REQUIREMENT 1.4
Grievance Mechanism

• Overview: Grievance mechanisms 101
• What are our minimum requirements?
• When does this go into effect?
• When do updates on the grievance mechanism need to be provided?
OVERVIEW | Grievance mechanisms 101

What is a grievance mechanism?
A formal, legal or non-legal complaint and remediation process that can be used by fishers who are being negatively affected by certain business activities and operations

✓ Timebound
✓ Non-retaliatory
✓ Confidential
✓ Non-discriminatory
✓ Unbiased

1) Complaint or grievance filed
2) Company reviews & assesses complaint in a timely manner
3) Company proposes remediation
   (If within scope)
3) Refer to experts, labor courts or authorities
4) Respond to affected worker, provide opportunity to appeal

General complaint & remedy process

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REQUIREMENT 1.4 | Minimum requirements

Component 1

1.1 Code of Conduct
1.2 Vessel or Fisher Info
1.3 Awareness of Rights
1.4 Grievance Mechanism
1.5 Self-Evaluation

1.4 Grievance Mechanism

• Provide evidence of at least one grievance mechanism available to all fishers in the FIP
• Fishers must have a way to report abuses at least once every 24 hours

FIPs can use governmental, non-governmental, and/or company grievance mechanisms.
REQUIREMENT 1.4 | Minimum criteria

Our requirements

- The uploaded document details the full complaint and remedy process
- A grievance mechanism is available to all fishers in the FIP
- The grievance mechanism is available at least once every 24 hours, including:
  - At sea during trips longer than 24 hours
  - When docked in ports outside of their home communities

FisheryProgress must be able to verify these criteria by reviewing the grievance mechanism itself or through information provided in the “details” field.
REQUIREMENT 1.4 | Available to all fishers in the FIP

Which of the following would meet this criterion?

a) A grievance mechanism (GM) run by a union of which all fishers in the FIP are members

b) A GM run by Costco and all fishers are in Costco’s supply chain

c) One GM per fishing company supplying FIP product

d) A GM run by the ministry of labor

e) All of the above
**REQUIREMENT 1.4 | Available to all fishers in the FIP**

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e) All of the above
REQUIREMENT 1.4 | Available every 24 hours

For a fishing trip that lasts longer than 24 hours, which of the following would meet this criterion? (can be more than one answer!)

a) A GM where the fisher reports issues to the skipper or responsible onboard party who can respond to and process complaints

b) A GM where a fisher submits complaints to a suggestion box located in the employer’s office

c) A GM where a fisher can text complaints to a third party and cell service or internet is available

d) A GM where a fisher goes to a local ombudsmen’s office
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REQUIREMENT 1.4 | Available every 24 hours

For a fishing trip that lasts shorter than 24 hours, which of the following would meet this criterion?

a) A GM where the fisher reports issues to the skipper

b) A GM where a fisher can text complaints to a third party

c) A GM where a fisher submits complaints to a suggestion box located in the employer’s office

d) A GM where a fisher goes to a local ombudsmen’s office

e) All of the above
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e) All of the above
WHEN DOES THIS GO INTO EFFECT?

Refer to the “Guidance on FIP Reporting Schedules” for additional information.

FIPs active before 1 Nov 2021 can also use the interactive tool to determine their precise reporting schedule.
WHEN DOES THIS GO INTO EFFECT?

**2022**

- **New FIPs:** to be listed as Active
- **Existing FIPs:** by their next report

1.5 Self Evaluation

**2023**

- **New FIPs:** by their first six-month report
- **Existing FIPs:** by their next report

1.2 Vessel or Fisher Information

- **Relevant FIPs:** Starting November 1, 2021, 12 months after meeting 1 or more risk criteria

1.4 Grievance Mechanism

- **New FIPs:** by their first six-month report
- **Existing FIPs:** by their next report

**January 1, 2023**

- **New FIPs submit their grievance mechanism during their first six-month report**

1.1 Policy Statement

- **New FIPs:** to be listed as Active
- **Existing FIPs:** by their next report

1.3 Awareness of Rights

- **New FIPs:** by their first six-month report
- **Existing FIPs:** by their next report

2.1 Risk Assessment

- **New FIPs:** to be listed as Active
- **Existing FIPs:** by their next report

2.2 Workplan

- **Relevant FIPs:** Starting November 1, 2021, 6 months after submitting a social workplan

2.3 Progress Reporting
### What are we really asking for?

<table>
<thead>
<tr>
<th>BASIC</th>
<th>BEST PRACTICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper-based</td>
<td>Electronic</td>
</tr>
<tr>
<td>Simple (suggestion box, grievance log)</td>
<td>Complex (well-defined organizational procedures)</td>
</tr>
<tr>
<td>Non-anonymous</td>
<td>Anonymous &amp; confidential</td>
</tr>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; party (e.g., grievances made to direct supervisor)</td>
<td>3&lt;sup&gt;rd&lt;/sup&gt; party (e.g., grievances made to/handled by neutral party)</td>
</tr>
<tr>
<td>Complainant to single official</td>
<td>Grievance committee (complainant to multiple officials)</td>
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</tbody>
</table>
Need more time?

Any FIP that determines there is no grievance mechanism available to fishers in the FIP must create a social workplan or include in its social workplan activities to work with FIP participants, civil society organizations, and/or other relevant partners to develop a grievance mechanism within one year. The FIP must provide an update on its progress during each future six-month and annual report until it can provide proof that a grievance mechanism is available to all fishers in the scope of the FIP.

All FIPs have the option to request a temporary exemption of up to one year by submitting an exemption request form.
Exemption request form:
- Must use our template, all fields complete

Rationale or motivation:
- Clear, logical, justifiable

Grievance Workplan:
- Follow regular workplan review process

Motivation Examples:
- A mechanism exists but it is not available to all fishers in the FIP
- A mechanism is only available onshore but fishing trips last longer than 24 hours
- No mechanism exists
- Unsure of whether a mechanism exists

Grievance Workplan Criteria:
Uses the (required) template OR integrates grievance actions into the FIP’s existing social workplan (if applicable) to develop a fully-compliant and operational grievance mechanism within 12 months

Form to be finalized and shared in the coming days
WHEN DO YOU NEED TO REPORT ON THE GM?

a) Never
b) Every report
c) Every annual report
d) Every 583.9 days
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a) Never
b) Every report
c) Every annual report
d) Every 583.9 days

The FIP must provide a self-evaluation on the effectiveness of the grievance mechanism as part of each annual report.
WHEN DOES AN UPDATE ON THE GM NEED TO BE PROVIDED?

a) Never

b) Every report

c) Every annual report

d) Every 583.9 days

We will provide more detail on this at a later date

The FIP must provide a **self-evaluation on the effectiveness of the grievance mechanism** as part of each annual report.
WHEN DOES AN UPDATE ON THE GM NEED TO BE PROVIDED?

a) Never
b) Every report
c) Every annual report
d) Every 583.9 days

Important!

FIPs that have been granted a temporary exemption must report on the status of the mechanism every 6 months

The FIP must provide a self-evaluation on the effectiveness of the grievance mechanism as part of each annual report
Questions?

You can direct further questions to the FisheryProgress Team at:
contact@fisheryprogress.org