**What is the SWIOFish3 project?**

The Third South West Indian Ocean Fisheries Governance and Shared Growth Project is a government project, financed through the World Bank, GEF and the proceeds of the Blue Bond (SeyCCAT blue grants and DBS blue loans) over a period of six years. The overall objective of SWIOFish3 is to improve management of marine areas and fisheries in targeted zones and strengthen fisheries value chains in Seychelles.

*The project is divided into four components, namely:*
- Expanded sustainable-use marine protected areas;
- Improved governance of priority fisheries;
- Sustainable development of the blue economy;
- Project management and coordination.

**What is the resolution level?**

- **Level 1**
  - District Administrators/ Information & Communication Officer (from Department of Fisheries, Department of Blue Economy, SFA, Department of Environment, Public Health Authority, SeyCCAT, DBS and CEPS)
  - Citizens Advice Bureau (CEPS)
  - Project Environmental and Social Specialist

- **Level 2**
  - Project Environmental and Social Specialist
  - SWIOFish3 Grievance Committee

- **Level 3**
  - Independent Mediator

**Not Satisfied**

The Grievance Redress Mechanism (GRM) provides an accessible way for individuals and communities to file a complaint if they perceive that an activity or a sub-project related to the SWIOFish3 project has or is likely to have adverse effects on them, their community and their environment.

The GRM ensures that grievances are promptly reviewed and responded to, and problems and solutions are identified by working together.

By increasing transparency and accountability, the GRM seeks to reduce the risk of projects unintentionally affecting individuals and communities and serves as an important feedback tool.

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Who can make a suggestion or a complaint?
Stakeholders connected with the project or affected by its activities (member of the public, fishers, tourist operators, NGOs, local authorities and any other person or group of persons concerned by the project).

How and where to submit a suggestion or complaint?
Collect a complaint form at the offices of the DA, SWIOFish3, Department of Fisheries, Department of Blue Economy, SFA, Department of Environment, Public Health Authority, SeyCCAT, DBS and CEPS.
Fill out the complaint form and deposit it in the complaint box placed at the most convenient office.
The form can also be filled and submitted online on the GRM platform: www.swiofish3.sc/grm
Call or SMS the SWIOFish3 line: 2827373
Send an email to the Project Environmental and Social Specialist: swiofish3.grm@gov.sc
Send a letter to: SWIOFish3 Project c/o Department of Blue Economy, Victoria, Mahe, Republic of Seychelles.
Meetings.

You can have a one to one meeting with your district administrator or a SWIOFish3 officer.
You can express your concern during a community meeting with project implementers and relevant institutions.
You can also have a one to one meeting with an officer of the Citizen Advice Bureau within CEPS, if you feel that project implementers or officers have behaved inappropriately towards you (abuse, harassment, gender based violence).