



Grievance and Complaints Redress Mechanism for the Aqaba Marine Reserve

1. Introduction

This mechanism aims to provide a fair, transparent, and accessible process for receiving and addressing grievances and complaints related to the activities and management of the Aqaba Marine Reserve (AMR). It seeks to strengthen trust between the Reserve and its stakeholders, improve environmental and administrative performance, and ensure compliance with applicable national legislation and environmental and social standards.

2. Objectives

- Provide an official channel for receiving complaints and grievances.
- Ensure all complaints are handled fairly, transparently, and confidentially.
- Strengthen communication and trust with local communities and stakeholders.
- Resolve issues early and effectively before they escalate.
- Promote continuous institutional improvement through lessons learned.

3. Scope of Application

- Activities and projects implemented within the Reserve.
- Construction, maintenance, and environmental restoration works.
- Research, tourism, and recreational activities.
- Visitor services.
- Administrative decisions and procedures related to the Reserve.
- Environmental or social impacts arising from Reserve activities.
- Complaints from local communities, fishers, divers, government entities, visitors, and the private sector.

4. General Principles

- Fairness and impartiality.
- Full transparency.
- Confidentiality and protection of complainants' data.
- Accessibility for all stakeholders.
- Timely response and handling.

- Protection against retaliation.
- Systematic documentation and follow-up.

5. Eligible Complainants

- Individuals and visitors.
- Local communities and civil society organizations.
- Fishers and diving centers.
- Companies, institutions, and the private sector.
- Researchers and academic institutions.
- Government institutions and agencies.

6. Complaint Submission Channels

- In person at the AMR Administration Office.
- Official email: info-amr@aseza.jo or the online complaint form.
- Complaint box at the AMR Visitor Center.
- Official correspondence from government entities.
- Approved electronic platforms of ASEZA.

7. Required Information

- Complainant's name (optional if anonymity is requested).
- Contact information.
- Date of incident and date of submission.
- Clear description of the complaint.
- Precise location of the incident within the Reserve.
- Relevant parties involved.
- Supporting documents, photographs, or evidence.

8. Complaint Handling Procedure

- Register the complaint immediately, assign a reference number, and acknowledge receipt within two working days.
- Classify the complaint, determine its priority, assign responsibility, and decide whether field investigation is required.
- Review documents, conduct field visits if needed, interview relevant parties, and collect evidence.
- Prepare a final report including findings, corrective actions, responsible party, and implementation timeline.
- Inform the complainant of the decision in writing or electronically with an explanation.
- Close the complaint after verifying implementation of corrective actions and document the process.

9. Timeframes

- Acknowledgement of receipt: within 2 working days.
- Initial screening and assessment: within 5 working days.
- Investigation and final resolution: within 15 working days.
- Complex cases: up to 30 working days, with notification of the reason for extension.

10. Confidential and Anonymous Complaints

Anonymous complaints may be accepted where sufficient credible information is provided. The identity of complainants shall remain strictly confidential and may only be disclosed where required by law or judicial authorities.

11. Appeal Process

If the complainant is not satisfied with the outcome, they may submit a formal appeal within 15 working days of notification. The appeal shall be reviewed by a higher administrative authority or designated committee, which shall issue a final decision within 15 working days.

12. Complaint Register

- Reference number.
- Date received.
- Subject and classification.
- Current status (under investigation / in progress / closed).
- Corrective actions taken.
- Final closure date.

13. Monitoring and Continuous Improvement

- Periodically review all complaints.
- Analyze root causes of recurring issues.
- Recommend preventive measures.
- Submit periodic statistical reports to ASEZA senior management.

14. General Provisions

- These internal procedures do not affect the right of any person or entity to seek legal recourse under Jordanian legislation.
- The mechanism applies to all Reserve activities and projects, including those implemented with international partners.
- The mechanism shall be reviewed and updated periodically to reflect legislative changes and international best practices in marine protected area management.