

The Standard Language on RCRF Grievance Mechanism



Suggestions, concerns, and feedback are welcomed by the RCRF project to improve its performance. These can be communicated to the project staff via (toll-free number **7575/334**) or sent to email: rcrfgrm@gmail.com. In the case of complaints relating to GBV, these should be communicated immediately to (toll-free confidential line of **7575/334**) or email rcrfgenderunit@gmail.com. All grievances will be treated confidentially, impartially, and without retribution and can be submitted anonymously if desired. GBV/SEAH complaints will be dealt with by the GBV expert using a survivor-centered approach. Grievances will be acknowledged **within 7 days** of receipt and resolved **within 21 days** including feedback to the complainant. Complaints can also be raised via somaliaalert@worldbank.org or <http://www.worldbank.org/GRS>

N.B: GBV/SEAH complaints will be dealt with by the GBV Expert within 24 hours using a survivor-centered approach in line with the reporting and response protocols developed as a requirement of SEAH risk mitigation measures.