

10-steps Timeline

Grievance process



Check you qualify

You live/work in the area and suffer or risk direct harm



Describe the harm

Social, economic, or environmental effects linked to the activity.



Submit online

File via the UNFCCC grievance interface during the crediting period



Complete the form

Describe: the direct harm and how it connects to the activity; your suggested remedy. Include supporting documentation; sworn statement



Try to resolve locally

Engage with project participants or authorities and keep records



Collect evidence

Documents, photos, testimonies and a sworn statement



Completeness & eligibility check

The secretariat checks the information for completeness. The grievance panel confirms eligibility and that the grievance is within scope



Publication & Review

If found eligible, Grievance is published on the UNFCCC website



Panel review & outcome

Recommendations, rejection, or a "no merit" finding



Monitoring

The secretariat tracks whether recommendations are implemented and publishes results