


Grievance Mechanism



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592-608-3252

 grievances@conservation.org

 98 Laluni Street, 3rd Floor, Queenstown, Guyana.

 <https://conservation.org.gy/eldorado-gold-grievances/>

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Accountability and Grievance Mechanism



What is a Grievance under this project?

A grievance can be an issue, concern or problem that is related to the CI-Guyana Responsible Mining Initiative (RMI). The RMI includes the planetGOLD project and the Addressing Drivers of Deforestation (ADOD) project.



Why should you report a grievance?

The Responsible Mining Initiative is set up to help miners who are interested in improving their gold recovery rates, while reducing the impacts of mining on the environment and human health. If these projects are hurting you instead of helping, then you should report it, so that we can improve the way we work.



What is an Accountability and Grievance Mechanism?

This is a system of receiving, recording and solving grievances. The mechanism is set up so that people can freely submit their concerns without fear of being targeted or punished. It is managed by CI-Guyana.



Who can report a grievance?

Anyone affected by the work of the Responsible Mining projects can submit a grievance.

You can report your concerns in the following ways



1. Call or text us at 608-3252, or contact our offices at 227-8171 ext. 220 in Georgetown and 772-2228 in Lethem.



2. Online through our website at <https://conservation.org.gy/eldorado-gold-grievances/> or by email to grievances@conservation.org



3. Through the mail or in-person at 98 Laluni Street (3rd Floor), Queenstown, Georgetown



4. In-person to CI-Staff or special point persons who will be



5. Online through our website - <https://conservation.org.gy/eldorado-gold-grievances/>

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