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## PRESS RELEASE

### **GOB Launches National Grievance Redress Mechanism for Development Projects**

*Belmopan, June 13, 2025.*

The Government of Belize, through the Ministry of Finance's Central Execution Unit (CEU), announces the official launch of its Grievance Redress Mechanism (GRM), a national initiative designed to promote transparency, accountability, and citizen engagement across all development projects under the CEU's oversight. This GRM serves to improve project implementation by providing all project-affected persons (PAPs), stakeholders, and vulnerable groups with clear, accessible, and inclusive channels to voice their concerns and receive timely, fair resolutions. It is a key safeguard aligned with the Government's national priorities and commitment to uphold international Environmental and Social Standards in partnership with the Inter-American Development Bank (IDB), World Bank, and other development partners.

#### **Key features of the CEU Grievance Redress Mechanism include:**

- **Multiple complaint channels:**
  - Face-to-face reporting at CEU offices or with local officials (alcaldes, councillors, MPs)
  - Grievance Drop boxes at project sites and community locations
  - Dedicated Landline: +501 822-4106
  - Email : [grievance@ceu.mof.gov.bz](mailto:grievance@ceu.mof.gov.bz)
  - Website: <https://mof.gov.bz/complaints/>
- **Timely acknowledgement and investigation:** All complaints are acknowledged within 3 working days and undergo screening and investigation within 5 working days.

- **Structured resolution process:** Grievances are addressed in a fair and transparent manner with documented outcomes, timelines, and complainant feedback.
- **Appeals and escalation:** Unresolved grievances are reviewed by the CEU Grievance Redress Steering Committee System, with further recourse through the courts (if necessary), ensuring every voice is heard.
- **Confidentiality and protection:** Complainants may report anonymously and request confidentiality to ensure their safety and dignity.

To enhance collaboration between the Government and the people of Belize, there will be a series of planned public outreach activities designed to engage with stakeholders at strategic project implementation zones across the country.

For more information, visit: [Complaints - Ministry of Finance](https://mof.gov.bz/complaints/)  
<https://mof.gov.bz/complaints/>

To submit a grievance, contact: [grievance@ceu.mof.gov.bz](mailto:grievance@ceu.mof.gov.bz)

**Ends**