Marine Habitat Preservation of the Philippines Inc.
SEC Reg. No. CN201506332
Siit Arboretum, Barangay Lutoban
6218 Zamboanguita, Negros Oriental, Philippines
marineconservationphilippines.org

Grievance Mechanism

How to raise a concern or complaint about Marine Conservation Philippines
Marine Habitat Preservation of the Philippines Inc. (Marine Conservation Philippines)

Version	1.0
Approved by the Board	October 2026
Next scheduled review	October 2028 at the latest
Policy owners	Kiri Simons and Jason Matthews, General Managers

1. Purpose

We work in and with coastal communities, local governments, volunteers and partners. Sometimes what we do, or how we do it, creates a problem for someone. This mechanism gives anyone a safe, free and simple way to tell us, and makes sure they get an answer.

2. Who Can Use It

Anyone affected by our work or concerned about it, including community members, fishers and people's organisations, barangay and municipal officials, students and their parents, scholars, volunteers, interns, staff, partners and suppliers.

You can also raise a concern on someone else's behalf with their agreement, or ask a barangay official or someone you trust to raise it for you.

3. What You Can Raise

Any concern about our work or how we carry it out, including:

- effects of our work on livelihoods, fishing or access to the coast;
- environmental harm caused by our activities;
- the behaviour of our staff, interns or volunteers;
- harassment, exploitation or abuse, or a concern about a child;
- fraud, bribery or misuse of funds;
- the way we handle personal information;
- safety;
- unfair treatment, or commitments we have not kept.

We welcome suggestions too.

Some decisions are not ours to make. For example, municipalities set the rules for Marine Protected Areas, and the DENR sets many environmental rules. If your concern is about a decision like that, we will tell you who makes it, and we may offer to pass your concern on to them.

4. Our Commitments

- **Free:** raising a concern costs nothing.
- **Accessible:** you can speak or write to us in English, Cebuano or Filipino.
- **Confidential:** your identity is shared only with the people who need it to deal with your concern, unless you agree otherwise.
- **Anonymous if you prefer:** we look into anonymous concerns as far as we can, although we may not be able to let you know the outcome.
- **No retaliation:** raising a concern will never be held against you.
- **Fair:** someone who is not involved in the matter handles your concern.
- **Your rights stay intact:** using this mechanism never stops you from going to the barangay, the police, a government agency or the courts, at any time.

5. How to Raise a Concern

- **In person:** speak with any MCP staff member at our base, or with our community liaison officers in the barangays where we work.
- **Phone or WhatsApp:** +63 969 484 7382
- **Email:** team@mcp.email
- **Concerns about our management:** magnus@mcp.email
- **Online:** the contact form at marineconservationphilippines.org/contact/
- **Letter:** Marine Conservation Philippines, Siit Arboretum, Barangay Lutoban, 6218 Zamboanguita, Negros Oriental. Letters do not need to be signed.

6. What Happens Next

Step 1: We record it.

Every concern is entered in our grievance log. Within three working days, or immediately if you raise it in person, we confirm that we have received it and tell you who is handling it.

Step 2: We decide who handles it, within five working days.

- **Harassment, exploitation or abuse:** handled under our Safeguarding and Anti-Harassment Policy. Complaints of sexual harassment are decided within ten days.
- **A concern about a child:** handled under our Child Protection Policy, straight away.
- **Fraud or misuse of funds:** handled under our Anti-Fraud, Anti-Corruption and Anti-Money Laundering Policy.
- **Everything else:** handled by a staff member who is not involved in the matter, appointed by a General Manager, or by a director if the concern involves a General Manager.

Step 3: We look into it.

This may involve speaking with you and others involved, visiting the place concerned or checking our records.

Step 4: We respond.

Within 30 days of receiving your concern, and usually much sooner, we tell you what we found and what we will do about it. If we need longer, we tell you why and when you can expect an answer.

Step 5: Review.

If you are not satisfied with our response, you can ask for a review within 30 days. A director or Board member who has not previously been involved will review the matter and reply within 30 days.

If you are still not satisfied, you can take the matter to the barangay (Lupon Tagapamayapa), to the relevant government agency, such as the municipality, DENR or DOLE, or to the courts. If your concern relates to a project funded by a donor with its own complaints mechanism, you can also contact the donor directly.

Urgent concerns: where someone may be at risk of serious harm, we act at once.

7. Records and Reporting

Our grievance log records the date, how the concern was raised, its type, who handled it, what was done, the outcome and when we responded. Names and contact details are kept separately, with restricted access, in line with the Data Privacy Act.

The General Managers review the log monthly. The Board receives an anonymised summary every year. Donors receive summaries for the projects they fund, as required by their agreements. We use what we learn to improve our work.

8. Making It Known

A short summary of this mechanism, in English and Cebuano, is displayed at our base and shared with the barangays and people's organisations where we work. We explain it at community meetings and when new projects begin, and introduce it to staff, interns, scholars and volunteers when they start. It is also published on our website.

9. Responsibilities

The General Managers are responsible for this mechanism. They maintain the log, acknowledge and track concerns, and make sure every concern is handled and answered on time.

The directors handle reviews and concerns involving management.

Every staff member who receives a concern, in any form, passes it to a General Manager the same day, or to a director if the concern involves a General Manager.

10. Review

The Board reviews this mechanism at least every two years, and sooner if needed.