**Guidance on signage at project sites**

The agencies executing GEF projects in the field on behalf of IUCN will ensure that signage which is easily legible is erected on each project site, displaying clear information allowing anyone to contact IUCN in case of concerns or complaints.

Suggested text as follows:

**[*Title of Project*]**

This project is executed by ..................................[*name of executing agency, complete office and email addresses, phone number(s), website],*

and implemented by IUCN, International Union for Conservation of Nature and Natural Resources (IUCN).

IUCN has put in place an ESMS Grievance Mechanism. The purpose of the mechanism is to allow communities, project stakeholders or affected groups who believe that they may be negatively affected by the executing entity’s failure to respect IUCN’s environmental and social principles, standards, or procedures to raise a complaint to IUCN. The ESMS Grievance Mechanism and the respective complaint procedure are described on IUCN’s public website at <http://www.iucn.org/esms>.

The complaint can be submitted in the following way:

**First step:** Contact the IUCN Regional or Country Office [*insert the nearest IUCN office, with postal and email addresses and phone number(s)*].

If the concern is not resolved through the first step, you can proceed with the second step.

**Second step:** Submit a complaint to IUCN Head of Oversight, IUCN Headquarters, Rue Mauverney 28, 1196 Gland, Switzerland

* by post;
* by email to projectcomplaints@iucn.org;
* by fax to +41 22 999 00 02 (indicating IUCN Head of Oversight as addressee); or
* by telephone to + 41 22 999 02 59.

A suggested format for submitting the complaint is available at <http://www.iucn.org/esms>.