report back to the IDB the results of this investigation. These cases underscore the need to strengthen grievance management mechanisms at the project level in order to improve accessibility and effectiveness in addressing these types of grievances. This includes incorporating clauses on preventing and managing reprisals and ensuring confidentiality and allowing both staff and consultants to access these mechanisms.

Workplace harassment cases carry a higher risk of retaliation, which is why complainants requested confidentiality in 65 percent of the total number of cases handled. However, in one case that was initially confidential, the complainant later authorized the IDB to share its information with the Executing Agency and contractor so that they could conduct an investigation of the case.

Reaching agreements on an Action Plan to address these grievances takes longer than for other grievance topics. Contextual issues such as constant institutional changes, specifically in the cases in El Salvador and Peru, constituted a challenge in assessing measures to strengthen the management system and decision-making processes. Also, a lack of knowledge was detected among contractors and Executing Agencies as to how to conduct investigations and address these types of grievances.

Challenges when managing these grievances include (i) managing complainants' expectations regarding the scope of the Protocol and the results/solutions that could come out of the process, (ii) engaging with Executing Agencies on confidential cases, as the specifics of such cases cannot be discussed and discussions must remain at a more abstract level, making it difficult to pinpoint concrete actions and impossible to conduct an investigation; and (iii) handling cases when complainants were no longer part of the Executing Agency or contractors, as the complainant would not benefit directly from the structural measures implemented as a result of the grievance management process.

The Protocol has been improved to take into account the importance of raising awareness about these types of cases, including by developing strategies to avoid re-victimization of complainants in meetings, identifying the need to develop guidelines to prevent reprisals, and effectively communicating the purpose and scope of the Protocol from the outset in order to manage complainants' expectations. This enables the complainant to make an informed decision about whether or not to move forward with the grievance management process within the Protocol.

Regarding grievances related to non-payments, as part of the grievance management process, the IDB project team followed up with the Executing Agencies to ensure payments were made, including following up with the contractor, when appropriate. These grievances, all of which were filed by contractors and external consultants, either for withhold or delayed payments, impact on the livelihoods of the complainants, underscoring the severity of the cases. While some grievances involving unpaid wages are indicative of broader systemic issues affecting multiple workers, others are individual cases where the Bank's role primarily involves facilitating the flow of information. In these cases, the resources of the Protocol could be more effectively directed toward situations where expertise and the ability to foster dialogue would provide greater added value.

As of December 2024, seven grievances were closed during the year and 13 remained active in 2025, in the assessment and response phase.

Land Acquisition and Involuntary Resettlement

In 2024, the Grievance Protocol handled 15 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). Of these grievances, 73 percent were from operations in Brazil.

Four grievances were related to delays or disagreements in compensation payments and amounts deemed insufficient. These are complex cases to resolve because they involve reviewing commercial appraisals, preparing technical reports, and searching for additional compensation measures, when required. Delays in compensation payments can create considerable stress and inconvenience for affected people and complainants and may lead to affected people incurring additional costs. In two cases, grievances were closed with no agreements reached, as the Executing Agency and the IDB explained on multiple occasions to the complainants the justification and criteria for determining allocated compensation measures under national, state, and local laws and IDB policies, but the complainants did not agree with or accept the explanation.

The Executing Agency also provided guidance to complainants on how to access alternative public programs that provide affordable housing and offered financial and other support and information to help them access public policies aimed at securing commercial spaces, thereby fostering their economic activities.

Five grievances handled involved economic displacement, with four of them related to temporary economic impacts on businesses during works and one related to the permanent relocation of businesses. In this latter case, the Action Plan developed to address the grievance included additional solutions to ensure that complainants' economic activities in their original households or local businesses could be continued after displacement.

In one of the grievances related to alleged economic impacts on businesses, as part of the Grievance Action Plan the Executing Agency and contractor provided advice on how to partake in fairs and local activities to increase the complainant's business visibility. This was done by providing digital marketing training, promoting use of online food delivery platforms to boost

business sales, and providing information and assistance to access institutional channels that provide credit and additional support to businesses. Moreover, efforts were made to consistently engage with the complainant and other impacted businesses in order to disseminate updated schedules on project works and solve issues that arise such as impacts on lighting or garbage collection.

These grievances require effective and constant monitoring and supervision, along with information disclosure and stakeholder engagement as works progress, including constant updates on the schedule of the works.

In two grievance cases in Brazil, affected stakeholders oppose resettlement because they believe that certain impacts can never be adequately compensated for, and they disagree with the technical justification for the resettlement. In these two cases, the government's decision regarding which people would be resettled, from specific areas, based on the results of disaster risk assessments, is pending.

In 2024, 12 grievances related to physical and/or economic displacement were closed. Two cases were closed after their respective Action Plans were completed and six cases were closed with an agreement where no Action Plan was required. Four other cases were closed with no agreement reached.

Community Health and Safety

Fourteen grievances handled in 2024 were related to community health and safety, mainly in operations in Argentina, Brazil, Costa Rica, Honduras, Paraguay, and Peru. Three were related to water and sanitation operations, five to transport, four to energy, and two to urban development and housing.

Two grievances were related to the same water and sanitation operation in Argentina. Both grievances were presented by lawyers alleging that the contractor was negatively impacting the neighboring properties by causing cracks, illegally occupying the neighboring properties' space, generating environmental impacts, and threatening the integrity of the properties. Both cases were closed because of the lack of response at the time of the required deadline, despite repeated attempts by the Protocol to establish communication and initiate dialogue with the complainants.

Four grievances related to the Energy Sector involved a single operation in Honduras, reflecting the "not in my backyard" phenomenon. The residents opposed the installation of transmission lines near their homes, citing concerns about potential health impacts, decreased property values, and disruptions to sidewalk use. To address these concerns, the Executing Agency and the IDB project team explained in clear, non-technical terms that the transmission lines were located at a safe distance from homes, in accordance with national regulations and international best practices, and posed no health threat. However, the lack of national studies made it challenging to address health-related concerns, as complainants were skeptical of available sources, such as the World Health Organization. As the grievance process continued and opposition to the original installation path persisted, the Executing Agency proposed an alternative route further away from the complainants' homes. As of December 2024, the complainants were still evaluating this new proposal.

These grievances underscore the importance of Executing Agencies communicating complex technical information in a clear, accessible, and user-friendly way. Moreover, in such cases it is essential that Executing Agencies clearly explain the objectives, benefits, and scope of the project, ensuring that complainants understand its rationale. This is particularly important because most of these grievances are rooted in local concerns.

Four grievances were related to transport programs, two of which were classified as imminent risk grievances related to the impacts of road construction works on the claimants' properties. The impacts included those that jeopardized the integrity of the structure of houses and the safety of the complainants, blocked access to the properties, and affected crops, which are the families' source of livelihood. In one grievance, presented by a group of six neighbors who are members of the same family, the negative effects of road construction cited included impacts on water drainage, visibility, and the privacy for their properties, as well as the economic impact on a family business located on one of the properties. In another case involving an operation in Peru, the complainant/property owner alleged health impacts due to constant exposure to particulate material and dust, as the complainant lived next to an industrial plant.

To address these types of grievances, dialogues were held with the Executing Agency and complainants to outline concrete actions in a plan with clear priorities and deadlines. Actions to address the most urgent issues included building a gabion wall to contain a landslide on one of the properties, providing secure access to properties, and relocating one of the property owners further away from the industrial plant to prevent health impacts. As the schedule of works keeps changing due to weather-related or administrative reasons, for all cases, providing constant scheduling updates is key to reduce uncertainty and concern among the complainants as well as ensuring the Executing Agency constantly monitors the properties while drafting and taking steps for the implementation of the action plan to ensure a prompt response to potential weather-related events and impacts from the works on the properties.

For three cases, two of which involve imminent risks, all related to a closed and fully disbursed operation, the Executing Agency had to coordinate Action Plans with the supervision firm and the contractor as part of an internal complex governance that increased bureaucracy. Thus, together with the challenges related to managing grievances related to a closed operation, it was not possible to agree on an Action Plan within the desired time frame in 2024.

As of December 2024, three grievances were closed during the year and 11 remained active in 2025, seven in the assessment and response phase and four in the monitoring phase.

Biodiversity Conservation and Natural Resources Management

In 2024, 10 grievances were handled related to biodiversity conservation and natural resources management in Barbados, Bolivia, and Brazil.

One operation in Brazil accounts for eight of these grievances, seven of which were presented by members of a local environmental movement that included neighbors and interested parties. The complainants initially opposed the cutting of trees, specifically araucarias, for the development of a bus terminal and the improvement of a bus line route on an avenue in the city.

Their argument was that it would compromise essential ecosystem services, such as climate regulation, air quality improvement, temperature control, and noise pollution reduction. In addition, complainants alleged a lack of adequate public consultation based on accurate information disclosed on the project's impacts.

The timing of the municipal elections in Brazil initially postponed the opportunity for a collaborative dialogue, as political positions became more pronounced. However, the dialogue process eventually moved forward. After municipal elections, the IDB hired an external conflict mediator and dialogue facilitator to help set up the dialogue between parties, and in 2024 two meetings were held between elected representatives and focal points of the movement, the Executing Agency, and the Secretary of the Environment, with the IDB as an observer.

Initial actions to address this grievance included preparing a draft Action Plan, strengthening the Executing Agency's communication and engagement channels with stakeholders (including local leadership and movements, public transport system users, and business owners), and adding more dissemination channels such as emails for stakeholders to engage with the Executing Agency and make it more accessible. Efforts were also made to reinforce dissemination of the project's objectives to improve urban mobility by increasing passenger demand for public transit, improving integration of the system with complementary modes of transport, improving the efficiency of the operation of the bus lines, and improving the accessibility of pedestrians and people with reduced mobility to stations and terminals.

As dialogue progressed between the Executing Agency and complainants, with the IDB as an observer, other issues raised by complainants included soil impermeability, destruction of green areas, impacts on local businesses, lack of analysis of alternatives to preserve the vegetation and local ecosystem (such as using parallel routes for vehicle traffic without the need to alter the avenue), and allegations that the project does not comply with IDB social and environmental safeguard policies. Both meetings served to ensure that complainants were able to express their concerns, clarify the scope of what can or cannot be modified to focus future dialogue, identify and prioritize issues raised, explain compliance with Bank policies, and identify whether conditions existed for dialogue to proceed between parties. The ongoing dialogue is now focusing on drafting of an Action Plan.

The other grievance in the same operation in Brazil was presented by neighbors and local residents from another area of the project's works. They complained that there was a lack of adequate public consultation, opposed making a street one-way in their neighborhood, pointed to impacts of future works on vehicle flow, and presented concerns about environmental impacts of tree cutting and impacts on noise and pollution resulting from an increase in the flow of buses and vehicles. Given certain contextual reasons and the fact that this grievance was presented later during 2024, the joint dialogue has not yet taken place.

For both sets of grievances, environmental concerns such as tree cutting and soil impermeability were significant, but there were also weaknesses in the communication and engagement channels between the Executing Agency and stakeholders that created an information gap about the project. In a highly polarized context surrounding municipal elections, a local movement used this gap to advocate for the issues it supported. In both cases, municipal council members were involved in the dialogue processes.

As of December 2024, one grievance was closed during the year and nine remained active in 2025, eight in the assessment and response phase and one in the monitoring phase.

Stakeholder Engagement and Information Disclosure

During 2024, four grievances handled were related to stakeholder engagement and information disclosure in Bolivia, Brazil, Honduras, and Uruguay, respectively. As mentioned previously, although these grievances were specifically categorized as being related primarily to this topic, stakeholder engagement and information disclosure is a pivotal cross-cutting topic in almost all grievances.

Complainants alleged that stakeholder consultations were insufficient or not carried out in compliance with IDB policies and local regulations. In all cases, the IDB teams undertook a thorough process of gathering background information to identify existing gaps, if any.

In one case, the complainant wanted to better understand the project's Environmental and Social Impact Category (ESIC), the Environmental and Social Management Plan, and other internal IDB environmental and social processes carried out during project preparation. The IDB project team held a meeting with the complainant and explained how these internal processes are carried out, after which the grievance was closed.

Action Plans to address these grievances included having the Executing Agencies provide updated starting dates and schedules of works and detailed explanations of the scope of programs in order to reduce the complainants' mistrust and uncertainty.

As of December 2024, two grievances were closed during the year and two remained active in 2025, in the assessment and response phase.

Cultural Heritage

Two grievances handled in 2024 were related to cultural heritage. Both involved the same operation in Bolivia, which has not yet been approved at the country's National Assembly level. The operation is located in the area where a railway track was built in the early 20th century and therefore overlaps with the railway's heritage.

In both grievances, complainants expressed concerns about the project's alleged intention to remove the rails and tracks from the railway system. They also alleged that relevant aspects of the national and municipal cultural heritage regulations were omitted both in the preliminary studies and in the engineering design.

The IDB project team assured the complainants that the Executing Agency completed and documented the analysis of the railway cultural heritage, alternatives, and cultural heritage management. An archaeological impact assessment underway will be shared with complainants, together with the final design, which includes considerations to preserve railway cultural heritage.

As of December 2024, the two grievances remained active in 2025, in the assessment and response phase.

Impact Mitigation and Access to Benefits of Indigenous Peoples

In 2024, two grievances presented by Indigenous organizations related to impact mitigation and access to benefits of Indigenous Peoples, both in operations in Peru. In one case, complainants alleged that the eligibility criteria for Indigenous businesses to access the program, which are in line with national regulations and aim to increase investment in bio-businesses in the region, did not consider that Indigenous communities faced barriers to access financing because financial institutions do not recognize ownership of their land.

Together with the Executing Agency, the IDB held an initial meeting with the complainants and proposed holding working group discussions with financial institutions interested in financing bio-business activities of Indigenous businesses, with the goal of raising awareness and understanding the requirements these institutions might need as part of their credit analysis and evaluation process. It was also suggested that field visits be conducted with financial institutions or specific organizations that could support the development of Indigenous bio-businesses. The possibility of co-developing specific financial products to finance Indigenous businesses with financial institutions was also discussed. However, despite an initial meeting between the complainants and the Country Office and several attempts to establish communication with the complainants, the IDB did not receive a reply from them, and eventually, the grievance was closed as "no response."

In the other case, the complainants, who were members of an Amazonian-based Indigenous organization, alleged that development of the business plans within the framework of the project to promote bio-businesses was carried out by third parties, which according to their opinion, lacked knowledge of the land and context, and without authorization of the communal authority. The complainants wanted to be more involved in project design, definition, and execution. As of December 2024, the Protocol was awaiting a response from complainants to organize a listening space.

As of December 2024, one grievance was closed during 2024 and one grievance remained active in 2025, in the assessment and response phase.

Assessment and Management of Environmental and Social Risks and Impacts

One grievance handled in 2024 was related to the assessment and management of environmental and social risks and impacts. The case initially involved access to information regarding disbursements and contract dates of the consultancy for the feasibility study and design for the location of a future wastewater treatment plant. After the Executing Agency shared this information with the complainants, who included lawyers, owners, and environmental organizations, they expressed their concerns that the project would alter the wetland ecosystem, impact cultural and archeological heritage, and cause potential impacts on endangered species and cultural landscapes of the valley. Proposed waste management and resource recovery projects are constantly subject to a high level of scrutiny from communities where these projects are to be located.

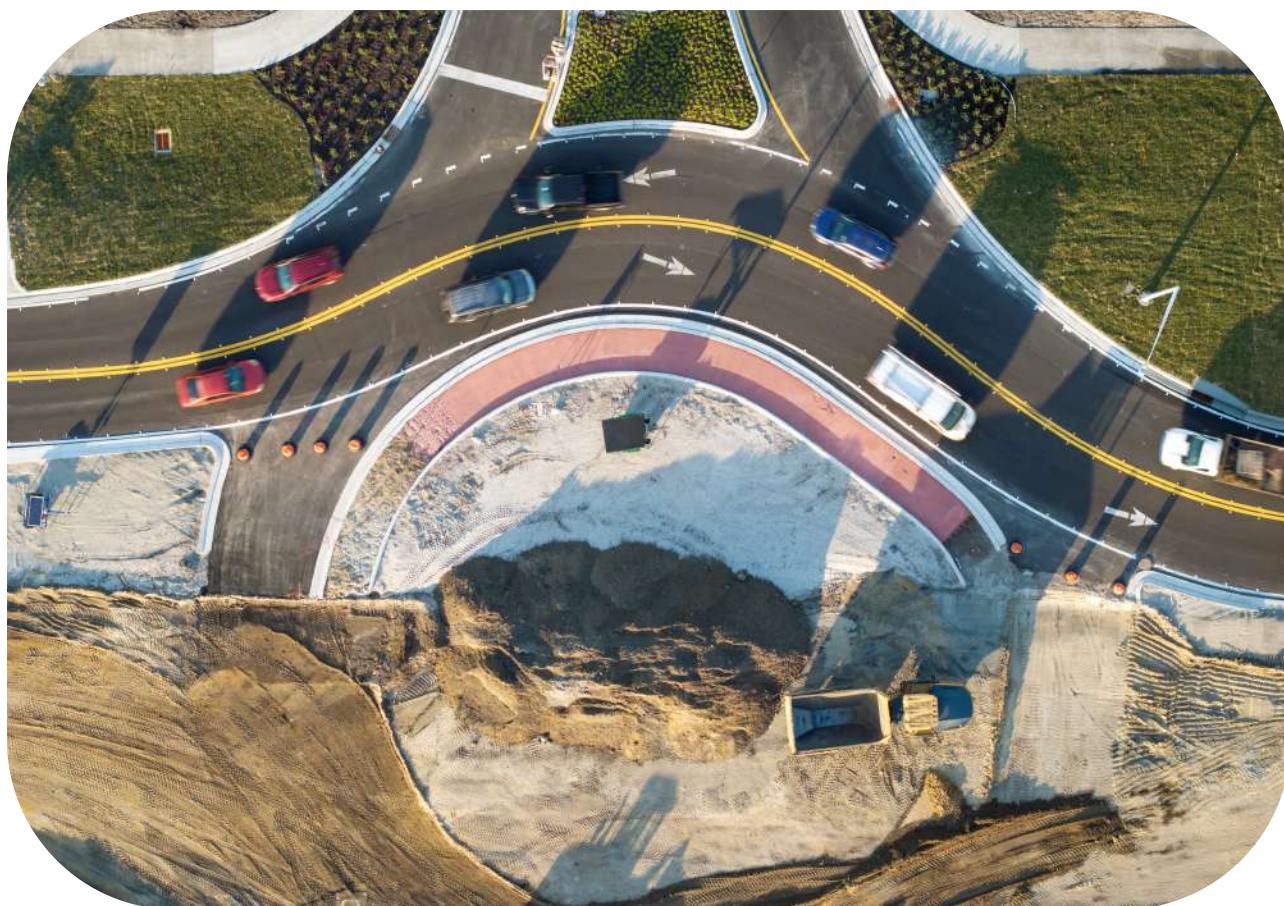
For this case, the IDB project team hired a mediator to support the grievance management process. Several dialogue spaces were held with complainants, including both bilateral dialogue with the IDB and a joint dialogue with the Executing Agency, in order to understand the complainants' concerns and information requests.

As the grievance management process progressed under the Protocol, the complainants were asked to choose focal points to represent them. Dialogues that include too many interlocutors hinder the effectiveness of these processes in reaching agreements and solving problems. As the interests and issues raised are many and diverse, the complainants were asked to prepare a list of questions and concerns that can be technically analyzed and addressed by the Executing Agency in future meetings.

Though the grievance is related to the assessment and management of environmental and social risks and impacts, the complainants' resistance to the project is related to the lack of a direct communication channel with the Executing Agency for area residents and other interested parties. The complainants have also presented a request for information through the Parish Board regarding the ongoing feasibility studies and filed a protection action to declare the valley and river in question as rights holders.

As of 2024, the IDB project team was waiting for the Executing Agency to compile a document with the analysis of alternatives for the location and other studies conducted within the project for disclosure, as the basis for a future joint dialogue with complainants.

As of December 2024, the grievance remained active in 2025, in the assessment and response phase.



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Case Study



Case Study

In December 2023, a grievance was filed with the IDB Grievance Protocol related to a water and sanitation operation in execution in Brazil, in which the complainant expressed her disagreement with the amount offered by the Executing Agency as compensation for resettlement. The complainant argued that because nearby properties had increased in price as a result of the program, it was impossible for her to purchase a new property in the surrounding area close to her previous house.

In addition, the complainant alleged that the Executing Agency had not recognized the economic impacts on her family caused by the resettlement process when negotiating her compensation amount, for example, by not sufficiently taking into account the monetary evaluation of her home-based hair salon. Only the residence had been considered in the assessment for compensation, not her economic activity. The complainant pointed out that she had been a manicurist and hairdresser for 20 years, was well-known in the project area, and was faced with the risk of losing her established clientele and networks.

CASE STUDY TIMELINE OF GRIEVANCE MANAGEMENT MILESTONES

● APRIL-SEPTEMBER 2023 Meetings and negotiations between the complainant and the Executing Agency	● DECEMBER 14 2023 Grievance Protocol grievance registration	● FEBRUARY 8 2024 First listening space with the complainant	● FEBRUARY 28 2024 First grievance-related meeting with the Executing Agency	● MARCH 22 2024 Executing Agency, IDB, and complainant agree on an Action Plan	● MAY 24 2024 Grievance closure
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As part of the grievance handling process, the Executing Agency made efforts to clearly explain the technical criteria that were used when setting the complainant's compensation amount. To address the alleged economic impacts of resettlement, the Executing Agency then carried out the following activities as part of the Grievance Action Plan:

- An architect's evaluation of the complainant's new home with recommendations to facilitate a space to conduct her business.
- Promotion of the professional services offered by the complainant in her home at her new location through a specific flyer in the Executing Agency's social networks. The Executing Agency was in charge of disseminating pictures and materials about the newly located business. This practice will be implemented for other economically displaced activities.
- Periodic monitoring visits to the complainant's new house by the program's social professionals to confirm the continuity of her economic activity and to anticipate any risk of impoverishment related to resettlement. Although this should be done as part of regular supervision, the grievance highlighted its importance.

Lessons learned regarding this case include:

- The grievance highlighted the importance of ensuring that the Resettlement Plan includes various financial and non-financial compensation measures to reflect the complexity of economic displacement situations observed in the Program's area of intervention, including cases involving mixed-use properties where informal economic activities take place, as in this case.
- The grievance prompted the Executing Agency to adopt the practice of promoting the economic activities of other individuals affected by resettlement through its social media channels. In this regard, the case has served to encourage the Executing Agency to proactively address non-financial compensation measures before new grievances arise.
- The grievance led the Executing Agency to improve its documentation and recordkeeping of meetings and minutes within the grievances management process, in order to prevent misunderstandings and confusion with complainants.
- The Executing Agency also strengthened how information is communicated to ensure that the technical aspects of the process and the amounts related to resettlement are better understood by complainants and stakeholders.

The case was closed in May 2024 as "Action Plan completed." The resettlement process of the complainant is now monitored as part of the project's regular environmental and social supervision (independently of the grievance).

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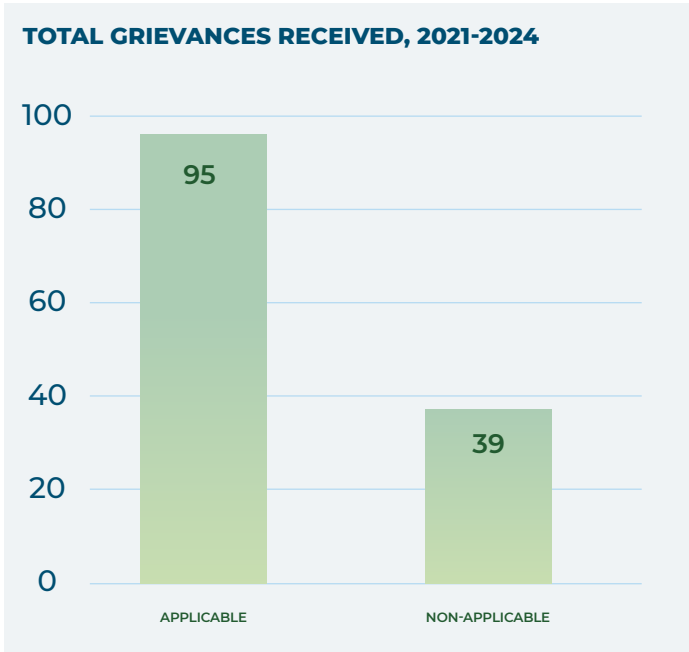
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Three Years of the IDB Environmental and Social Grievance Protocol



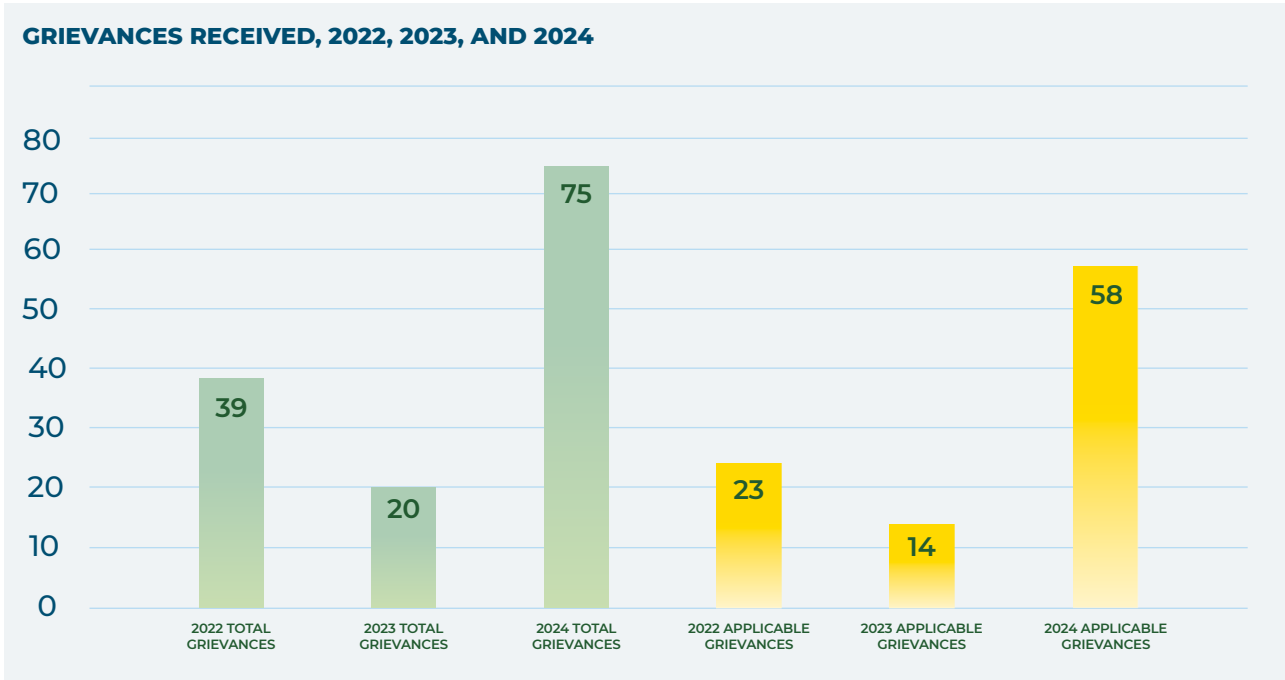
Three Years of the IDB Environmental and Social Grievance Protocol

Since the creation of the IDB Grievance Protocol in November 2021, the IDB has received a total of 134 grievances, of which 71 percent were applicable grievances.



In 2022, the Grievance Protocol received 39 grievances (two of which were received in November and December 2021), while in 2023, 20 grievances were received, 59 percent fewer than in 2022. However, 75 grievances were received in 2024, an increase of 138 percent compared to 2023. Regarding applicable grievances, 23 were received in 2022 compared to 14 in 2023, a decline of 70 percent. However, 58 applicable grievances were received in 2024, an increase of 314 percent over 2023. This increase may be due to a variety of reasons, including increased internal dissemination of the Protocol, encouragement to submit grievances received through the Country Offices or

Team Leaders to the Protocol, and the political and social context of the region, where there is increasing scrutiny by citizens of institutions and multilateral banks and a growing awareness among citizens of their rights.

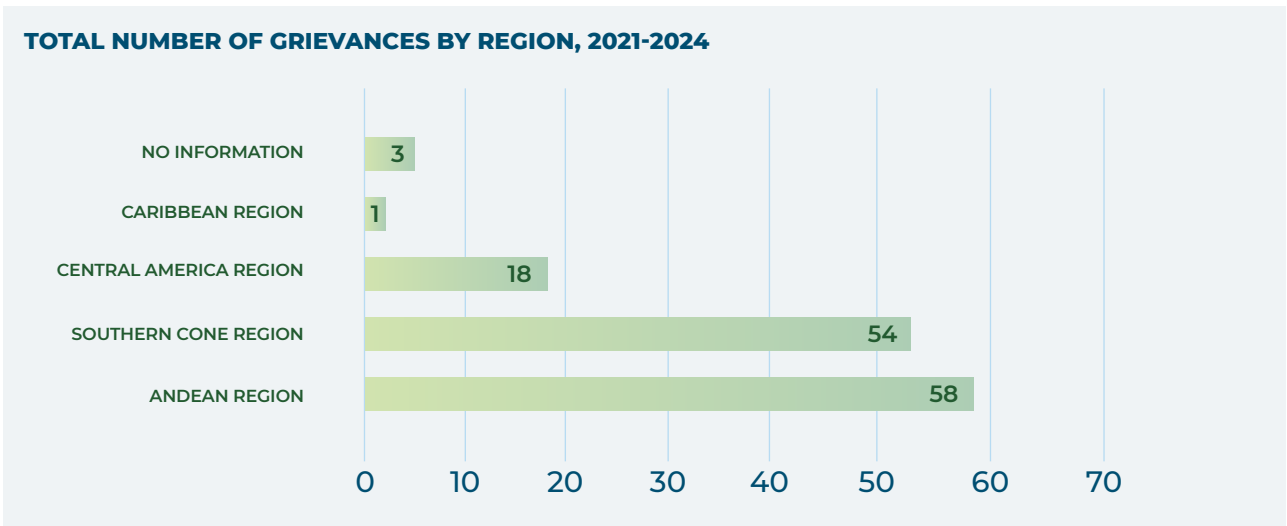


Note: Data for 2022 includes grievances received in November and December 2021.

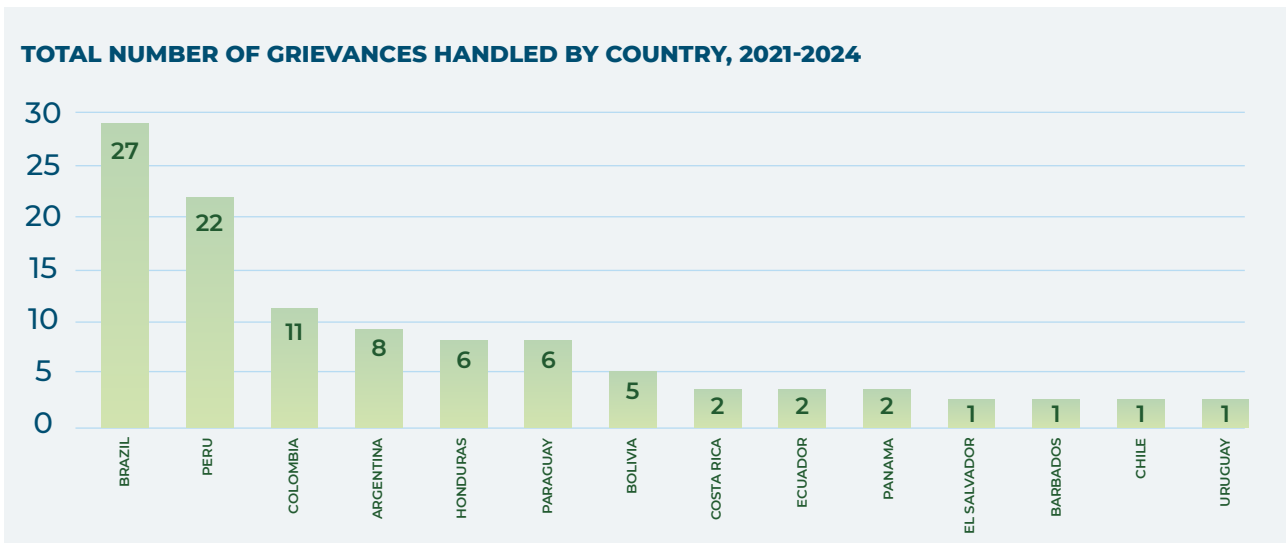
In nearly half of the cases for which data are available, the complainants first turned to the project-level grievance and complaint mechanism. They said that they approached the Protocol because their grievances were not resolved and because of a lack of response from the Executing Agencies. Therefore, a significant part of the Protocol team's effort is to strengthen the grievance mechanisms of Executing Agencies.

Of the total number of grievances received since November 2021, 71.5 percent were filed by men and 28.5 percent by women. In addition, 21.5 percent of grievances filed were group claims. Eighty percent of grievances handled since November 2021 have been related to operations approved under the IDB's previous Safeguard Policies, while 20 percent were related to operations approved under the IDB's Environmental and Social Policy Framework, all of them filed in 2024.

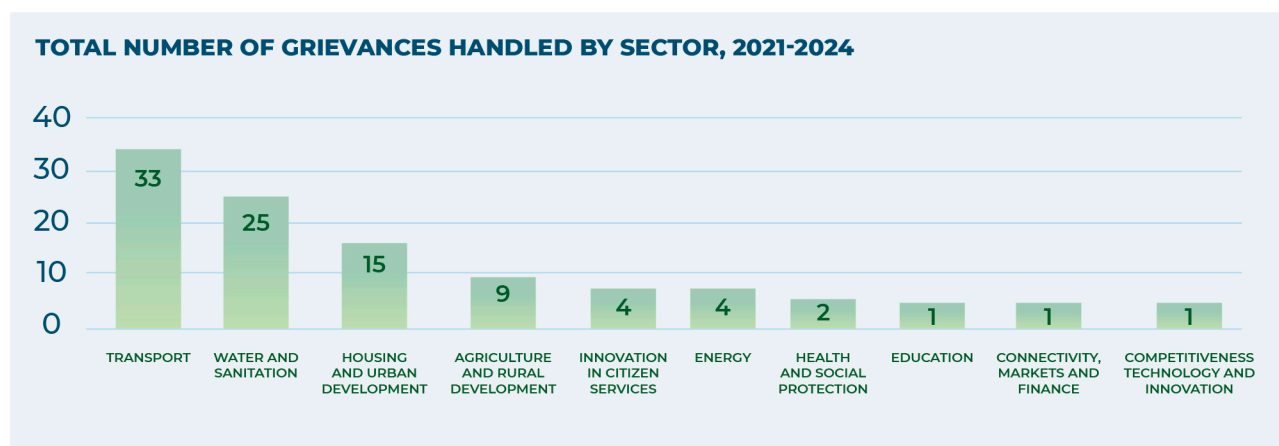
Since November 2021, the Andean Region has filed the highest number of grievances, accounting for 43 percent (58 cases) of the total, followed by the Southern Cone with 40 percent (54 cases), and Central America with 13 percent (18 cases). No grievances were received in 2022 and 2023 from the Caribbean, but in 2024 one grievance was received from Barbados.



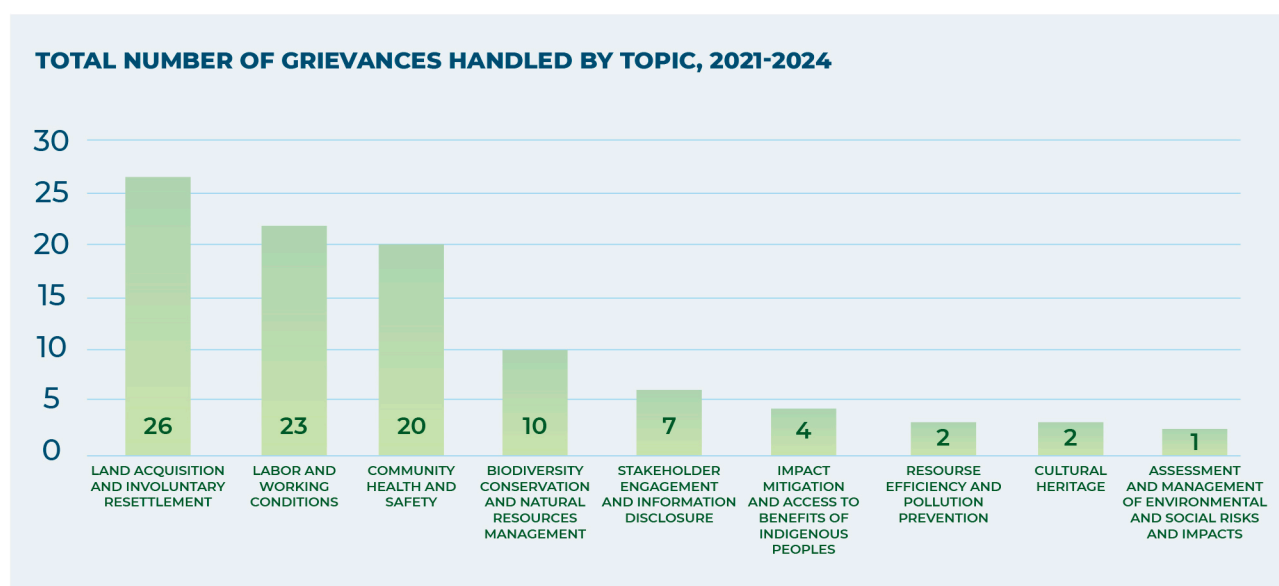
Brazil accounted for 29 percent of total handled grievances from 2021 - 2024 (27 cases), followed by Peru at 23 percent (22 cases), and Colombia at 12 percent (11 cases).



From 2021 - 2024, the Transport Sector accounted for most handled grievances, with 45 percent of total grievances (33 cases), followed by the Water and Sanitation Sector with 26 percent (25 cases), and the Housing and Urban Development Sector with 16 percent (15 cases).



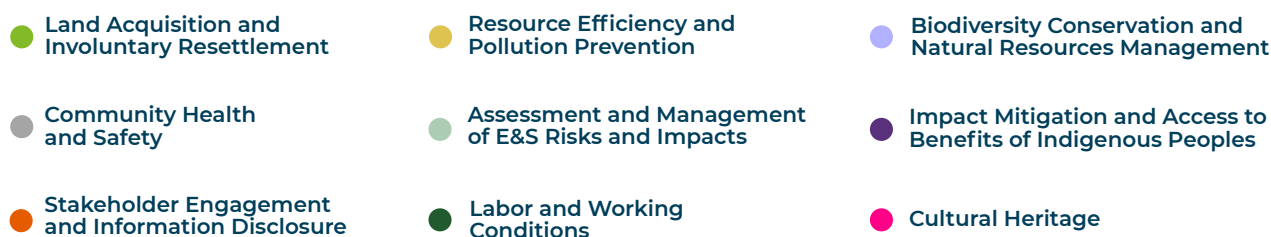
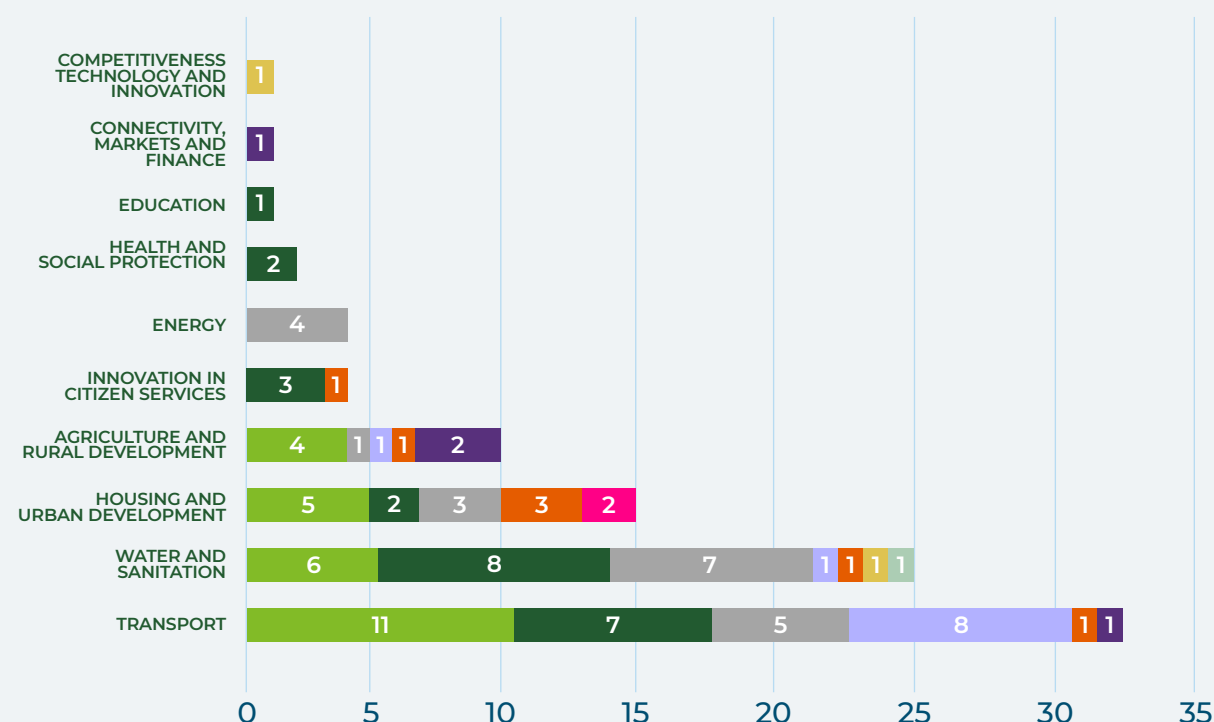
From 2021–2024, land acquisition and involuntary resettlement was the most recurrent grievance topic, accounting for 27 percent (26 cases) of the grievances handled. However, as mentioned earlier, this topic was second to labor and working conditions in 2024. From 2021–2024, labor and working conditions accounted for 24 percent (23 cases) of grievance topics, and community health and safety for 21 percent (20 cases).



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 and safety.

From 2021 to 2024, most of the grievances handled related to land acquisition and involuntary resettlement were in the Transport Sector, while those related to labor working conditions were mainly in the Water and Sanitation Sector. Grievances related to biodiversity and natural resource management were concentrated in the Transport Sector, mostly in a single operation in Brazil, as discussed earlier.

TOTAL HANDLED GRIEVANCES BY SECTOR AND TOPIC, 2021-2024



Throughout all three years, 29 percent of total grievances were closed with a completed Action Plan, and 29 percent were closed with an agreement between complainants and the Executing Agency (as well as contractors, when appropriate), without the need for an Action Plan. Of the total number of grievances, 27 percent were closed with no agreement reached between complainants and the Executing Agency. In these instances, complainants were informed of the possibility to turn to the MICI, as well as other state-based grievance mechanisms and legal or administrative mechanisms. Two individual grievance cases, managed by the IDB Grievance Protocol, closed as “no agreement”, presented their case together to the MICI, which was deemed eligible. In 12 percent of cases, grievances were closed after complainants did not respond to the Protocol. Finally, 2 percent of complainants withdrew their grievances from the Protocol.

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Lessons Learned



Lessons Learned

The IDB Grievance Protocol is a channel for stakeholders to contact the IDB directly when interested in filing a grievance about the environmental and social performance of Bank projects. The aim of the Protocol is 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' grievance and socio-environmental management in IDB operations, with particular attention to the project-level grievance mechanism.

In the little over three 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 complainants, Executing Agencies, and contractors. In 2024, the Protocol team began implementing a lesson learned session after closing grievances with project teams. 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 in the coming years.

Strengthening Internal IDB Coordination

Engage the Protocol early. The chances for the Protocol to provide meaningful assistance and advice decrease if a grievance has been handled by the Project Team Leader and other IDB internal stakeholders before reaching the Protocol. This is because relationships between the Executive Agency, complainants, and the IDB might have deteriorated, affecting the possible outcomes and resolution of the grievance and increasing the potential for escalation.

Grievance management has shown that addressing and resolving grievances promptly and building trust between parties requires early engagement and effective communication with the complainant as well as 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.

Promote internal dissemination, institutional consistency, and cross-fertilization across project teams when responding to grievances. Internal dissemination of the Protocol is key to ensure that all grievances received through various channels (mainly letters and emails to Country Offices and Team Leaders) are directed to and managed by the Protocol. This requires that IDB personnel know of, understand, and perceive the added value of the Protocol.

In 2024, the Protocol team focused on internal coordination with IDB units, departments, and sections, including the Office of Institutional Integrity, as well as the Bank's Access to Information Section, to ensure that socio-environmental grievances received are appropriately directed to the correct institutional channel. In addition, coordination and collaboration with other IDB departments, including the legal and communications teams, were enhanced.

As the IDB acquires more experience implementing 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 and conflicts. Though grievances often require discussing technical information, handling grievances commonly requires addressing conflicts and emotions, as well as negotiation skills, with which not all environmental and social specialists are familiar.

Promoting an Effective Grievance Management Process

Review the time frames for each stage of the grievance-handling process to ensure that they are suitable. The IDB aims to ensure that grievances are addressed expeditiously and efficiently. The Bank also recognizes that, in some instances, it may take time to build trust and consensus in processes of dialogue, especially those that involve a large number of stakeholders with different interests. The variety of topics, countries of origin, and types of grievances received demonstrates 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 engaging with complainants, the type of dialogue and conflict resolution tools employed, and even the timing of these processes. This is key to being able to adapt the Protocol to different contexts 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. In 2025, the Protocol team will review internal procedures to ensure that deadlines for different phases of the grievance process provide the needed flexibility and reflect current practice.

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 clarify, starting with the first listening space with the complainant, what is and what is not part of the scope of the Protocol, and what can be expected as an outcome. Also, during the dialogue with the Executing Agency, it is important to be very clear about the feasible options that are up for discussion and what the red lines are. It must be kept in mind that the ultimate responsibility to act and implement solutions rests with the Borrower.

Identify when conditions no longer exist for dialogue. The Protocol aims to close grievances with an agreement or an implemented Action Plan. However, grievances can be closed as well when no minimum conditions for dialogue exist and/or no resolution can be reached because complainants' positions are stalled. It is important to identify when all feasible efforts have been made and if continuing any longer would only belabor the dialogue with the complainants. When closing with no agreement, the Protocol informs the complainants about other alternatives such as the MICI or other legal or administrative national or state channels. In these cases, the Protocol aims to document everything that was done within the IDB's reach to promote dialogue, together with the Executing Agency.

Develop best practices to handle grievances on specific topics. For example, in cases of workplace harassment, the Protocol emphasizes the importance of promptly informing the complainant about the objective and scope of the Protocol and clearly stating that it does not conduct investigations into the allegations. This approach ensures transparency regarding the Protocol's capabilities and limitations, provides an outline of potential timelines, and sets clear expectations for possible outcomes. In addition, it encourages complainants to explore other available legal or administrative avenues for resolution, which may be pursued concurrently with the grievance management process of the Protocol.

Experience with the Protocol has underscored the significance of raising awareness about workplace harassment cases, developing strategies to prevent re-victimization during discussions, and effectively managing complainants' expectations by clarifying the Protocol's purpose and scope from the start. Discussions involving the Protocol will also address the need to provide guidelines to prevent reprisals.

For other types of grievances, such as those related to involuntary resettlement, lessons learned emphasize the need for better communication by Executing Agencies with complainants, particularly in conveying technical information in a more accessible manner to those potentially impacted. Moreover, there is an increased focus on incorporating non-financial compensation measures as part of the resolution process.

Be open to dialogue with complainants and effective communication with the complainant and the Executing Agency. Though engaging actively with complainants may require more effort and time by the IDB team compared to transferring such engagement directly to the Executing Agency, promoting dialogue is the Protocol's main tool for grievance and conflict resolution and prevention. The Executing Agency's openness to dialogue is a prerequisite for the successful development of the grievance management process. In 2024, the Grievance Protocol and Project Team received support in facilitating dialogue for two cases, in Brazil and Ecuador, by engaging external experts in facilitation and dialogue mediation.

Develop realistic and achievable Grievance Action Plans. The Protocol aims to include both specific grievance-related actions and broader initiatives to enhance socio-environmental management in Grievance Action Plans. However, these actions need to be achievable within a reasonable time frame, ensuring that the grievance is resolved and does not remain active throughout the duration of the project. This requires closely discussing with the project teams what actions will be part of regular socio-environmental supervision and what broader and systemic actions or commitments with the Executing Agency will be part of the Grievance Action Plan.

Strengthening Processes and Coordination with the Executing Agency

Strengthen project-level grievance mechanisms. For those grievances received in 2024 for which there are data, in 12 percent of cases, complainants filed their grievances directly with the Grievance Protocol without first contacting the Executing Agency's site-level grievance mechanism. Complainants are not required to use the Executing Agency's mechanism to access the Protocol. However, the Executing Agency's lack of awareness of grievances directed to the Grievance Protocol highlights that in some cases, this mechanism is not accessible or known or 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, especially in confidential grievances related to workplace harassment. Therefore, during the grievance management process, the IDB has focused on identifying areas for improvement in the grievance mechanism and management process of the Executing Agency and the contractor.

Ensure that the Protocol promotes effective handling of recurring grievances in coordination with the Executing Agency.

Two topics – involuntary resettlement (specifically regarding compensation) and workplace conditions (including non-payments and workplace harassment) – account for 52 percent of the grievances handled in 2024. The recurrence of themes and types of grievances points to the importance of systematizing processes, extracting lessons learned and best practices to prevent future grievances, and strengthening the Executing Agency's social and environmental management system to prevent recurring grievances. The Protocol team works to document grievances and encourage the exchange between IDB specialists and professionals in grievance management. Although grievances are motivated mainly by a lack of public participation, lack of communication, 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 project preparation and supervision, and externally with the Executing Agency by motivating the review and improvement of its internal procedures and protocols.

Prevent escalation through effective grievance management. Conflict resolution skills are particularly important when addressing grievances related to social and environmental issues. Most grievances stem from negative perceptions about potential environmental and social impacts or harm, allegations of noncompliance with project procedures, or opposition to the project itself. While these grievances may not initially signal a conflict, prompt attention and the analysis of conditions for dialogue can help develop more effective tools and strategies. Grievances often involve differences of opinion among stakeholders, especially in cases where complainants oppose operations or are reluctant to reach agreements.

Enhancing the capacity of Executing Agencies in conflict resolution and fostering awareness about the significance of early intervention and effective dialogue is crucial. Executing Agencies are likely to have to deal with not only the management of grievances but also the resolution of socio-environmental conflicts. In a case in Brazil where the grievance management process was supported by a conflict mediator and dialogue facilitator, a workshop was organized for the Executing Agency to strengthen its skills in conflict resolution and promote effective dialogue.

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Outreach and Looking Ahead



Outreach and Looking Ahead

Efforts were made in 2024 to increase in-person dissemination of the IDB Grievance Protocol internally, focused on project teams in Country Offices. The IDB Grievance Protocol organized workshops in Peru, Colombia, Panama, Suriname, Trinidad and Tobago, Paraguay, and Argentina. The team also carried out two internal workshops in the Environmental and Social Solutions Unit, one on the Grievance Protocol and another on grievances managed related to involuntary resettlement. The workshops focused on extracting best practices, challenges, and lessons learned. Another workshop was carried out with the IDB Transport Sector. Together, these workshops and dissemination spaces involved approximately 200 IDB personnel.

Regarding external dissemination, the IDB Grievance Protocol website was updated to improve accessibility and provide more detailed information on the grievance management process and other IDB Group grievance mechanisms available. In addition, the Protocol team, together with the IDB Invest Management Grievance Mechanism, held an online workshop on December 9, 2024, with regional and national civil society organizations. Sessions were held in both English and Spanish, with Portuguese translation. To learn more about the IDB Invest Management Grievance Mechanism, contact IDB Invest [here](#).

In 2025, the Grievance Protocol team will focus on:

- Continuing to promote internal coordination and dissemination of the Protocol at the IDB in Country Offices and with Sectors.
- Promoting external dissemination with interested stakeholders and civil society organizations across the region to inform them about available IDB Group grievance channels.
- Improving response time and dialogue through effective case handling, specifically in the assessment and response, and monitoring phase, ensuring that Grievance Action Plans are feasible and attainable in a shorter period.
- Capturing lessons learned and undertaking continuous improvements to enhance project preparation and execution from the socio-environmental point of view.
- Working with the IDB more broadly to continue building the capacity and skills of its project teams on grievance management and socio-environmental conflict prevention, resolution, transformation, and effective dialogue by providing information on trends, lessons learned, and tools.
- Engaging promptly with complainants following a risk-based approach to addressing grievances.
- Updating the internal Grievance Protocol to align with current practices and enhance its effectiveness.

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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 of its activities follow the highest environmental and social standards. The IDB Grievance Protocol team is available to explain the process of filing a grievance, as well as to receive environmental and social grievances or concerns about projects financed – or to be financed – by the IDB.

You can reach out to the IDB Grievance Protocol by:



EMAILING US AT
QUEJAS@IADB.ORG



USING OUR ONLINE
[FORM](#)



MESSAGING US AT
+1 (202) 826-3705



MAILING US AT 1300
NEW YORK AVE NW,
WASHINGTON, DC
20577, OR ANY OF
IDB'S COUNTRY
OFFICES.

Annex 1. Registry of grievances received and handled in 2024

This Annex is a list of all grievances handled, which may imply that for an operation, there may be several grievances with a similar or identical topic. The focus is on the grievances, not operations.

ANNEX 1 | REGISTRY OF GRIEVANCES RECEIVED AND HANDLED IN 2024

GRIEVANCE #	DATE REGISTERED	COUNTRY	SECTOR	PROJECT NAME	PROJECT NUMBER	TOPIC	STATUS AS OF DECEMBER 2024	ISSUES RAISED AND ALLEGED
5705	29/01/24	Honduras	Innovation in Citizen Services	Civic Coexistence and Neighborhood Improvement Program	HO-L1187	Stakeholder Engagement and Information Disclosure	Closed	Lack of information disclosure on works
10235	07/05/24	Argentina	Transport	Federal Program for Regional Transport Infrastructure	AR-L1307	Labor and Working Conditions	Closed	Workplace harassment
5719	23/01/24	Brazil	Water and Sanitation	Environmental Sanitation and Urban Development Program in the Mané Dendê River Basin	BR-L1487	Land Acquisition and Involuntary Resettlement	Closed	Damage to property and dissatisfaction with compensation payment
7159	25/03/24	Brazil	Water and Sanitation	Social and Environmental Program of Manaus and the Interior - PROSAMIN	BR-L1553	Land Acquisition and Involuntary Resettlement	Closed	Dissatisfaction with compensation payment
6904	07/03/24	Peru	Education	Program for the Improvement of the Quality and Relevance of University and Technical Higher Education Services at the National Level	PE-L1227	Labor and Working Conditions	Assessment and Response	Workplace harassment
7211	01/04/24	Brazil	Water and Sanitation	Social and Environmental Program of Manaus and the Interior - PROSAMIN	BR-L1553	Land Acquisition and Involuntary Resettlement	Closed	Dissatisfaction with compensation payment
10569	23/05/24	Brazil	Water and Sanitation	Social and Environmental Program of Manaus and the Interior - PROSAMIN	BR-L1553	Land Acquisition and Involuntary Resettlement	Closed	Dissatisfaction with compensation payment
7601	17/04/24	Ecuador	Health, Nutrition and Population	Inclusion of the Migrant and Host Population in Social Services in Ecuador	EC-L1258	Labor and Working Conditions	Closed	Workplace harassment
9053	24/04/24	Peru	Water and Sanitation	Comprehensive Rural Water and Sanitation Program (PIASAR)	PE-L1226	Labor and Working Conditions	Assessment and Response	Workplace harassment
11900	25/04/24	Honduras	Energy	Support for the National Electricity Transmission Program	HO-L1186	Community Health and Safety	Assessment and Response	Opposition to the project due to health concerns and lack of consultation
10088	25/04/24	Colombia	Water and Sanitation	Water, Basic Sanitation, and Electrification Program for the Colombian Pacific	CO-L1156	Labor and Working Conditions	Monitoring	Workplace harassment
10122	26/04/24	El Salvador	Water and Sanitation	Program to Strengthen the Water and Sanitation Sector in El Salvador	ES-L1152	Labor and Working Conditions	Assessment and Response	Workplace harassment
10612	01/05/24	Peru	Water and Sanitation	Comprehensive Rural Water and Sanitation Program (PIASAR)	PE-L1226	Labor and Working Conditions	Assessment and Response	Workplace harassment

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GRIEVANCE #	DATE REGISTERED	COUNTRY	SECTOR	PROJECT NAME	PROJECT NUMBER	TOPIC	STATUS AS OF DECEMBER 2024	ISSUES RAISED AND ALLEGED
10191	03/05/24	Paraguay	Housing and Urban Development	Improvement of Housing and Habitat	PR-L1082	Labor and Working Conditions	Assessment and Response	Workplace harassment
10532	21/05/24	Brazil	Water and Sanitation	Social and Environmental Program of Manaus and the Interior - PROSAMIN	BR-L1553	Land Acquisition and Involuntary Resettlement	Closed	Dissatisfaction with compensation payment
5256	11/01/24	Brazil	Agriculture and Rural Development	National Tourism Development Program in Bahia (PRODETUR NATIONAL-Bahia)	BR-L1300	Land Acquisition and Involuntary Resettlement	Closed	Economic displacement
11132	23/05/24	Peru	Connectivity, Markets, and Finance	Program to Promote Sustainable Financing in the Peruvian Amazon Region – Opportunity to Leverage Biobusinesses (Biobusiness Program)	PE-L1258	Impact Mitigation and Access to Benefits of Indigenous Peoples	Closed	Barriers to access financing for Indigenous Peoples' communities
10991	04/06/24	Brazil	Housing and Urban Development	Integrated and Sustainable Urban Development Program of the Municipality of João Pessoa	BR-L1421	Land Acquisition and Involuntary Resettlement	Assessment and Response	Community questions the area defined by the program for resettlement based on a disaster risk assessment and opposes resettlement
11069	18/06/24	Colombia	Transport	Metro of Bogota First Line - First tranche	CO-L1234	Land Acquisition and Involuntary Resettlement	Assessment and Response	Economic displacement
5257	15/01/24	Brazil	Agriculture and Rural Development	National Tourism Development Program in Bahia (PRODETUR NATIONAL-Bahia)	BR-L1300	Land Acquisition and Involuntary Resettlement	Closed	Economic displacement
11327	27/06/24	Bolivia	Innovation in Citizen Services	Program to Strengthen the Statistics System in the Plurinational State of Bolivia	BO-L1220	Labor and Working Conditions	Closed	Long working hours and lack of contract
11549	02/07/24	Barbados	Agriculture and Rural Development	Climate Resilient and Sustainable Integrated Coastal Zone Management	BA-L1059	Biodiversity Conservation and Natural Resources Management	Assessment and Response	Opposition to project alleging biodiversity impacts and lack of adequate environmental and biodiversity assessment and management plans
11491	03/07/24	Ecuador	Water and Sanitation	Potable Water and Sewerage Program for Quito	EC-L1242	Assessment and Management of Environmental and Social Risks and Impacts	Assessment and Response	Lack of information disclosure and opposition to the site for a Wastewater Treatment Plant due to environmental, social, and archeological concerns
12027	31/07/24	Peru	Health, Nutrition and Population	Program to Create Integrated Health Networks	PE-L1228	Labor and Working Conditions	Assessment and Response	Non-payment of salaries
12049	01/08/24	Peru	Innovation in Citizen Services	Program to Improve Criminal Justice Services in Peru	PE-L1230	Labor and Working Conditions	Closed	Non-payment of salaries
12140	06/08/24	Brazil	Transport	Curitiba's Sustainable Urban Mobility Program	BR-L1532	Biodiversity Conservation and Natural Resources Management	Assessment and Response	Opposition to the project due to environmental concerns related to tree cutting, among others, and lack of consultations

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11122	20/06/24	Paraguay	Housing and Urban Development	Improvement of Housing and Habitat	PR-L1082	Labor and Working Conditions	Closed	Non-payment of salaries
12878	05/09/24	Brazil	Transport	Curitiba's Sustainable Urban Mobility Program	BR-L1532	Biodiversity Conservation and Natural Resources Management	Assessment and Response	Opposition to the project due to environmental concerns related to tree cutting, among others, and lack of consultations
12985	11/09/24	Brazil	Transport	Curitiba's Sustainable Urban Mobility Program	BR-L1532	Biodiversity Conservation and Natural Resources Management	Closed	Opposition to the project due to environmental concerns related to tree cutting, among others, and lack of consultations
13066	12/09/24	Bolivia	Agriculture and Rural Development	Bolivian Land Management Program for Sustainable Rural Development	BO-L1234	Stakeholder Engagement and Information Disclosure	Closed	Lack of information disclosure
13401	18/09/24	Bolivia	Housing and Urban Development	Urban Integration Program: Linear Park for La Paz and El Alto	BO-L1212	Cultural Heritage	Assessment and Response	Lack of archeological and environmental impact assessments
13392	19/09/24	Honduras	Energy	Support for the National Electricity Transmission Program	HO-L1186	Community Health and Safety	Assessment and Response	Opposition to the project due to health concerns and lack of consultation
13405	23/09/24	Peru	Water and Sanitation	Comprehensive Stormwater Drainage Program in Prioritized Cities of Peru	PE-L1238	Labor and Working Conditions	Closed	Non-payment of salaries
13522	25/09/24	Peru	Transport	Improvement Huanuco Road, Conococha Huanuco Sector - Huallanca PE - 3N Route Project	PE-L1151	Community Health and Safety	Assessment and Response	Damage to property, crops, and restriction of access to property and to water sources
13859	02/10/24	Bolivia	Housing and Urban Development	Urban Integration Program: Linear Park for La Paz and El Alto	BO-L1212	Cultural Heritage	Assessment and Response	Lack of archeological and environmental impact assessments
14158	03/10/24	Brazil	Housing and Urban Development	Vitória Urban Improvement and Citizen Security Program (First Stage of the Sustainable Vitória Action Plan)	BR-L1497	Community Health and Safety	Assessment and Response	Lack of stakeholder engagement and consultation regarding request to change project design
14373	10/10/24	Costa Rica	Transport	Road Infrastructure Program and Promotion of Public-Private Partnerships (PPP)	CR-L1139	Community Health and Safety	Closed	Inadequate drainage of water and acoustic and safety impacts of the works
14815	22/10/24	Honduras	Energy	Support for the National Electricity Transmission Program	HO-L1186	Community Health and Safety	Assessment and Response	Opposition to the project due to health concerns and lack of consultation
14816	22/10/24	Peru	Water and Sanitation	Comprehensive Stormwater Drainage Program in Prioritized Cities of Peru	PE-L1238	Labor and Working Conditions	Assessment and Response	Non-payment of salaries

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15370	28/10/24	Argentina	Water and Sanitation	Reconquista River Basin Environmental Sanitation Program	AR-L1121	Community Health and Safety	Assessment and Response	Irregular private land occupation by contractors and negative environmental impacts due to works
15346	28/10/24	Brazil	Transport	Santo Andre Sustainable Urban Mobility Program	BR-L1402	Stakeholder Engagement and Information Disclosure	Assessment and Response	Impact on mobility and access to housing
15482	31/10/24	Peru	Transport	Improvement Huanuco Road, Conococha Huanuco Sector - Huallanca PE - 3N Route Project	PE-L1151	Community Health and Safety	Assessment and Response	Damage to property, unauthorized occupation of property, and environmental pollution impacting owner and livestock
15695	05/11/24	Peru	Water and Sanitation	Comprehensive Stormwater Drainage Program in Prioritized Cities of Peru	PE-L1238	Labor and Working Conditions	Assessment and Response	Non-payment of salaries
15802	08/11/24	Brazil	Transport	Curitiba's Sustainable Urban	BR-L1532	Biodiversity Conservation and Natural Resources Management	Assessment and Response	Opposition to the project due to environmental concerns related to tree cutting, among others, and lack of consultations
15922	11/11/24	Argentina	Water and Sanitation	Reconquista River Basin Environmental Sanitation Program	AR-L1121	Community Health and Safety	Assessment and Response	Irregular private land occupation by contractors and negative environmental impacts due to works
15946	12/11/24	Brazil	Transport	Curitiba's Sustainable Urban Mobility Program	BR-L1532	Biodiversity Conservation and Natural Resources Management	Assessment and Response	Opposition to works due to lack of consultation and impacts of works on road transit, parking spaces and environment
15997	13/11/24	Brazil	Transport	Curitiba's Sustainable Urban Mobility Program	BR-L1532	Biodiversity Conservation and Natural Resources Management	Assessment and Response	Opposition to the project due to environmental concerns related to tree cutting, among others, and lack of consultations
15998	13/11/24	Brazil	Transport	Curitiba's Sustainable Urban Mobility Program	BR-L1532	Biodiversity Conservation and Natural Resources Management	Assessment and Response	Opposition to the project due to environmental concerns related to tree cutting, among others, and lack of consultations
16086	15/11/24	Peru	Agriculture and Rural Development	Forest Investment Projects in Peru	PE-L1232	Impact Mitigation and Access to Benefits of Indigenous Peoples	Assessment and Response	Lack of coordination with Indigenous Peoples communities and organizations, and inadequate supervision of project in execution
16177	19/11/24	Peru	Transport	Improvement Huanuco Road, Conococha Huanuco Sector - Huallanca PE - 3N Route Project	PE-L1151	Community Health and Safety	Assessment and Response	Blasting impacts of the works causing cracks in housing, a landslide, and impacts on plantations
16392	26/11/24	Paraguay	Transport	Program to Rehabilitate and Maintain Agroindustrial Corridors	PR-L1164	Labor and Working Conditions	Assessment and Response	Non-payment of salaries
16395	25/11/24	Brazil	Transport	Curitiba's Sustainable Urban Mobility Program	BR-L1532	Biodiversity Conservation and Natural Resources Management	Assessment and Response	Opposition to the project due to environmental concerns related to tree cutting, among others, and lack of consultations

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16518	27/11/24	Brazil	Housing and Urban Development	Vitória Urban Improvement and Citizen Security Program (First Stage of the Sustainable Vitória Action Plan)	BR-L1497	Community Health and Safety	Assessment and Response	Irregular request to the judiciary for the recovery of land on behalf of the Municipality
16582	28/11/24	Honduras	Energy	Support for the National Electricity Transmission Program	HO-L1186	Community Health and Safety	Assessment and Response	Opposition to the project due to environmental concerns related to tree cutting, among others, and lack of consultations
16740	03/12/24	Peru	Water and Sanitation	Project for Expansion and Improvement of the Water and Sewer Services of the City of Juliaca - Puno	PE-L1285	Labor and Working Conditions	Assessment and Response	Non-payment of salaries
16909	05/12/24	Bolivia	Water and Sanitation	Water and Sanitation Program for Small and Medium-sized Cities	BO-L1184	Biodiversity Conservation and Natural Resources Management	Assessment and Response	Access to water
17297	12/12/24	Peru	Innovation in Citizen Services	Program to Improve Criminal Justice Services in Peru	PE-L1230	Labor and Working Conditions	Assessment and Response	Non-payment of salaries
17365	16/12/24	Uruguay	Housing and Urban Development	Support Program for the Socio-Urban Integration of the Migrant Population	UR-J0001	Stakeholder Engagement and Information Disclosure	Assessment and Response	Lack of information disclosure and inadequate dissemination of criteria to access the program



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