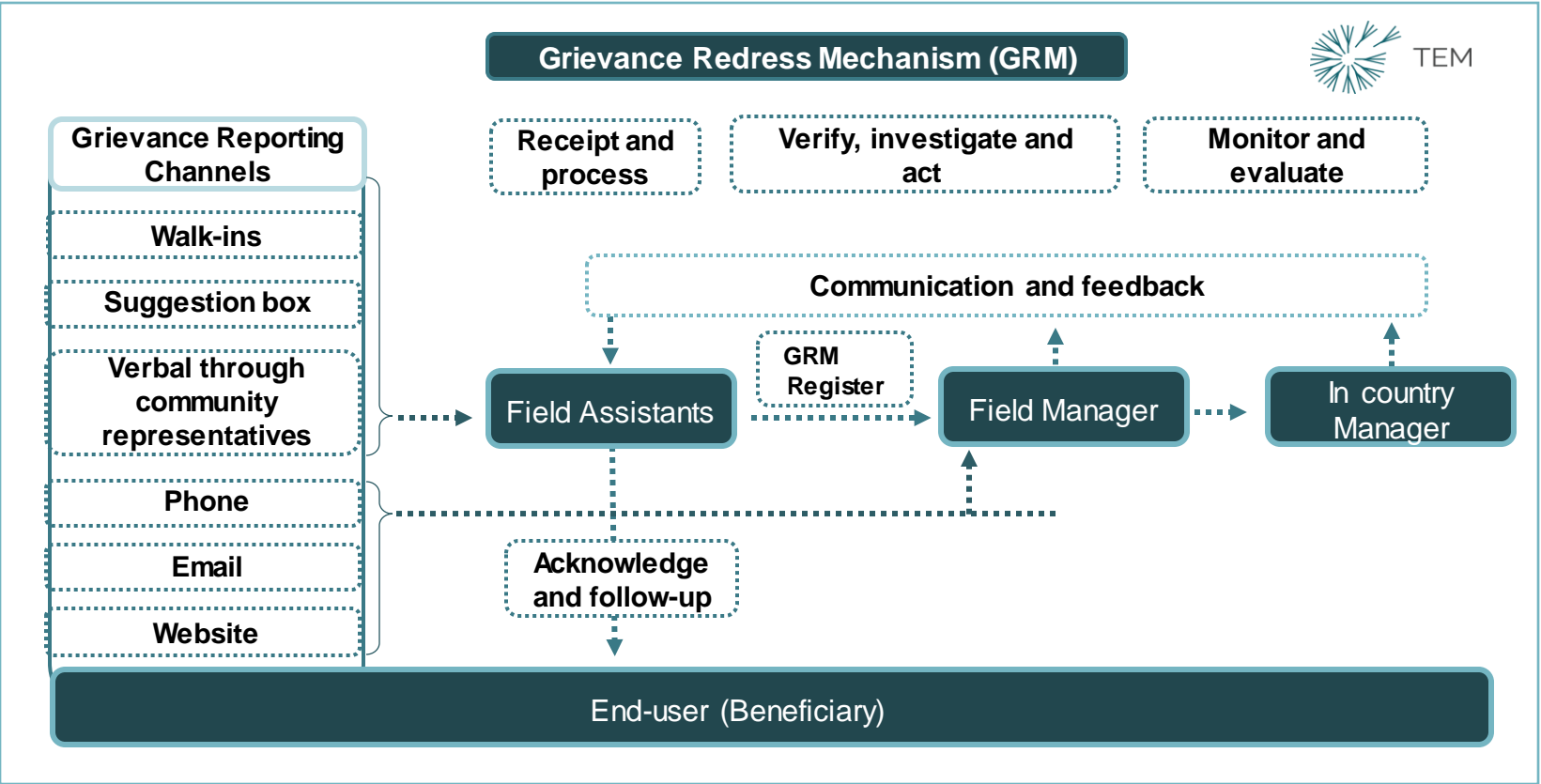


The Grievance Redress Mechanism (GRM) is a community driven approach built on traditional Melanesian customary protocols, that are formalised to accept, assess, and resolve feedback or complaints regarding the implementation of the Improved Cookstoves Project in Papua New Guinea.



Consensus through Traditional Melanesian customs enables grievance resolutions



Field Assistants from the local communities initiate dialogues to address grievances



Grievance resolutions are included in a logbook for accountability and integrity



Policy will be available once the project implementation commences