



PONT | PRESPA OHRID  
NATURE TRUST

## **Feedback Mechanism**

Version 1.0  
September 2022

**Version control**

Document title	PONT Feedback Mechanism
Version	1.0
Status	Draft
Date	05 September 2022

The Feedback mechanism was developed by the Prespa Ohrid Nature Trust (PONT) with technical support from [The Landscapes & Livelihoods Group](#) (TLLG).

**Contact:**

Mirjam de Koning, the Executive Director of PONT, having the overall strategic responsibility for the Feedback mechanism ([info@pont.org](mailto:info@pont.org)).

Suela Mehmeti, Office Manager, having the day-to-day responsibility for the Feedback mechanism ([info@pont.org](mailto:info@pont.org)).

## 1. What is PONTs feedback mechanism designed to do?

PONT is committed to being accountable to all PONT stakeholders, especially people affected by PONT-supported activities. PONT aims to provide an easily accessible, transparent and confidential means for stakeholders to provide their feedback - this Feedback Mechanism, which forms part of the PONT Environmental and Social Management System ([ESMS](#)). This Feedback Mechanism has been developed in line with the World Bank Environmental and Social Framework (2017) Grievance requirement, particularly the section on Grievance Mechanisms in ESS 10.

The feedback mechanism is intended to receive and respond to **questions, feedback, suggestions, concerns and complaints** from all stakeholders affected by PONT-supported activities, including but not limited to local communities living within or adjacent to Protected Areas supported by PONT ('grant-affected parties' hereafter).

This document explains PONTs approach to handling feedback, where and how it can be submitted, and the internal process PONT has implemented to handle and respond to feedback.

PONT's feedback procedure has been developed with the following aims:

- to build and maintain trust with all of PONT's stakeholders
- to support and reinforce the existing feedback and grievance mechanisms of the Protected Area authorities and Environmental Actors supported by PONT
- to serve as a final point of feedback for questions, feedback, suggestions, concerns and complaints submitted by grant-affected parties but which have not been resolved at the programme level
- to adequately address any feedback in a timely manner, in such a way as to respond to stakeholder concerns and thus support effective risk management

## 2. What type of feedback is eligible and what is not?

*Eligible feedback includes:*

Feedback considered to be any complaint, comment, question, concern or suggestion that is linked to the activities or operations of PONT (including PONT-own staff) and PONT's programme partners/grantees (Protected Area authorities and Environmental Actors) within PONT's focal region of the Prespa-Ohrid, Korab-Shara and Albanian Alps regions including ecological corridors between these regions [[see map](#)].

Activities supported by PONT are guided by its mission to '*conserve nature for a sustainable future through long-term partnerships and financing*'. As such these activities are wide ranging and cover different components of nature conservation such as; habitat restoration, species conservation, applied research, protected area and environmental actor capacity development, developing plans for the sustainable use of natural resources, environmental education and outreach, sustainable nature-based tourism development, monitoring and enforcement of PA regulations, stakeholder engagement and volunteer and citizen science programmes.

*Ineligible feedback includes:*

Activities not supported by PONT, including those on the PONT Exclusion List (see [PONTs Exclusion Checklist](#)), such as activities occurring within PONTs focal region that involve the intentional degradation of the natural environment or production, trade or sale of any illegal product or unlawful activity under the laws of the host countries (Albania, North Macedonia and Greece).

- feedback provided 18 months after the official closure of the programme may not be registered or responded to;
- complaints that relate to the laws, policies, and regulations of Albania, North Macedonia or Greece unless this directly relates to PONTs obligation to comply with PONTs ESMS principles, standards and procedures;
- feedback that relates to PONT or PONTs partners non-programme-related housekeeping matters, such as finance, human resources and administration.

### 3. Who can submit feedback?

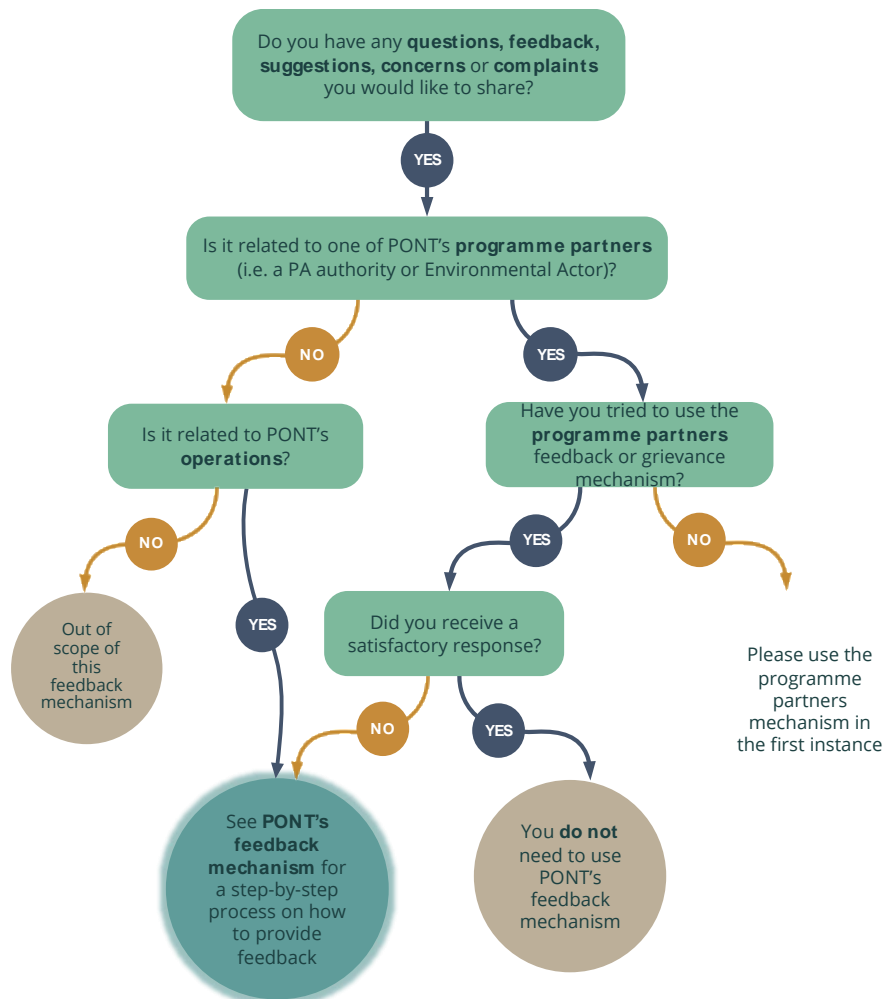
- Individuals and groups of people residing in or near the PONT eligible Protected Areas; individuals and groups of people who interact with PONT and/or their programme partners/grantees;
- Any individual, organisation, group or community who believes that a PONT-financed grant has, or is likely to affect them;
- Feedback may be presented through a representative party if the persons on whose behalf the representative is acting are identified and evidence of the representative's authority to do so is provided in the complaint;
- Feedback can also be submitted anonymously (see Annex 1);
- Project staff, including contractors and volunteers working in key positions

### 4. Who should I direct my feedback to?

Figure 1 is a decision-tree for deciding if the PONT feedback mechanism is the right mechanism to use. In summary:

- If you have feedback relating to the work or operations of one of PONTs programme partners/grantees (i.e. a PA authority or Environmental Actor that have received a PONT Grant) we require that you use their feedback mechanism where possible;
- Feedback that has not been adequately addressed by PONTs programme partners/grantees, or should programme partners/grantees grievance mechanisms be inaccessible, then feedback should be directed to PONT;
- Feedback directly related to PONT's own operations (for example meetings and stakeholder forums organized by PONT; activities facilitated by PONT staff) should be directed to PONT;
- Feedback that has not been adequately addressed by PONT should be directed to PONT donors, including the KfW Development Bank (<https://www.kfw-entwicklungsbank.de/International-financing/KfW-Development-Bank/Service/Complaints/>).

PONT grant coordinators will monitor the accessibility and effectiveness of existing PA/EA grievance mechanisms through the reporting templates and assess how often they are used and how responses are being dealt with. If needed recommendations for improvement will be made via regular monitoring meetings.



**Fig.1:** Decision-tree for deciding if the PONT feedback mechanism is the right mechanism to use

## 5. How do I submit feedback and what should I expect?

For informal feedback to PONT you can use our Facebook or LinkedIn page, please note for feedback submitted via social media the process outlined below is not applicable.

For formal feedback, for which you expect a response, the process is illustrated in Figure 2, and is as follows:

1. Submit formal feedback by email or letter

PONT contact details: Physical address: Prespa Ohrid Nature Trust (PONT), Abdi Toptani Str., Torre Drin Tower nr. 35, Tirana, Albania; Email: [info@PONT.org](mailto:info@PONT.org) (all languages)

2. All feedback is received by PONTs office manager, who will **log** it internally into the feedback register (English, Albanian, Macedonian and Greek).
3. **Acknowledgement** of feedback within **2 working days** if issued via email. If the feedback was submitted via letter, acknowledgement will be issued via post within **10 working days** by PONTs office manager based in Tirana.
4. Once logged, PONTs office manager will assess for eligibility (See section 1 on eligibility criteria), if eligible the office manager will refer it to the respective grants coordinator.
5. Ineligible feedback will be issued with a response explaining why the feedback will not be addressed by PONT and if possible suggest the most appropriate avenue (see Figure 1).
6. The grant coordinator will develop a response within 15 working days, which will be reviewed by PONT senior management.
7. All feedback and responses will be registered in the PONT feedback register.
8. PONT to communicate the response to the person(s) that submitted the feedback. This response will be provided after 20 working days from receipt of feedback. If more than that an update should be provided to the person that submitted the feedback within 20 working days.
9. The person who submitted the feedback will be asked to respond to the proposed actions to indicate whether they are satisfied or not. If they are the case will be closed if not, the case will go back to the grants coordinator to reassess the proposed action.

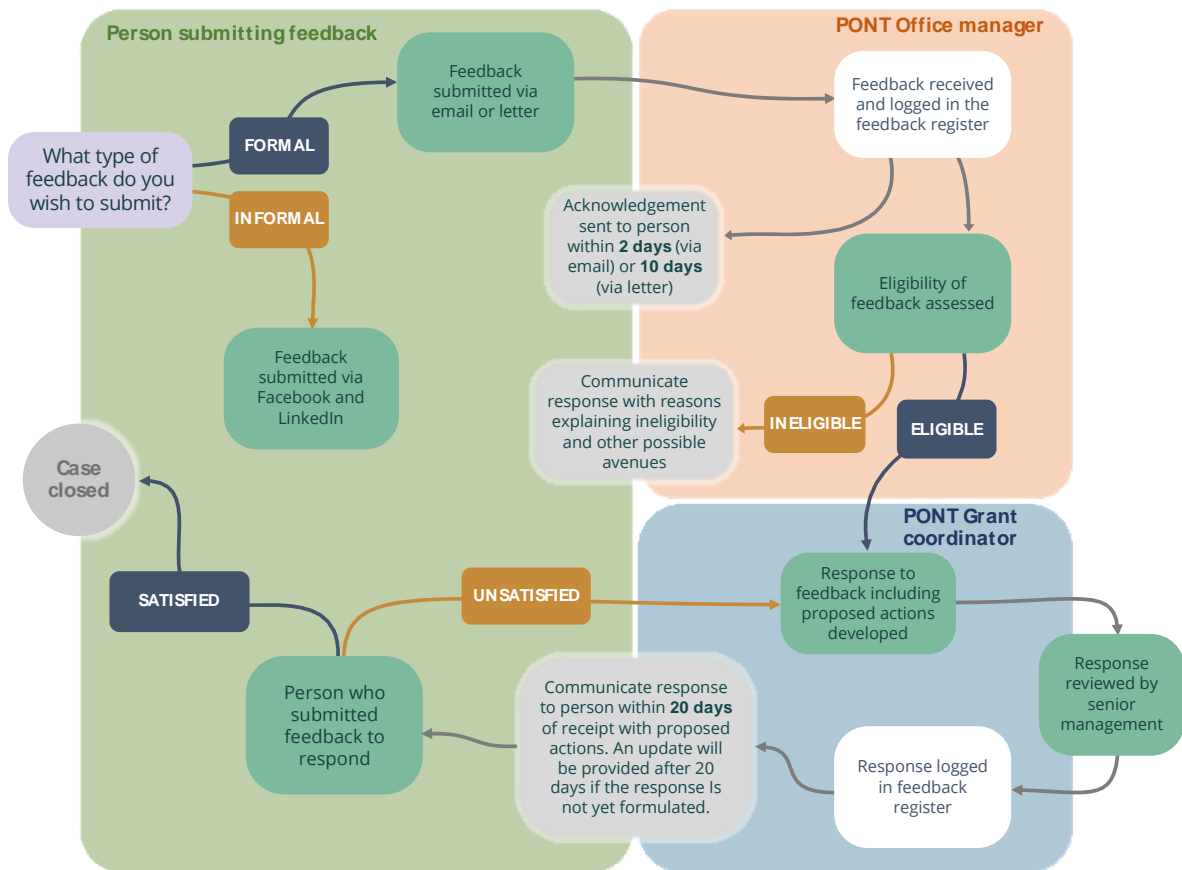


Fig.2: Feedback response process

## 6. Informing Stakeholders about the feedback mechanism

PONT will take active steps to inform all relevant programme stakeholders of the existence and scope of the feedback mechanism. PONT will take the following steps to ensure this:

- Contact details for submitting feedback will be posted on the PONT website, this document will be available to download on the Documents and Publications page.
- PONT will raise awareness of the feedback process within its existing stakeholder engagement activities (i.e. consultation meetings and/or trainings).
- PONT will raise awareness more broadly through postings via its social media outlets, news letters and other communications.

## Annex I: PONT Feedback Form in English, Albanian, Greek and Macedonian ([download here](#))

Feedback Form	
<b>Reference No. (assigned by PONT):</b>	
Information entered into this form will be dealt with confidentially.	
Anonymous submission	<input type="checkbox"/> I want to remain anonymous <sup>1</sup>
Full Name	
Please mark how you wish to be contacted (mail or e-mail)	<input type="checkbox"/> By mail (please provide mailing address):  <input type="checkbox"/> By e-mail (please provide e-mail address):
Preferred language for communication	
Feedback Form	
Has this feedback already been provided to PONTs partner/grantees (i.e. the respective PA or EA)?	<input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, please explain below why the feedback has not been resolved to your satisfaction:
Please provide your <b>questions, feedback, suggestions, concerns and complaints</b> <sup>2</sup> :	
Follow up: (if appropriate, please suggest any actions you would like PONT to take).	

<sup>1</sup> If you wish to remain anonymous please provide the contact details of a trusted intermediary who PONT can inform about the actions taken.

<sup>2</sup> Please be as specific as possible to allow PONT to accurately assess the feedback (can include dates, times, location, people involved, impacts).



## Aneksi I: Formulari i Kërkesës për Informacion/Ankesë

Kërkesë për Informacion/Ankesë	
<b>Nr. Reference. (shënohet nga PONT):</b>	
Informacioni i dhënë në këtë formular do të trajtohet në mënyrë konfidenciale.	
Anonim	<input type="checkbox"/> Shënoni me X nëse doni të mbetemi anonim <sup>3</sup>
Emër Mbiemër	
Ju lutemi shënoni me X se si do të dëshironit të kontaktoheni nga ne (postë ose e-mail)	<input type="checkbox"/> Postë (Ju lutem shënoni adresën tuaj postare):  <input type="checkbox"/> E-mail (Ju lutem shënoni adresën tuaj të e-mailit):
Gjuha e preferuar për komunikim me ju	
A ju është dhënë ndonjë informacion/reagim për këtë kërkesë/ankesë nga ndonjë prej partnerëve/përfituesve të PONT-it (p.sh AKZM-ja, AdZM-ja ose OShC-ja)?	
	<input type="checkbox"/> PO <input type="checkbox"/> JO  Nëse përgjigjja juaj është PO, ju lutemi na shpjegoni më poshtë pse përgjigjja e dhënë nuk ka mjaftuar:
Ju lutemi shënoni këtu pyetjen, komentën, sugjerimin, shqetësimin apo dhe ankesën tuaj <sup>4</sup> :	
Në vijim: (nëse është rasti, ju lutemi na sugjeroni çdo veprim që do të dëshironit të ndërmerret nga PONT).	

<sup>3</sup> Nëse dëshironi të mbeteni anonim, ju lutemi jepni detajet e kontaktit të një ndërmjetësi të besuar nga ana juaj, të cilin PONT mund të informojë/vërë në dijeni për veprimet e ndërmarra në lidhje me këtë kërkesë.

<sup>4</sup> Ju lutemi tregohuni sa më specifik që të jetë e mundur për të lejuar PONT-in të vlerësojë me saktësi kërkesën tuaj (ju mund të përfshini në këtë informacion data, orare, vendndodhje, njerëzit e përfshirë, si dhe çdo informacion që e quani të vlefshëm).

## Παράρτημα Ι: Έντυπο ανατροφοδότησης PONT

Φόρμα σχολίων	
<b>Αριθμός αναφοράς (αποδίδεται από την PONT):</b>	
Οι πληροφορίες που εισάγονται σε αυτό το έντυπο θα αντιμετωπίζονται εμπιστευτικά.	
Ανώνυμη υποβολή	<input type="checkbox"/> Θέλω να παραμείνω ανώνυμος <sup>5</sup>
Όνοματεπώνυμο	
Παρακαλούμε να σημειώσετε τον τρόπο με τον οποίο επιθυμείτε να επικοινωνήσουμε μαζί σας (ταχυδρομείο ή e-mail)	<input type="checkbox"/> Ταχυδρομικώς (παρακαλούμε να δηλώσετε ταχυδρομική διεύθυνση):  <input type="checkbox"/> Μέσω ηλεκτρονικού ταχυδρομείου (παρακαλούμε να δώσετε τη διεύθυνση ηλεκτρονικού ταχυδρομείου):
Προτιμώμενη γλώσσα επικοινωνίας	
Έχει ήδη παρασχεθεί αυτή η ανατροφοδότηση στους εταίρους/δικαιούχους του προγράμματος PONT (δηλαδή στον αντίστοιχο ΠΠ ή ΕΑ));	<input type="checkbox"/> Ναι <input type="checkbox"/> Όχι
	Εάν ναι, εξηγήστε παρακάτω γιατί τα σχόλια δεν έχουν επιλυθεί ικανοποιητικά:
Παρακαλούμε να υποβάλετε τις <b>ερωτήσεις, τα σχόλια, τις προτάσεις, τις ανησυχίες και τα παράπονα</b> σας: <sup>6</sup>	
Παρακολούθηση: (εάν χρειάζεται, προτείνετε τυχόν ενέργειες στις οποίες θα θέλατε να προβεί η PONT).	

<sup>5</sup> Εάν θέλετε να διατηρήσετε την ανωνυμία σας, δώστε τα στοιχεία επικοινωνίας ενός αξιόπιστου διαμεσολαβητή τον οποίο η PONT μπορεί να ενημερώσει για τις ενέργειες που έγιναν.

<sup>6</sup> Παρακαλούμε να είστε τόσο συγκεκριμένοι όπως είναι δυνατόν να επιτρέψει στην PONT να αξιολογήσει με ακρίβεια την ανατροφοδότηση (μπορεί να περιλαμβάνει ημερομηνίες, ώρες, τοποθεσία, άτομα που εμπλέκονται, επιπτώσεις).

## Прилози I: Образец за повратна информација

Образец за повратна информација	
Референца Бр. (доделен од ПОНТ):	
Информациите внесени во овој образец ќе бидат разгледани доверливо.	
Анонимно поднесување	<input type="checkbox"/> Сакам да останам анонимен. <sup>7</sup>
Целосно име	
Ве молиме посочете како сакате да бидете контактирани (пошта или е-пошта)	<input type="checkbox"/> По пошта (Ве молиме напишете ја поштенска адреса):  <input type="checkbox"/> Преку електронска пошта (Ве молиме напишете ја e-mail адресата):
Претпочитан јазик за комуникација	
<input type="checkbox"/> Да, <input type="checkbox"/> не.	
Дали оваа повратна информација е веќе поднесена до партнерот/грантистите поддржани од програмата на ПОНТ (т.е. соодветното заштитено подрачје или актер во животната средина)?	Ако одговорот е потврден, Ве молиме објаснете подолу зошто информацијата не е разгледана на Ваше задоволство:
Ве молиме изложете ги Вашите <b>прашања, повратни информации, предлози, загриженост и жалби</b> <sup>8</sup> :	
Одговор: (ако е соодветно, Ве молиме предложете какви дејства би сакале ПОНТ да преземе).	

<sup>7</sup> Ако сакате да останете анонимни, Ве молиме да ги споделите контакт деталите од доверлив посредник кој ПОНТ може да го информира за преземените дејства.

<sup>8</sup> Ве молиме, бидете специфични како ПОНТ би можел да ја оцени точноста на информацијата (може да вклучува датум, време, локација, вклучени луѓе, последици).