



AfriNutriForest Project

Grievance Redress Mechanism

Update 29.11.2024 (and cleaned by Katja on 13.2.2025), draft for circulation

A Grievance Redress Mechanism (GRM) has been created to enable the project stakeholders to express their concerns and grievances with the view to being addressed. This could include presenting questions for clarification, concerns, and communicating actual complaints on any matters pertaining to their participation in the project, including any risks or failure to meet obligations, occurrences of sexual harassment or sexual exploitation and abuse or any other.

All stakeholders including farmers, government officers, students, NGOs, university staff, journalists, scientists, service providers, etc. wishing to present their concerns or grievances can contact the following project coordination office:

- ❖ Kenya: Dr. Rose Kigathi via mobile +254 70 886 0351 or via email r.kigathi@pu.ac.ke or farmer representative Mr. Kazungu Wanje Nyale from Kayanda farmer group Takaungu (Mtwapa region) via phone +254 725 473 353.
- ❖ Senegal: Mr. Papa Madiama Diop via mobile phone +221 77 483 6885 or via email madiama.diop@gmail.com or farmer representative Ms. Elhadji Fall from Gandiol farmer group (St. Louis region) via phone +221 774 520 603.

Students involved in this project have chosen an own representative to discuss concerns or grievances among themselves before informing the country coordinators.

Students from Kenya can contact their representative Mr. Mathew Mumo via email mattmumo@yahoo.com or mobile phone +254 724 019 995.

Students from Senegal can contact their representative Mr. Ahmadou Diallo via email diallo.ahmadou2@ugb.edu.sn.

Complaints that cannot be addressed upon receipt and requiring additional action will be assessed by the office within 2 to 3 working days upon its submission. In all cases, the coordination office will engage to respond to the queries and concerns with dedication, integrity, and transparency.

The responsible persons will liaise with relevant persons/offices when necessary, to address concerns and complaints received and seek prompt and adequate resolution.

Clients in disagreement with the response received may contact the coordinator of the project at SLE, Germany, Dr. Katja Kehlenbeck via mobile phone +49 176 941 041 50 or via email katja.kehlenbeck@hu-berlin.de or the project leader Dr. Silke Stoeber via mobile



phone or WhatsApp +49 176 986 956 15 or via email silke.stoeber@agrar.hu-berlin.de. Katja or Silke will then communicate to the director of the SLE (Prof. Dr Markus Hanisch) for further action (www.sle-berlin.de).