



## Grievance Process for Enduring Earth Initiatives at The Pew Charitable Trusts

### About this process

The grievance process provides a way for parties to report a grievance (complaint) about a negative impact involving Pew and to seek a resolution. Pew uses this grievance process to collect and resolve grievances from anyone negatively affected by Pew's work in an Enduring Earth initiative, including in the **NWT: Our Land for the Future PFP, SINAA PFP, Omushkego Wahkohtowin PFP, Panama PFP, Botswana PFP, and Eastern Tropical Pacific** durable finance mechanism.

This mechanism is not meant to replace community-level conflict resolution processes that may be available. This mechanism is specific to Pew-related grievances. Parties affected by Pew's work in other (non-Enduring Earth) project areas should contact [info@pewtrusts.org](mailto:info@pewtrusts.org).

If you have any questions about the grievance mechanism, please email [PFPgrievance@pewtrusts.org](mailto:PFPgrievance@pewtrusts.org).

### Pew offers several ways to report a grievance

- You may submit a grievance by completing the form below and emailing it to [PFPgrievance@pewtrusts.org](mailto:PFPgrievance@pewtrusts.org).
- For grievances pertaining to the Eastern Tropical Pacific durable finance mechanism, please email the form to [ETPgrievance@pewtrusts.org](mailto:ETPgrievance@pewtrusts.org).
- If you cannot submit via email, you may provide the same information via a phone call to +1-202-540-6683.
- Or you may mail the same information to:  
The Pew Charitable Trusts  
ATTN: Program Coordination and Services (GRM)  
901 E St. NW  
Washington, DC 20004-2008 USA

Whichever way you choose to submit your grievance, please include all of the details listed on the back of this document (Grievance Submission Form) in your correspondence.

### What will happen when I report a grievance?

The grievance will be reviewed so that together, you and Pew may find a suitable resolution. Pew has an internal process to review and address all eligible grievances while respecting the complainant and avoiding conflicts of interest.

### Nonretaliation

Pew does not condone any form of retaliation against those who report their concerns in good faith. Any Pew employee or contractor who engages in such retaliation may be subject to disciplinary action up to and including termination of employment. Anyone who has made a good faith report of suspicious conduct of a Pew employee and who subsequently believes he or she has been subjected to retaliation of any kind should immediately report it by the same process noted herein.

## Grievance Submission Form

Name:

Contact information (e.g., email, phone number, or mailing address):

If a complaint is made through a representative, please provide the name(s) of the person(s) on whose behalf the complaint is made:

Does the aggrieved party wish to keep their identity confidential? \* Yes ☐ No ☐

Which project/location is the grievance associated with?

- ☐ NWT: Our Land for the Future PFP (Canada)
- ☐ SINAA PFP (Canada)
- ☐ O mushkego Wahkohtowin PFP (Canada)
- ☐ Panama PFP
- ☐ Botswana PFP
- ☐ Eastern Tropical Pacific durable finance mechanism (Colombia, Costa Rica, Ecuador, Panama)

When and where did the grievance occur?

Please describe the grievance:

Please describe the impact of the occurrence:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*While we strive to maintain confidentiality, in some instances we may not be able to guarantee it due to the nature of the grievance or legal disclosure requirements. Pew will respond to all good faith reports of grievances.

## About The Pew Charitable Trusts

Founded in 1948, The Pew Charitable Trusts uses data to make a difference. Pew addresses the challenges of a changing world by illuminating issues, creating common ground, and advancing ambitious projects that lead to tangible progress.