

GRIEVANCE REDRESS MECHANISM (GRM)



The ISSF Grievance Redress Mechanism (GRM)

Following the establishment of the Innovative Startups and SMEs Fund (ISSF), the company has established a transparent and accessible Grievance Redress Mechanism (GRM) to ensure that communities and individuals potentially impacted by ISSF-supported businesses have a voice.

The GRM adheres to the World Bank Group's Environmental and Social Management Framework, ensuring responsible business practices. We take all complaints seriously and use this framework to assess concerns.

The GRM can address issues such as:

- Environmental concerns related to an ISSF-supported business.
- Labor practices of an ISSF-supported business.
- Unfair business dealings by an ISSF-supported business.
- Concerns about the exclusion of qualified applicants from ISSF programs.

Confidentiality:

The ISSF respects the confidentiality of complainants who request it.

Complaints should:

- Include the names of the complainant(s) (or their representatives) and state if confidentiality is requested
- Identify the business that is the subject of the complaint
- Describe the harm complainants believe is caused or may be caused by the business

How the Grievance Redress Services (GRS) Handles Complaints



GRS Receives Complaint

- Notifies complainant of receipt
- Determines if Complaint will be processed



Review of Issues

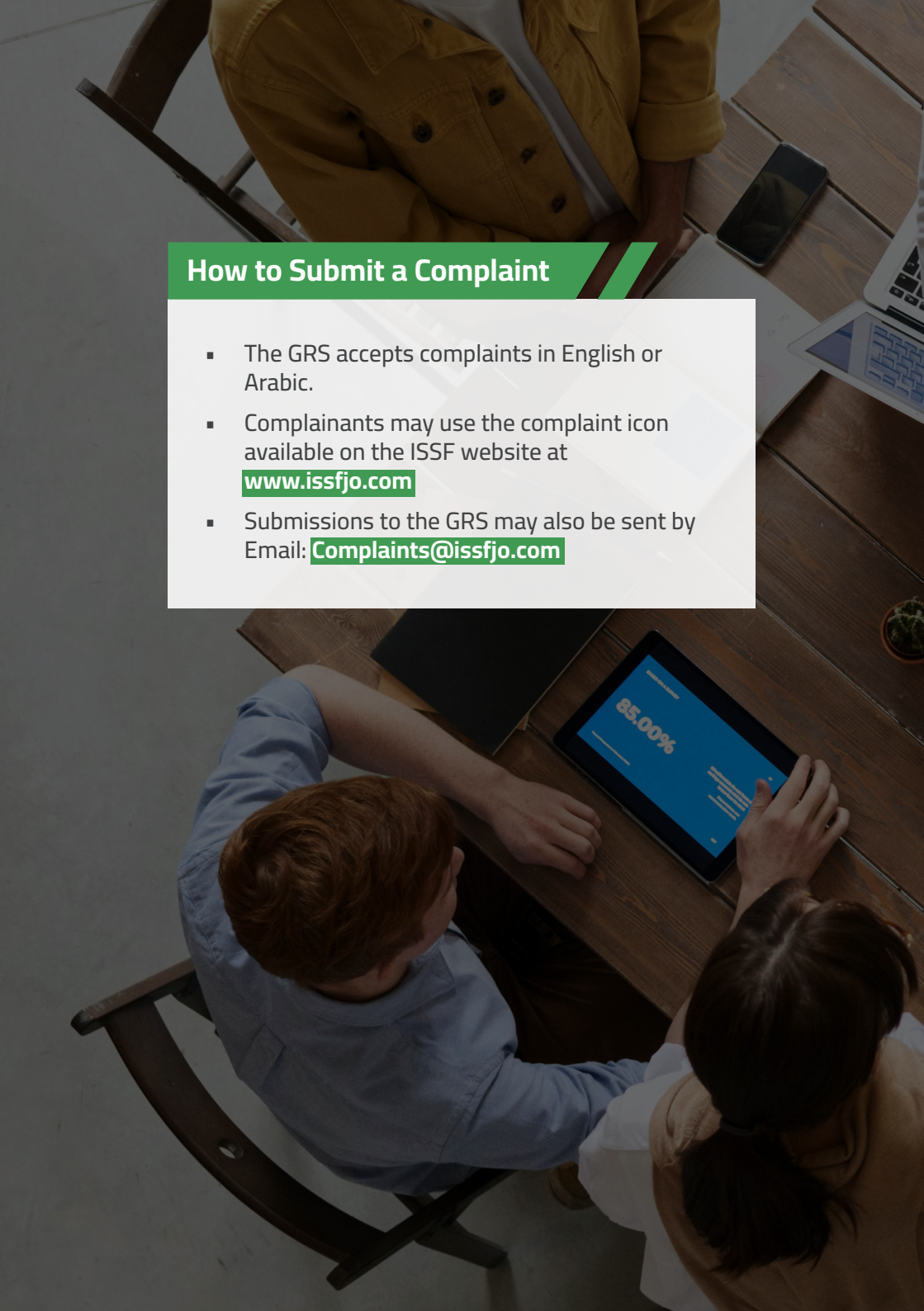
- Officially contact the concerned business partner/implementing agency of the complainant for further investigation
- Notifies complainant of case status within 10 business days
- Request additional information, if necessary



Solution

- In coordination with ISSF business partner/implementing agency, Solution and timeline proposed to complainants within 30 days
- If complainants agree, business partner/implementing agency team implements and ISSF monitors
- Complaint closed when solution is fully implemented





How to Submit a Complaint

- The GRS accepts complaints in English or Arabic.
- Complainants may use the complaint icon available on the ISSF website at www.issfjo.com
- Submissions to the GRS may also be sent by Email: Complaints@issfjo.com