

# FOLUR PROJECT

## About the project

The FOLUR project aims to promote biodiversity conservation and sustainable food systems for enhanced livelihood opportunities in NW Liberia Landscape through land use planning, restoration of degraded lands, and strengthening governance, policies, and market incentives for nationally replicable models of deforestation-free cocoa and palm oil value chains.

## About the grievance redress mechanism

Since the project has multiple partners and stakeholders with different initiatives and interests in NW Liberia landscape, grievances are bound to occur, thus, Accountability and Grievance Mechanism has been established to allow for the expression of and response to complaints raised by project affected persons related to the design and implementation of the FOLUR project. The accountability and grievance mechanism will address the concerns of the FOLUR project affected communities, identify the root causes of the grievance and/or conflicts, and find options for the resolution of such grievances, hence, fostering good cooperation with project stakeholders and ensure effective delivery of FOLUR project.

## How to report

Grievances, inquiries, and clarifications can be reported in any language, e.g., English or any local dialect in Liberia.

Please send inquiries, complaints, or clarification regarding the FOLUR project in a confidential and anonymous manner through any of the following channels:

## GRIEVANCE REDRESS MECHANISM

## Contact Info

### 1. Email:

- a) [njallah@conservation.org](mailto:njallah@conservation.org)
- b) [vebua@conservation.org](mailto:vebua@conservation.org)
- c) [hdugbeh@scnlliberia.org](mailto:hdugbeh@scnlliberia.org)
- d) [jnyandibo@epa.gov.lr](mailto:jnyandibo@epa.gov.lr)
- e) [grievance@conservation.org](mailto:grievance@conservation.org)

### 2. Phone:

- a) +231 776 781916
- b) +254 769 780595
- c) +231 770 216654
- d) +1 (866) 294-8674 (toll free)

### 3. Post:

- a) Nelson Jallah/Valentine Ebuga Conservation International, Liberia Embassy Compound 13<sup>th</sup> Street Sinkor, Beach Side Monrovia, Liberia
- b) Jefferson Nyandibo Multilateral Environment Agreements (MEAs) Unit, Environment Protection Agency, 4<sup>th</sup> street, Sinkor, Monrovia, Liberia
- c) Senior Director of Compliance Conservation International
- d) 2011 Crystal Drive, Suite 600 Arlington, VA 22202, USA

### 4. Face – to – face

You can report your grievances to any staff in the EPA MEA Unit or CI Liberia, who will forward them to the correct office for recording.