

# CONTACT



## Level 1

Citizens Engagement Platform Seychelles  
[ceo@ceps.sc](mailto:ceo@ceps.sc) / [projects@ceps.sc](mailto:projects@ceps.sc)  
+248 4325550  
Orion Mall, 2nd Floor, Victoria, Room 208



## Level 2

RIT – IUCN NL  
[mail@iucn.nl](mailto:mail@iucn.nl)  
+31 (0)20 626 1732



## Level 3

CEPF, through the Conservation International Ethics hotline  
<https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>  
+1-866-294-8674



## Level 4

AFD French Agency for Development  
<https://www.afd.fr/form/reclamation-environnement-social>  
[reclamation@afd.fr](mailto:reclamation@afd.fr)  
5, Rue Roland Barthes, 75598 Paris Cedex 12, France



## Or also at (Level 4)

GCF Green Climate Fund  
<https://irm.greenclimate.fund/>  
[irm@gcfund.org](mailto:irm@gcfund.org)  
175 Centre d'art-daero, Yeonsu-gu, Incheon 22004 Republic of Korea

# GRIEVANCE MECHANISM

Paradise flycatcher © Ebony Forest Ltd.

Mongoose Lemur in tree © FishTales from Getty Images



# WHAT YOU CAN DO



**Acknowledgements**



**Suggestions for improving the project or activities**



**Complaints about the project and activities**

- **CEPS** will share all grievances and a proposed response – with the RIT and the CEPF grant Director
- The complainant will receive a response **within 15 days**.
- If the complainant is not satisfied with the response, they may submit the grievance in writing **following the different escalation levels 2, 3, 4**.

*Aldabrachelys gigantea* © Indian Ocean Tortoise Alliance

# POSSIBLE MEANS OF COMMUNICATION

Endemic Mauritius Kestrel © Adisha Sewdya.



**Complaints registration book**



**Telephone contact at +248 4325550**



**Complaints boxes**



**Email: [ceo@ceps.sc](mailto:ceo@ceps.sc) / [projects@ceps.sc](mailto:projects@ceps.sc)**



**Meeting with local leaders and committees**