

REPUBLIC OF TURKIYE

ISTANBUL PROJECT COORDINATION UNIT (IPCU)



Istanbul Resilience Project (IRP)

P508170

STAKEHOLDER ENGAGEMENT PLAN (SEP)

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Table of Content

List of Tables	3
Abbreviations and Acronyms.....	4
1. Introduction/Project Description	5
2. Project Background	6
Project Components	6
Component 1: Strengthening the Emergency Preparedness and Response System	6
Component 2: Strengthening Emergency Preparedness and Response Systems	7
Component 3: Project Management	7
Component 4: Contingent Emergency Response Component (CERC)	8
Project Location	8
3. Objective/Description of Stakeholder Engagement Plan	9
4. Stakeholder Identification and Analysis	10
Methodology	10
Affected Parties and Other Interested Parties	10
Disadvantaged/vulnerable individuals or groups	13
5. Stakeholder Engagement Program.....	15
Summary of stakeholder engagement done during project preparation	15
Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement.....	15
Stakeholder Engagement Plan.....	17
6. Resources and Responsibilities for Implementing Stakeholder Engagement Activities	20
Resources.....	20
Management Functions and Responsibilities.....	20
7. Citizen Engagement	22
8. Grievance Mechanism	24
World Bank Grievance Redress System.....	30
9. Monitoring and Reporting	31
Summary of how SEP implementation will be monitored and reported	31
Reporting Back to Stakeholders.....	32
ANNEXES	33

List of Tables

Table 1. Identified Stakeholders of the Project.....	10
Table 2. Identified Vulnerable Groups and the Way of Communication	13
Table 3. Engagement Methods to be employed under the Project.....	15
Table 4. Stakeholder Engagement Program.....	18
Table 5. Responsibilities of Key Actors/Stakeholders in SEP Implementation.....	21
Table 6. GM Steps.....	24
Table 7. Sample Monitoring Framework for the SEP	31

Abbreviations and Acronyms

AFAD	Disaster and Emergency Management Directorate
CERC	Contingent Emergency Response Component
CIMER	Presidency's Communication Center
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
GM	Grievance Mechanism
GRS	Grievance Redress Service
IPCU	Istanbul Project Coordination Unit
IRP	Istanbul Resilience Project
KVKK	Personal Data Protection Law
LMP	Labor Management Procedures
NGOs	Non-Governmental Organizations
OHS	Occupational Health and Safety
OIZ	Organized Industrial Zones
PAPs	Project-Affected People
PMU	Project Management Unit
SEAH	Sexual Exploitation, Abuse, and Harassment
SEP	Stakeholder Engagement Plan
WB	World Bank
YIMER	Foreigners Communication Center

1. Introduction/Project Description

The **Istanbul Resilience Project (IRP)** is a strategic initiative designed to address Istanbul's high seismic and climate risks by strengthening disaster preparedness, reducing disaster and climate risks, and enhancing community and infrastructure resilience. The project focuses on implementing high-priority interventions to mitigate risks, improve emergency response capacity, and promote sustainable and environmentally friendly solutions. The initiative also aligns with Türkiye's national climate commitments, emphasizing the integration of green infrastructure and renewable energy technologies to achieve long-term sustainability goals. Additionally, IRP aims to enhance community engagement and build technical capacities for effective disaster risk management, ensuring that interventions address the needs of the most vulnerable populations.

2. Project Background

Istanbul is a densely populated and economically significant city facing significant risks from seismic and climate-related disasters. The IRP aims to address these vulnerabilities through strategic investments that enhance disaster preparedness, reduce risks and build, community and infrastructure resilience. These efforts are closely aligned with the IRP, which focuses on identifying and addressing the technical infrastructure gaps needed to enhance institutional capacities. The project focuses on improving institutional capacities and supporting measures to mitigate the impacts of disasters while ensuring the safety and well-being of Istanbul's residents.

Project Components

Component 1: Strengthening the Emergency Preparedness and Response System

This component aims to expand and enhance Istanbul's emergency preparedness and response systems and capacity through investments in training of first responders and communities, emergency response buildings and equipment, early warning systems improvements, and sustainability measures for operations and maintenance. The component will finance feasibility, design and supervision consultancies, civil works, goods, other services, and consultancies.

Key activities include:

a. Ensuring Emergency Response Buildings are Resilient and Fully Functional:

- Construction of new or reconstruction/retrofitting of existing critical emergency response buildings to the highest seismic and climate resistance standards against extreme heat, floods, and wildfires.
- Ensuring that these buildings are fully operational after disasters with independent and resilient water, energy, and communication systems.
- Buildings will include: (i) emergency response control and coordination centers, logistics, and storage facilities; (ii) paramedic stations; (iii) search and rescue operations and training centers; and (iv) fire stations critical to Istanbul's emergency response system and wildfire management.
- Resources will also be allocated to develop procedures, plans, and guidelines to ensure the continuous functionality of the facilities.

b. Training and Equipping First Responders:

- Acquisition of vehicles and equipment for search and rescue, emergency and disaster response, and emergency communication.
- Expanded training for search and rescue and mass-casualty management.
- Development and roll-out of new training focused on interacting with vulnerable groups, including persons with disabilities, the elderly, displaced people, and women at risk of domestic violence.

c. Community-Level Emergency Preparedness:

- Improving Early Warning Systems (EWS) in Istanbul Province to ensure more rapid and reliable disaster detection and communication.
- Activities include: (i) new fire detection and mobile towers; (ii) piloting mobile phone alerting systems; (iii) expansion of fixed sirens; (iv) conducting evacuation drills and first aid training.
- Communities will also receive emergency preparedness training for climate change-induced wildfires and floods, and packages of critical emergency response supplies will be deployed.

- High priority for training and equipment will be given to vulnerable groups such as women, disabled persons, and the elderly.
- Project will finance planting fire-resistant species at wildland-urban interfaces, creating jobs with priority for unemployed youth and women.

Component 2: Strengthening Emergency Preparedness and Response Systems

This component focuses on ensuring the resilience of critical public buildings to natural hazards such as extreme heat events, floods, wildfires, and large-scale earthquakes by strengthening their structural integrity and self-sufficiency. These buildings will also serve as temporary shelters during emergencies, providing uninterrupted access to water, energy, and communication. The component aims to minimize disruptions in public services, including education and emergency health services, while simultaneously creating climate benefits such as reducing carbon emissions, conserving water, and mitigating extreme heat. Key activities include:

a. Investing in Resilient, Green, and Self-Sufficient Buildings and Public Facilities:

- Construction of new or retrofitting of existing schools, dormitories, elderly care facilities, sports halls, community centers, administrative health services, and other eligible public buildings to the highest seismic and climate resistance standards.
- Ensuring these buildings have independent and resilient water, energy, and communication systems to remain fully operational during disasters and serve as temporary shelters.
- Retrofitting and reconstruction will prioritize public buildings assessed as vulnerable to earthquakes, particularly those built before 2000, using resilient, green, and inclusive designs.
- Designing multi-purpose buildings to enable rapid transformation into temporary shelters with scalable sanitary spaces during disasters.
- Conducting gap assessments in emergency shelter provision, including gender-based violence risks and mitigation measures.
- Financing self-sufficiency and green measures for structurally resilient buildings to ensure uninterrupted access to critical services during disasters.
- Enhancing public spaces adjacent to selected buildings with permeable green spaces to reduce extreme heat and flood risks and support emergency evacuation efforts.

b. Building Istanbul's Long-Term Disaster and Climate Resilience:

- Addressing critical gaps in preparedness, response, and resilience by engaging the private sector to protect Istanbul's economy and infrastructure.
- Financing gap assessments and identifying investment needs in private sectors such as Organized Industrial Zones (OIZ), tourism, housing, or insurance.
- Conducting pre-feasibility and feasibility studies to prepare for private sector investments.
- Supporting business continuity measures in OIZs, including renewable energy systems, rainwater harvesting, emergency response, and fire management.
- Undertaking disaster and climate assessments for critical infrastructure and preparing engineering and feasibility studies to enable future investments.

Component 3: Project Management

This component will finance the operational costs, consulting services, non-consulting services, goods, and training, including the Project team at the IPCU to carry out project management functions.

Component 4: Contingent Emergency Response Component (CERC)

This component provides flexibility to respond to unforeseen emergencies, such as natural disasters or health crises or technological disasters by reallocating uncommitted project funds from other Components. It is designed as a mechanism to implement the government's response to an emergency through rapid procurement and disbursement procedures. The contingent emergency component would be triggered by an official declaration of an emergency or disaster, in accordance with Türkiye's laws and policies. The procedure for declaring the emergency, types of adverse events covered, and eligible investments will be described in a standalone CERC Manual and included in the Environmental and Social Management Framework (ESMF).

Project Location

The project will target **Istanbul province**, prioritizing areas that are highly vulnerable to seismic and climate risks. The selection of project locations will be guided by principles of green, resilient, inclusive, and self-sufficient investments, ensuring long-term disaster resilience and climate adaptation. These principles emphasize energy efficiency, renewable energy use, water conservation, multi-hazard resistance, universal access, and off-grid functionality to ensure that all investments contribute to Istanbul's preparedness and sustainable urban development.

While specific project locations will be finalized during implementation, they will reflect these principles to maximize resilience and climate adaptation outcomes. This approach ensures that all selected sites are equipped to serve as community hubs during emergencies and support Istanbul's broader disaster preparedness objectives

The IRP is being prepared under the World Bank's Environment and Social Framework (ESF).

3. Objective/Description of Stakeholder Engagement Plan

Stakeholder engagement is an inclusive process that will be carried out throughout the life of the project. When properly designed and implemented, it supports the establishment of strong, constructive and sensitive working relationships that are important for the successful management of the project's environmental and social impacts and risks.

This SEP provides a framework to support the establishment of a continuous engagement process between the management and users of the beneficiary buildings those who potentially would be impacted or have any kind of interest in the Project (stakeholders) and the IPCU. Besides, it will also help to manage stakeholder expectations and support the management of risks, and therefore reducing potential conflicts and project delays by providing early, frequent and open communication throughout the life of the project.

The key objectives of the Stakeholder Engagement Plan (SEP) can be summarized as follows:

- To establish a systematic approach to stakeholder engagement that will help the IPCU identify stakeholders, and to build and maintain a constructive relationship with all identified stakeholders, especially project-affected parties,
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance,
- To promote and provide means for effective and inclusive engagement with project affected parties throughout the Project life cycle on broader issues of community development and inclusion beyond specific sub-project issues,
- To ensure that technically and culturally appropriate project information on environmental and social risks and impacts is disclosed in a timely, understandable, accessible format, and
To provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow the Ministry to respond to and manage such grievances.

4. Stakeholder Identification and Analysis

Methodology

In alignment with international best practice approaches, IRP applies a structured and inclusive approach to stakeholder engagement. This methodology ensures meaningful participation from all affected and interested parties while addressing the specific needs of disadvantaged or vulnerable groups. The following principles guide the stakeholder engagement process:

➤ **Inclusiveness and Sensitivity:**

Stakeholder identification is designed to enhance communication and foster effective relationships.

The engagement process is inclusive, providing equal access to information and consultation opportunities for all stakeholders.

Special attention is given to vulnerable groups, including women, the elderly, persons with disabilities, displaced persons, and migrant workers, to ensure their needs are met and their voices are heard.

Special attention is also given to the cultural sensitivities of diverse ethnic groups to ensure their meaningful participation and representation.

➤ **Openness and Life-Cycle Approach:**

Public consultations are conducted throughout the project life cycle to maintain transparency and engagement.

Consultations are designed to be open and inclusive, ensuring all stakeholders can freely express their views without any external manipulation, interference, coercion, or intimidation.

➤ **Informed Participation and Feedback:**

Information is shared widely in accessible formats and languages to ensure stakeholders are fully informed about the project’s scope, objectives, and potential impacts.

Feedback mechanisms are established to ensure stakeholders have the opportunity to provide input and receive responses to their concerns in a transparent and timely manner.

➤ **Transparency and Accountability:**

Stakeholders are provided with regular updates on project progress, potential risks, and mitigation measures.

The grievance mechanism ensures a formal channel for stakeholders to raise concerns and receive timely resolutions.

Affected Parties and Other Interested Parties

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. The projects’ all stakeholders are presented in **Table 1** given below.

Table 1. Identified Stakeholders of the Project

Stakeholder Category	Identified Stakeholders of the Project	Description/Explanation
Affected Parties	Teachers, healthcare administrators, healthcare professionals and staff of project buildings	Individuals directly involved in the daily operations of buildings affected by project activities
	Users of the buildings (students, patients, visitors, families, etc.)	Individuals who utilize the facilities and may experience

		disruptions due to project activities
	Cleaning staff, canteen employees, and other service providers	Personnel responsible for auxiliary services within the buildings, affected by project-related disruptions
	Residents of nearby neighborhoods and municipalities	Communities that may be impacted by environmental and social effects/impacts of construction and operational phases
	Businesses located around the buildings	Commercial establishments that may experience economic or operational impacts due to project activities
Vulnerable/Disadvantaged Individuals/Groups	People with physical disabilities	May face barriers to access project information and facilities; require tailored engagement strategies
	Elderly individuals	May need additional support and communication to ensure inclusion in project benefits
	Immigrants, refugees, and non-native Turkish speakers	May encounter language barriers and limited access to project-related information and services
Other Interested Parties	Istanbul Governorate and IPCU	Responsible for overseeing compliance with environmental and urban policies within the project scope
	Istanbul Provincial Directorate (PD) of Disaster and Emergency Management (AFAD)	Responsible for coordinating disaster risk reduction, preparedness, response, and recovery activities in Istanbul Identifies needs for emergency search and rescue operations, institutional capacity strengthening, prepare technical specifications for procurement processes, and contribute to developing operational procedures for temporary shelters
	Istanbul Provincial Directorate of Health (inc. 112 Emergency Health Services)	Ensures healthcare facilities and staff are prepared for project activities and impacts Responsible for ensuring emergency medical response capacity Participates in the selection and design of prefabricated paramedic stations to ensure optimal service delivery during emergencies

		Contributes to identifying the requirements for ambulance procurement to enhance the overall emergency response capacity
	Istanbul Provincial Directorate of Agriculture and Forestry	Focuses on clearing forest perimeters and planting fire-resistant species to mitigate wildfire risks Contributes to employment opportunities and supports the identification of needs for fire observation towers
	Design Consultants	Involves in providing sustainable energy solutions for project-affected buildings Plays a critical role in conducting feasibility studies, developing detailed architectural and engineering designs, ensuring compliance with environmental and social standards, and incorporating stakeholder feedback into the design process to meet the operational and functional requirements of end-users
	Istanbul Provincial Directorate of Youth and Sports	Engages with youth and sports facilities affected by project implementation
	Local authorities (district governors, municipalities, etc.)	Ensures local compliance and facilitates project implementation
	NGOs (local and national levels)	Advocates for environmental, social, and community engagement aspects of the project
	Academia	Provides technical expertise and studies related to project activities
	National and local media (social media, TV, printed media)	Disseminates project updates, achievements, and stakeholder feedback to the public
Contractors and Suppliers	Construction companies and their employees	Responsible for the execution of project construction activities and associated environmental impacts
	Equipment suppliers and supply workers	Ensures timely delivery and installation of materials necessary for project success
	Consultants, supervisors, and technical advisors	Provides guidance and ensures compliance with project objectives and standards

Disadvantaged/vulnerable individuals or groups

It is of particular importance to understand whether project impacts disproportionately affect disadvantaged/vulnerable individuals or groups who are often unable to raise their concerns or understand the impacts of a project. Awareness raising and stakeholder engagement activities regarding the project should be implemented taking into account the special constraints and cultural sensitivities of these groups and individuals so that they fully understand the project activities and benefits. Interaction with vulnerable groups and individuals often requires special measures and assistance to ensure that these groups and individuals are well aware of the overall process and their contribution to the process is in balance with other stakeholders and focused on establishing their participation.

Within the scope of this Project, vulnerable individuals and groups will be the physically disabled individuals, elderly individuals, women, and immigrants, refugees and non-native Turkish speakers. These groups in particular are experiencing certain disadvantages in benefitting from public services and are likely to be directly affected by sub-projects.

The vulnerable and disadvantaged groups or individuals identified during the project's preparation phase may include, but are not limited to, those listed in **Table 2**. These groups will be continuously reassessed throughout the project lifecycle to ensure comprehensive coverage.

Table 2. Identified Vulnerable Groups and the Way of Communication

Vulnerable Groups and Individuals	Vulnerable Groups and Individuals	Vulnerable Groups and Individuals	Vulnerable Groups and Individuals
People with physical disabilities (mobility, hearing, vision impairment, etc.)	Accessibility, lack of information and funding for training in special needs	Special training needs such as audio devices, accessible venues, etc.	Special training facilitators, sign language translators/interpreters
Women	Accessibility, lack of information	Communication at accessible venues, with appropriate engagement methods	Not required
Elderly people	Accessibility, lack of information and lower familiarity with online tools, services, and communication channels	Communication at accessible venues, with appropriate engagement methods	Not required
Immigrants, refugees Non-native Turkish speakers	Accessibility, lack of information and lower familiarity with online tools, services, and communication channels	Support of alternative language	Translator

In order to incorporate the view of vulnerable groups;

- Engagement with local organizations and NGOs representing the interests of persons with disabilities will be carried out,
- Separate consultations in places of easy access will be conducted for women, elderly population, youth and disabled persons and any other vulnerable groups in the targeted provinces,
- Information on the project will be provided in individual meetings, in different languages (Arabic, Kurdish etc.) and or in braille if required,
- Any written or printed project related material to disseminate information will be prepared in culturally proper, easy to understand language and translated before dissemination on sites also known to and accessible by the project's vulnerable groups.

- Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

5. Stakeholder Engagement Program

Summary of stakeholder engagement done during project preparation

The IRP Project acknowledges the importance of stakeholder engagement as a critical element in ensuring the successful planning and implementation of the project. Throughout the project lifecycle, stakeholder engagement will be conducted transparently, free from manipulation, interference, and intimidation. The engagement process will be based on timely, relevant, understandable, and accessible information provided in culturally appropriate formats. During these meetings, the details will be documented using the sample table given in ANNEX 1. of this SEP.

Stakeholder engagement activities have been initiated as early as possible and will continue throughout the project's implementation. The SEP will be updated regularly to incorporate feedback and insights gained from stakeholder consultations to enhance the project's design and implementation across different phases, including preparation, construction, and operation.

All environmental and social documents prepared for the IRP Project—including the Environmental and Social Management Framework (ESMF), Environmental and Social Commitment Plan (ESCP), Stakeholder Engagement Plan (SEP), and Labor Management Procedures (LMP)—have been disclosed in both Turkish and English on the official website of the IPCU for consultation purposes. A stakeholder consultation meeting will be held on **February 25, 2025**, following a 10-day disclosure period, to gather feedback from relevant stakeholders on these documents.

During the consultation meeting, environmental and social specialists will provide detailed, non-technical information about the project, including its potential environmental and social risks/impacts, the mitigation measures to be implemented (including grievance mechanism and labor management procedures), and the roles and responsibilities of various parties involved in project implementation.

Following the stakeholder consultation meeting, the details and outcomes of the discussions will be documented by using **ANNEX 7: Table for the Records of Meetings and Consultations**.

Stakeholder participation records will be securely maintained by IPCU, adhering to data protection regulations. In compliance with Türkiye's Personal Data Protection Law (KVKK), participant information will not be disclosed publicly.

Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement

A variety of engagement techniques will be utilized to engage and consult with stakeholders, as well as to gather information from and deliver information to stakeholders. The level of impact, in addition to the needs and concerns of the stakeholders, will determine the basis of the communication tools and methods selected to engage with certain groups. The language of communication throughout the Project is expected to be Turkish; however, different languages will be also taken into consideration, if need be, to increase the efficiency of the engagement activities and ensure the involvement of all stakeholder groups. The engagement activities will be carried out in a culturally appropriate manner and will include the best approaches to interact with stakeholder groups that establish effective relationships for stakeholder engagement.

The engagement methods and their purposes are presented in Table 3 given below.

Table 3. Engagement Methods to be employed under the Project

Engagement Method	Application/Purpose of the Method	Target Stakeholder
Correspondences (letters, phone, emails)	<ul style="list-style-type: none"> - Information sharing (in particular technical) on project requirements and impacts - Invitations to meetings and key events during project implementation 	Other relevant state authorities and government officials, NGOs, local government, academia, national and local media and organizations/agencies

	<ul style="list-style-type: none"> - Arrangements for obtaining permits, licenses, transfer, - Information and data requests that will be utilized for project implementation 	
Face-to-face/one-on-one meetings	<ul style="list-style-type: none"> - Information collection on an individual basis allows stakeholders to voice their concerns/opinions about sensitive issues - Establishing personal connections with key actors - Information sharing on project requirements and impacts/risks, implementation schedule, etc. 	Representatives of relevant state authorities and government officials, NGOs, local government, academia, organizations/agencies, contractors and consultants
Formal meetings	<ul style="list-style-type: none"> - Information sharing on project requirements and impacts - Receiving comments, feedback, views and perception of the project from a group of public institutions - Establishing relations with public institutions 	Different national and local government authorities and officials, NGOs, academia, and organizations/agencies, national and local media
Consultation meetings	<ul style="list-style-type: none"> - Information sharing (especially non-technical) to a large group of stakeholders, especially communities about the scope and timeline of the Project and sub-project activities - Receiving comments, feedback, views and perception of the project from a group of stakeholders - Collecting grievances and concerns related to the project - Establishing relations with affected communities, and groups 	Any stakeholder group identified throughout the project including the affected communities and groups, local NGOs, national and local government representatives/authorities, businesses, organizations/agencies, etc.
Focus group discussions	<ul style="list-style-type: none"> - Information sharing on a specific topic to a certain group of people including vulnerable groups - Receiving comments, feedback, views and perception of the project from a certain group - Collecting grievances and concerns related to the project from a certain group - Monitoring project activities' environmental and social risks and impacts on a certain group of stakeholders - Establishing relations with certain groups 	Stakeholder groups relevant to the information to be shared and discussed during the meeting, vulnerable groups
IPCU website	<ul style="list-style-type: none"> - Sharing project-relevant information and update on progress - Disclosing project/subproject related documentation and communication tools: E&S documents (ESMPs, ESMF, SEP, LMP, presentations, brochures, etc.) - Announcements of key events (date/time, venue) - Enabling grievance submissions 	Any stakeholder group identified throughout the project including affected communities and PAPs, national and local media, academia, NGOs, businesses, and organizations/agencies

<p>Digital communication tools social media (<i>Facebook, Twitter, Instagram accounts, WhatsApp groups, national/local television channels, radio stations, SMS, etc.</i>)</p>	<ul style="list-style-type: none"> - Non-technical information sharing and progress updates - Announcements of key events, dates and published documents related to the Project 	<p>Any stakeholder group identified throughout the project including affected communities and PAPs, national and local media, academia, NGOs, businesses, and organizations/agencies</p>
<p>Project information brochures/leaflets</p>	<ul style="list-style-type: none"> - Sharing brief project information to provide regular updates - Informing the stakeholders on certain issues such as land acquisition, land entry and exit, project implementation schedule, the scope of project activities and subprojects, etc. - Disseminating site-specific project information 	<p>Any stakeholder group identified throughout the project including affected communities and PAPs, businesses and organizations/agencies</p>
<p>Online meeting (alternative tool if needed)</p>	<ul style="list-style-type: none"> - Information sharing on a specific topic to a group of people including vulnerable groups - Receiving comments, feedback, views, and perception regarding the project from a certain group - Collecting grievances, concerns and feedback related to the project from a group - Monitoring project activities' environmental and social impacts and risks on a group - Establishing relations with local communities 	<p>Any stakeholder group identified throughout the project, including project-affected people, vulnerable groups, etc.</p>
<p>Grievance Mechanism (GM)</p>	<ul style="list-style-type: none"> - Receiving and resolving any requests (such as suggestions, complaints, compliments, inquiries for information or whistle-blower complaints) received by all project stakeholders 	<p>Any stakeholder group identified throughout the project</p>
<p>Surveys</p>	<ul style="list-style-type: none"> - Satisfaction with the project process and results 	<p>Users of the buildings</p>

Stakeholder Engagement Plan

The overview of the stakeholder engagement process to be followed during the life of the Project is provided in Table 4 given below.

Table 4. Stakeholder Engagement Program

Project Stage	Estimated Date/Time Period	Topic of Consultation Message	Method Used	Target Stakeholder	Responsibilities
Preparation	Before the commencement of component activities Throughout the life of the project	<ul style="list-style-type: none"> - Inform the stakeholders about the scope and needs of the Project. - Consult the stakeholders about <ul style="list-style-type: none"> • project design, • eligibility criteria, • E&S risks & impacts, • proposed mitigation measures, - Building back better - ESMF, LMP, GMs 	<ul style="list-style-type: none"> - Opening meeting - Public announcements - Non-technical project summaries, presentations - Electronic publications - Social media, press releases - Consultation meetings - Digital communication tools - GM - Poster, brochure, leaflet, etc. - SMS 	<ul style="list-style-type: none"> - Project Affected Parties - Disadvantaged/Vulnerable individuals or groups - Other interested parties 	<p style="text-align: center;">IPCU</p> <p style="text-align: center;">Design Consultants</p>
Implementation & Construction	Prior to start of implementation of the project, and as needed during the project lifecycle	<ul style="list-style-type: none"> - Inform the stakeholders about the project scope and ongoing activities, including any emerging issues and/or problems - E&S documents (ESMF, ESMP, OHS Plan, etc.) - GMs 	<ul style="list-style-type: none"> - Public announcements - Non-technical project summaries, presentations - Electronic publications - Social media, press releases - Consultation meetings - Digital communication tools - GM - Poster, brochure, leaflet, etc. - SMS 	<ul style="list-style-type: none"> - Project Affected Parties - Disadvantaged/Vulnerable individuals or groups - Other interested parties 	<p style="text-align: center;">IPCU</p> <p style="text-align: center;">Supervision Consultants</p> <p style="text-align: center;">Contractors</p>
Operation	After completion of sub-project activities, during the warranty period	<ul style="list-style-type: none"> - GMs - Stock take stakeholders' views and perceptions about the energy efficiency retrofitting (to inform future activities and/or to identify remedial measures if needed) 	<ul style="list-style-type: none"> - Closing Meeting - Consultation/disclosure meetings - Digital communication tools, social media - Poster, brochure, leaflet, etc. - SMS - Satisfaction survey 	<ul style="list-style-type: none"> - Project Affected Parties - Disadvantaged/ Vulnerable individuals or groups - Other interested parties 	<p style="text-align: center;">IPCU</p> <p style="text-align: center;">Utilities</p>

The IPCU will provide and disclose all project-related information, including environmental and social (E&S) documentation for the IRP, through its official project webpage (www.ipkb.gov.tr) and social media accounts.

The primary language of communication throughout the Project will be Turkish; however, other languages will be considered as needed to enhance the effectiveness of stakeholder engagement activities and ensure the participation of all stakeholder groups. All engagement activities will be conducted in a culturally appropriate manner, utilizing best practices to foster meaningful and effective relationships with stakeholders. Project-related information, both before and during implementation, will also be made available through brochures or leaflets distributed in the regions where activities will be carried out.

The IPCU will be responsible for the disclosure of the SEP and other relevant E&S documentation, including the GM, prior to the commencement of any project activities to ensure that stakeholders are informed of the available channels for raising their concerns and grievances.

All site-specific ESMPs will be disclosed by IPCU for a minimum period of 10 business days for each sub-project. This will allow stakeholders to access comprehensive information regarding the implementation of sub-projects and the available mechanisms to submit their grievances, concerns, or suggestions.

For each sub-project and building, disclosure and informative meetings will be organized by IPCU with the support of supervision consultants. Announcements regarding the organization of consultation meetings for draft versions of all framework documents will be communicated via emails, IPCU website, and social media channels, and will also be published in local newspapers. IPCU representatives will participate in all meetings, and the social specialist of IPCU will maintain direct communication with designated contact persons at each project site.

6. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

Resources

The IPCU will be responsible for the overall implementation of the Project including this SEP. The entities responsible for carrying out stakeholder engagement activities include IPCU's Social Consultant, Design Consultant, and Supervision Consultant, along with other relevant project staff assigned to these tasks. The overall responsibility for implementing the Stakeholder Engagement Plan (SEP) lies with the Istanbul Project Coordination Unit (IPCU) Director.

The project's stakeholder engagement implementation arrangements are as follows:

- IPCU will coordinate with local administrations, relevant public institutions, and NGOs to ensure inclusivity and alignment with stakeholder needs.
- The Social Consultant will organize consultation meetings, focus group discussions, and surveys, while ensuring the involvement of vulnerable groups.
- Design Consultants will manage engagement activities related to building designs and public infrastructure improvements.
- Supervision Consultants will oversee communication with stakeholders during the construction phase and ensure compliance with Environmental and Social (E&S) standards.

The budget estimate for preparing and implementing the SEP is **USD 1.741.900**. This includes expenses for organizing stakeholder meetings, preparing communication materials, conducting surveys, and maintaining the Grievance Mechanism. A detailed breakdown of the budget can be found in ANNEX 2, which lists specific budget line items such as:

- Venue rentals for consultation meetings.
- Printing and distribution of brochures, posters, and public notices.
- Staff salaries and travel expenses related to stakeholder engagement activities.
- Costs for translators, facilitators, and sign language interpreters for engaging vulnerable groups.

This structured implementation plan ensures transparency, inclusivity, and accountability throughout the SEP execution process.

Management Functions and Responsibilities

Table 5 given below presents the roles and responsibilities of different IPCU specialists and consultants on SEP implementation.

Table 5. Responsibilities of Key Actors/Stakeholders in SEP Implementation

Responsible Party	Responsibilities
IPCU	<ul style="list-style-type: none"> ➤ Incorporating all stakeholder engagement activities into the overall environmental and social management systems ➤ Developing an internal system to communicate progress and results of stakeholder engagement to the senior management and staff members ➤ Responsible for the establishment and effective operation to ensure the proper implementation of grievance mechanisms and stakeholder engagement processes. ➤ Coordinating the parties for proper implementation of processes related to grievance mechanisms and stakeholder engagement issues
Social Specialist (IPCU)	<ul style="list-style-type: none"> ➤ Planning and implementation of subproject-specific stakeholder engagement activities in line with this SEP ➤ Ensuring that the stakeholder engagement is understood by IPCU members and other stakeholders ➤ Supporting other IPCU staff that may have interaction with stakeholders ➤ Coordinating interface and reporting to/from World Bank to implementation of this SEP ➤ Updating this SEP periodically and upon major Project changes ➤ Recording the requests through the: Grievance/Suggestion Registration Form (ANNEX 3) and the Grievance Closeout Form (ANNEX 4). ➤ Acting as the GM focal point of the IPCU: recording and following up on grievances relevant to the Project, managing and coordinating the resolution of grievances within the Project, reviewing grievance records to illustrate significant non-compliance issues or recurring problems regarding stakeholder engagement and other Project activities and coming up with actions, consolidating Project related grievances from all different GM levels, informing the IPCU and the management about the resolution process, preparing consolidated GM reports of the Project ➤ Coordinating and supervising the GM focal points of the consultant and contractor
Environmental Specialist (IPCU)	<ul style="list-style-type: none"> ➤ Consolidated reporting on overall SEP activities and the project progress ➤ Carrying out the social and environmental monitoring
Procurement Specialist	<ul style="list-style-type: none"> ➤ Ensuring that relevant E&S instruments are incorporated into the tender documents
Design Consultant	<ul style="list-style-type: none"> ➤ Collecting stakeholder feedback on design proposals, sharing inputs with IPCU, and incorporating relevant and feasible suggestions into the design process ➤ Preparing respective site specific E&S instruments (ESMP, OHS Plan, etc.) for the project activities
Supervision Consultant	<ul style="list-style-type: none"> ➤ Ensuring that the project adheres to the methodology and other requirements which are mentioned in E&S Documents (ESMP, OHSP, SEP) during the implementation of sub-projects ➤ Monitoring the contractors' activities on site (including recording and resolution of grievances, and reporting these to IPCU in their monthly progress reports) ➤ Contacting with IPCU GM Focal Points for the follow-up of the grievances ➤ Providing on-site training sessions related to Environmental, Social, and Occupational Health and Safety (OHS) aspects, ensuring that all personnel are aware of project requirements and compliance measures. Additionally, delivering training on Gender-Based Violence (GBV) prevention and response to raise awareness and promote a safe and inclusive working environment.

7. Citizen Engagement

The IRP aims not only to enhance disaster resilience and climate adaptation but also to actively involve citizens in project activities, ensuring their views and concerns are considered throughout the project lifecycle. Citizen engagement is a critical element in the successful implementation of the project, fostering community ownership and ensuring the long-term sustainability of project outcomes. Various stakeholder engagement activities will be conducted at different levels using diverse communication tools and platforms to effectively inform, consult, and involve the public.

The key objectives of the citizen engagement activities under the IRP include:

- i. Disseminating project information (e.g., seismic resilience measures, design, construction plans, and environmental and social mitigation strategies) to the beneficiaries and other relevant stakeholders.
- ii. Collecting feedback to capture community expectations and concerns during the preparation and implementation of the subprojects, ensuring an inclusive and transparent decision-making process.
- iii. Reporting to stakeholders on how their feedback has been incorporated into project implementation and measuring satisfaction with engagement processes.

Citizen engagement efforts will focus on critical public facilities, such as schools, hospitals, nursing homes, and emergency response centers—spaces frequently used by the community and essential during disaster response situations.

To achieve these objectives, the following engagement instruments will be utilized:

a. Public Consultation Meetings

Public consultation meetings will be held at various stages of the project to introduce the project scope, potential environmental and social risks, planned mitigation measures, and the roles and responsibilities of different stakeholders. During these meetings, stakeholders will have the opportunity to provide input, voice their concerns, and ask questions. The feedback received will be evaluated to enhance project design and implementation.

b. Monitoring Meetings

Monitoring meetings will be conducted both before the commencement of construction activities and after project completion. These meetings will allow stakeholders to stay informed and provide input throughout the project cycle.

- **Pre-construction monitoring meetings:** These meetings will inform stakeholders about the construction schedule, safety measures, and potential disruptions while gathering their recommendations and addressing concerns.
- **Post-construction monitoring meetings:** Stakeholders will be briefed on how their inputs have been incorporated into the project and how project goals have been achieved. These meetings will also provide an opportunity to assess overall satisfaction with the project process.

c. Post-Construction Surveys

Stakeholder satisfaction surveys will be conducted after the completion of construction activities to evaluate perceptions of the project, assess whether their expectations were met, and identify any additional concerns. Surveys will be conducted both in-person and virtually to ensure broad participation.

Citizen engagement actions will be measured through key performance indicators, including the percentage of beneficiaries reporting that the project has established effective engagement processes. The results will be disaggregated by gender and vulnerability to the extent possible. To facilitate citizen feedback throughout the project, the GM managed by IPCU will be adapted and strengthened to ensure stakeholders can continuously share their concerns and suggestions.

The IPCU will also implement awareness-raising activities on disaster and climate resilience targeting key stakeholder groups, such as building users and local communities. A range of participatory formats, including open-door days, focus group discussions, interactive workshops, and online consultations, will be utilized to encourage active citizenship and engagement.

Through these engagement efforts, IRP aims to ensure that communities are well-informed, their concerns are addressed effectively, and their feedback is incorporated to enhance project transparency and inclusiveness.

8. Grievance Mechanism

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner.

In addition, the detailed procedures and responsibilities for grievance management are outlined in the IPCU Complaint Handling Policy, which is provided in ANNEX 5 for further reference. Description of Grievance Mechanism

Table 6 below provides a summary of the procedures and steps required for the operationalization of the grievance mechanism (GM).

Table 6. GM Steps

Step	Description of process	Timeframe	Responsibility
<p>GM implementation structure</p>	<p>The GM for the IRP is centrally managed by the IPCU, ensuring an accessible and efficient process for all stakeholders.</p> <p>IPCU is responsible for collecting, recording, and addressing all grievances, including anonymous ones, in a confidential and timely manner.</p> <p>Stakeholders can submit their grievances through various channels, including IPCU’s central office, email, phone, and designated project websites. Complaints are categorized and forwarded to relevant teams for resolution, with a commitment to provide feedback to complainants within a specified timeframe.</p> <p>All grievance data is logged and monitored, and quarterly reports are shared with stakeholders and the World Bank to ensure transparency and accountability.</p> <p>In addition to the IPCU-managed GM, complainants can also utilize national-level grievance mechanisms such as the Presidency’s Communication Center (CIMER) and Foreigners Communication Center (YIMER). These platforms allow stakeholders to submit their concerns, which are then processed by relevant authorities.</p> <p>The roles and responsibilities of key entities within the GM structure are as follows:</p> <ul style="list-style-type: none"> ➤ IPCU: Responsible for overseeing the grievance mechanism, ensuring timely resolution of complaints, and maintaining grievance records. IPCU ensures that all complaints are resolved within 15 days and that complainants receive an acknowledgment within 2 days of submission. ➤ Relevant Public Institutions: These institutions, including Istanbul Governorship, Istanbul AFAD (Provincial Directorate of Disaster and Emergency Management), Istanbul Provincial Directorate of National Education, Istanbul Provincial Directorate of Health, and relevant district municipalities, will be responsible for receiving and forwarding grievances to IPCU and taking necessary measures to address concerns within their respective jurisdictions. ➤ Supervision Consultant: The Supervision Consultant’s Project Manager and Social Specialist will oversee grievances that cannot be resolved at the contractor level, ensuring corrective actions are implemented. If unresolved, the issues will be escalated to IPCU. ➤ Contractors: Responsible for establishing and maintaining a grievance mechanism for their workforce, including subcontractors, before the commencement of construction activities. They will receive, record, and attempt to resolve complaints related to project implementation and escalate unresolved issues to the Supervision Consultant. Contractors are also required to submit weekly grievance records to IPCU. 	<p>2 days (notification period)</p> <p>15 days (resolution)</p>	<p>IPCU</p> <p>Supervision Consultant</p> <p>Contractor</p>
<p>Grievance uptake</p>	<p>Grievances can be submitted via the following channels:</p>	<p>Upon receipt of</p>	<p>IPCU</p>

	<ul style="list-style-type: none"> ➤ Verbal grievances can be submitted in person at IPCU, or the telephone hotline: +90 (216) 505 55 00, operated by IPCU. ➤ E-mail: info@ipkb.gov.tr ➤ Postal Address: IPCU, Kısıklı Mah. Alemdağ Yan Yolu Cad No:6, 34692 Üsküdar/İstanbul ➤ In-Person visit to IPCU (working hours only): Kısıklı Mah. Alemdağ Yan Yolu Cad No:6, 34692 Üsküdar/İstanbul ➤ Grievance or Suggestion Boxes located at various project sites for convenient access. ➤ Social Media: Twitter https://x.com/ipkbgovtr Facebook https://www.facebook.com/ipkbgovtr Instagram https://www.instagram.com/ismepipkb/ Linkedin @iPKB Web Site https://www.ipkb.gov.tr/sikayet-formu/ YouTube https://www.youtube.com/c/%C4%B0PKBirim <p>Anonymous Grievances can be submitted through the grievance boxes at project sites or via the online grievance form, ensuring confidentiality.</p> <p>CIMER (Presidency's Communication Center):</p> <p>CIMER serves as an official grievance mechanism where citizens can directly submit complaints and feedback to government authorities regarding any concerns as well as regarding the project.</p> <ul style="list-style-type: none"> ➤ CIMER portal at https://www.cimer.gov.tr/ ➤ Call Center: 150 ➤ Phone: +90 (312) 590 20 00 ➤ Fax: +90 (312) 473 64 94 ➤ Mail: Complaints can be sent to the Presidency of the Republic of Türkiye Directorate of Communications. ➤ In-Person: Individual applications can be made to the Directorate of Communications' regional offices. <p>Istanbul Metropolitan Municipality Beyaz Masa Service:</p> <ul style="list-style-type: none"> ➤ Hotline: Dial 153 within Istanbul. ➤ Online Portal: https://beyazmasa.ibb.gov.tr/ <p>Foreigners Communication Center (YIMER):</p> <p>YIMER provides a centralized grievance system specifically for foreign residents. It serves as an alternative and well-recognized channel for stakeholders to directly communicate complaints and feedback to government authorities regarding the project.</p> <ul style="list-style-type: none"> ➤ Website: http://www.yimer.gov.tr ➤ Call Center: 157 ➤ Phone: +90 (312) 157 11 22 ➤ Fax: +90 (312) 920 06 09 ➤ Mail: Complaints can be sent to the Presidency of the Republic of Türkiye Directorate of Communications. 	<p>complaint during the life of the Project</p>	<p>Supervision Consultant</p> <p>Contractor</p> <p>Building Management (forward to IPCU)</p>
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	<ul style="list-style-type: none"> ➤ E-mail: yimer@goc.gov.tr ➤ In-Person: Individual applications can be made to the Directorate General of Migration Management. <p>Grievance Submission Forms will be made available at IPCU office, IPCU webpage, and by the Contractors at construction sites (see ANNEX 3, ANNEX 4, and ANNEX 6).</p>		
<p style="text-align: center;">Sorting, processing</p>	<p>Any complaint received is forwarded to the IPCU, which is responsible for managing and addressing grievances. Complaints are logged in a centralized Grievance Log System maintained by IPCU, ensuring accurate tracking and timely responses. Additionally, Contractors, the supervision consultant, and other relevant entities are responsible for recording and reporting grievances received within their scope to IPCU for centralized tracking and resolution.</p> <p>Complaints are categorized according to the following complaint types:</p> <ol style="list-style-type: none"> 1. Construction and Implementation-Related Complaints: Complaints under this category include concerns about project implementation delays, poor quality of work, and non-compliance with project timelines. Additionally, grievances related to disruptions caused by construction activities, such as excessive noise, dust, and other inconveniences affecting the daily lives of stakeholders, will be addressed. 2. Environmental Issues: This category covers grievances related to the environmental impacts of the project, such as air and water pollution, waste management issues, and noise levels generated by construction activities. Complaints regarding compliance with environmental protection measures and concerns over potential harm to the surrounding ecosystem are also included. 3. Access and Mobility Complaints: Grievances related to restricted access to buildings and surrounding areas due to project activities will be considered under this category. These may include issues raised by residents, businesses, and service users who experience difficulties in reaching their destinations. Special attention will be given to concerns from people with disabilities and other vulnerable groups facing accessibility challenges. 4. Damage-Related Complaints: Complaints involving damage to private or public property resulting from project activities fall under this category. Stakeholders may report issues related to damage to infrastructure, utilities, or assets during and after construction, which will be assessed and addressed accordingly. 5. Worker-Related Complaints: This category encompasses concerns raised by workers regarding their working conditions, including wages, working hours, and contractual 	<p style="text-align: center;">Upon receipt of complaint</p>	<p style="text-align: center;">IPCU Supervision Consultant Contractor</p>

	<p>obligations. It also covers complaints about workplace harassment, discrimination, and other labor-related issues that may arise during project implementation.</p> <p>6. Health and Safety Complaints: Complaints related to health and safety risks on project sites, including concerns about Occupational Health and Safety (OHS) practices, will be categorized here. This includes reports of accidents or near-miss incidents that pose risks to workers and the surrounding community, highlighting the importance of implementing and maintaining adequate safety measures.</p> <p>7. Sexual Exploitation, Abuse, and Harassment (SEAH): Grievances in this category include any reported incidents of sexual exploitation and abuse (SEA) or sexual harassment (SH) within the scope of the project. Complaints will be handled with the utmost confidentiality within the scope of a procedure developed specifically for SEAH grievances and in compliance with established protocols to protect affected individuals.</p> <p>8. Community Engagement Complaints: Concerns regarding the adequacy of communication and consultation processes with stakeholders fall under this category. Stakeholders may report dissatisfaction with the level of engagement, lack of access to project information, or the exclusion of certain groups from participation in decision-making processes.</p> <p>9. Other General Complaints: Any other concerns that do not fall within the specific categories above but are deemed relevant to project activities will be addressed under this category. These may include miscellaneous issues raised by stakeholders that require attention and resolution by the project team.</p> <p><i>The grievance categories will be reviewed and revised as necessary throughout the project to align with evolving stakeholder needs and project dynamics.</i></p>		
<p>Acknowledgment and follow-up</p>	<p>Receipt of the grievance will be acknowledged to the complainant by those who received the grievance (contractor/consultant/IPCUC)</p>	<p>Within 2 days of receipt</p>	<p>IPCUC Supervision Consultant Contractor</p>
<p>Verification, investigation, action</p>	<p>Investigation of the complaint is led by Social Expert of the IPCUC, Supervision Consultant or Contract as relevant in close collaboration with the project team members.</p> <p>A proposed resolution is formulated by Complaint Committee and communicated to the complainant by Social Expert of IPCUC.</p>	<p>Within 15 working days</p>	<p>Complaint Committee composed of - Director of IPCUC - Deputy Director responsible for</p>

			complaint handling - Staff whose duties include complaint handling - All staff
Monitoring and evaluation	<p>Data on complaints will be received through complaint boxes, e-mail address of the Project, social media accounts of the Project, telephone, CİMER and YİMER.</p> <p>Contractors will be responsible to receive and report the complaints to the Supervision consultant with weekly report.</p> <p>Complaints will be reported to the IPCU by the Supervision Consultant with a monthly progress report.</p>	Monthly for the Contractor and Supervision Consultant Quarterly for the Contractor	IPCU Supervision Consultant Contractor
Provision of feedback	<p>Feedback from complainants regarding their satisfaction with complaint resolution will be collected by contacting the complainant through the communication channel preferred by the complainant.</p> <p>In addition, provision of feedback will be received through the monitoring meetings and post renovation survey.</p>	After the complaint is resolved After the completion of the renovation works	IPCU Supervision Consultant Contractor
Training	<p>Training needs for staff/consultants in the IPCU, Contractors, and Supervision Consultants are as follows: Operation of the complaint resolution mechanism, procedures for receiving and closing complaints</p>	Before commencement of any construction works on site	IPCU Supervision Consultant
If relevant, payment of reparations following complaint resolution	<p>Damages that may arise from construction activities, such as collapsed walls or similar incidents, will be repaired.</p>	During construction	Contractor
Appeals process	<p>If a complainant is not satisfied with the resolution provided through the initial grievance handling process, they have the right to submit an appeal through various available channels, such as email, the official project website, or in person at designated offices.</p> <p>The appeal should include a reference to the original grievance, a detailed explanation of the reasons for dissatisfaction, and any additional supporting documents. Once an appeal is received, it will be reviewed by a senior official or an independent committee within the IPCU. This review will assess the adequacy of the initial resolution and determine whether further corrective measures are required. Throughout the appeal process, the complainant will be kept informed about the progress and expected timeline for resolution. If necessary, consultations with relevant technical or social experts may be conducted to ensure a thorough review.</p>	The entire project duration	IPCU Complaint Committee Legal Remedies and Escalation

	<p>Upon completion of the appeal review, a final decision will be communicated to the complainant within a specified period, typically within 15 working days. If the complainant remains dissatisfied with the final decision, they will be informed of additional external escalation mechanisms, such as the national grievance platforms (e.g., CIMER, YIMER), where they can further pursue their concerns.</p> <p>All appeals and their resolutions will be systematically documented and included in the grievance tracking system, with periodic reports shared with relevant stakeholders to ensure transparency and continuous improvement.</p>		
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The GM will provide an appeals mechanism if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they will be advised of their right to legal recourse.

World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported Project may submit complaints to existing Project-level grievance mechanisms or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address Project-related concerns. Project affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank’s attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

9. Monitoring and Reporting

Summary of how SEP implementation will be monitored and reported

Stakeholder engagement activities will be monitored periodically and reported in the E&S Progress Reports to be submitted to the WB on quarterly basis. Documentations of the stakeholder engagement activities will be kept in the archive of the IPCU. Information about the consultation activities will be reported to the Bank within the E&S Progress Reports and will include (but not limited to),

- Number and types of consultations held,
- Number and diversity of participants (disaggregated by gender, stakeholder type, and location),
- Key issues discussed and stakeholder feedback received during consultations,
- Number of grievances received, categorized by gender, region, type of grievance, and status (e.g., resolved, pending, escalated),
- Changes made to project design and implementation based on stakeholder input.

To ensure structured and transparent monitoring, the following framework described in Table 7. will be applied.

Table 7. Sample Monitoring Framework for the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
<p>GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances?</p>	<ul style="list-style-type: none"> • Are project affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Number of grievances raised by workers, disaggregated by gender, region, and category. • Percentage of grievances resolved within the specified timeframe. • Number of grievances escalated to higher levels. 	<p>Review of grievance logs maintained by IPCU.</p> <p>Stakeholder feedback surveys.</p> <p>Review of suggestion / complaint boxes and helpline usage.</p>
<p>Stakeholder engagement impact on project design and implementation.</p> <p>How have engagement activities influenced project decisions?</p>	<ul style="list-style-type: none"> • Was there sufficient stakeholder interest and participation? • Were project activities adjusted based on stakeholder feedback? 	<ul style="list-style-type: none"> • Stakeholder feedback incorporated into project planning. • Number of design changes made based on consultations. • Percentage of stakeholders who feel their concerns were addressed. 	<p>Stakeholder Consultation meeting reports</p> <p>Evaluation forms</p> <p>Feedback from structured surveys and focus groups.</p>
<p>Implementation effectiveness.</p> <p>Were stakeholder engagement activities</p>	<ul style="list-style-type: none"> • Were planned activities executed as intended? • Were engagement activities inclusive and accessible? 	<ul style="list-style-type: none"> • Percentage of SEP activities implemented. • Number of barriers identified and addressed. 	<p>Periodic Focus Group Discussions</p>

effectively implemented?		<ul style="list-style-type: none"> Adjustments made to improve engagement. 	Attendance sheets and stakeholder feedback.
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Reporting Back to Stakeholders

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

ANNEXES

ANNEX 1. Sample Table for the Records of Meetings and Consultations	34
ANNEX 2. SEP Budget Table	35
ANNEX 3. Grievance Registration Form	36
ANNEX 4. Grievance Closeout Form	37
ANNEX 5. IPCU Complaint Handling Policy	38
ANNEX 6. Grievance Log	51
ANNEX 7. Table for the Records of Meetings and Consultations	52

ANNEX 1. Sample Table for the Records of Meetings and Consultations

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps	Timetable/ Date to Complete Follow-up Action(s)

ANNEX 2. SEP Budget Table

Budget categories	Quantity	Unit costs (USD)	Times/ Years	Total costs (USD)	Remarks
1. Estimated Staff salaries and related expenses (during the life of the Project)					
1a. Individual Consultants: one Environmental Specialist, Social Specialist, Stakeholder Engagement and Communications Specialist, Occupational Health and Safety Specialist	1	154.000	6 years	924.000	
1b. E.g., Travel costs for staff	3	30	400 Times	36.000	
2. Events					
2a. Meetings for Public Consultation, Sub-Project/Building-Specific Disclosure, Stakeholder Workshops, Awareness-Raising Campaigns, Training Sessions and Capacity Building Workshops.	20	2000	6 years	240.000	
2b. Focus Group Discussions (FGDs)	1	1000	50 Times	5000	
3. Communication campaigns					
3a. Print communication materials	10.000	2	6 years	120.000	
3b. Social media campaign	1	100	1000 Times	100.000	
4. Trainings					
4a. E.g., Training on social/environmental issues for contractor staff	1	30	30 Times	900	
4b. Climate Change Adaptation and Resilience Training	1	5.000	30 Times	150.000	
4c. Safe Life Trainings	1	5.000	30 Times	150.000	
5. Beneficiary surveys					
5a. End-of-project perception survey (for each subproject to be implemented)	1	100	40 Times	4.000	
5b. End-of-project training survey	2	100	30 Times	6.000	
6. Grievance Mechanism					
6a. Suggestion boxes at construction sites	NA	0	6 Years	0	
6d. Grievance investigations/site visits	NA	0	6 Years	0	
6e. GM Information System (maintenance)	1	1.000	6 Years	6.000	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				1.741.900	

*Note: Salary costs can be indicative

ANNEX 3. Grievance Registration Form

ISTANBUL PROJECT COORDINATION UNIT

ŞİKAYET KAYIT FORMU / GRIEVANCE REGISTER FORM

Şikayetin Alındığı Yer/ Location of Complaints Received	Tarih/ Date
Alan Yetkilinin Adı/ Name of Person in Charge	Şikayet Kayıt No/ Complaint Register Number
Şikayete Konu Alanın Koordinatları/ Coordinates of The Area Subject To Complaint	
ŞİKAYET SAHİBİ HAKKINDA BİLGİ / COMPLAINANT INFO	
Şikayet Sahibi kimlik bilgilerini vermeden anonim olarak doldurabilir, ancak kendisine geri dönüş şeklini bu formda belirtmesi gerekmektedir. / The Complainant may submit application anonymously, however in this form the Complainant should indicate the feedback mechanism to respond.	
Ad Soyad/ Name Surname	Şikayetin Geliş Yolu / Form of Complaint:
TC Kimlik No/ Identification Number	Telefon- Ücretsiz hat / Phone –Free phone line <input type="checkbox"/>
Telefon/ E-Posta Telephone/ E-mail	İstişare Toplantısı/ Consultation meeting <input type="checkbox"/>
Mahalle-Köy-İlçe-İl/ Neighborhood-Village –District - Province	Dilekçe / Petition <input type="checkbox"/>
ŞİKAYET DETAYLARI / DETAILS OF COMPLAINT	
Şikayet Konusu / Complaint	
Şikayet sahibi tarafından talep edilen çözüm / Solution requested by the Complainant	
Şikayeti Alan Yetkilinin Ad Soyad ve İmzası / Şikayet Sahibinin Ad Soyad ve İmzası / Name Surname and Signature of the Registerer Name Surname and Signature of Complainant	

ANNEX 4. Grievance Closeout Form

Grievance closeout number:	
Define immediate action required:	
Compensation Required (Yes/No)	<i>If yes, please provide explanation</i>
CONTROL OF THE REMEDIATE ACTION AND THE DECISION	
Stages of the Remediate Action	Deadline and Responsible Institutions
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	

COMPENSATION AND FINAL STAGES

This part will be filled and signed by the complainant after s/he receives the compensation fees and/or his/her complaint has been remediated.

Notes:

[Name-Surname and Signature]

Date: ___ / ___ / _____

Of the Complainant:

Representative of the Responsible Institution/Company

[Title-Name-Surname and Signature]

ANNEX 5. IPCU Complaint Handling Policy

REPUBLIC OF TURKIYE

ISTANBUL PROJECT COORDINATION UNIT (IPCU)



IPCU Complaint Handling Policy

Title: IPCU Complaint Handling Policy

Revision: 01

DocID: IPCU-CHP-ENG

Date:17.12.2024

1. Introduction

1.1 Purpose

The IPCU has established a transparent and accessible Complaint Handling Policy that allows any stakeholder to submit grievances, raise concerns, or provide feedback regarding the planning, implementation, or management of projects.

The Complaint Handling Policy ensures that all stakeholders, including project-affected people, employees, and other relevant parties, can voice their suggestions, requests, concerns, complaints, and issues in a structured and effective manner.

To ensure effective resolution of raised issues:

- IPCU will receive, assess, and address complaints promptly.
- All complaints will be forwarded to the relevant departments for necessary action.
- Complaints will be tracked, and their resolutions recorded transparently to ensure accountability.

Contact Information:

Email: info@ipkb.gov.tr

Phone: +90 (216) 505 55 00

The purpose of the Complaint Handling Policy is to strengthen IPCU's capacity to address the suggestions, complaints, and requests of its stakeholders. The mechanism provides a transparent platform for gathering feedback on the quality and quantity of services implemented by IPCU.

In addition, the CM facilitates feedback on the potential risks and impacts of internationally financed project activities, ensuring that the Project Management Unit (PMU) is informed about the corrective actions required by relevant IPCU units or personnel.

This document outlines the procedures and principles governing the Complaint Handling Policy.

1.2 Scope

This policy outlines a mechanism established to address and resolve grievances raised by all project workers and stakeholders. The project's commitment and approach are based on addressing all complaints and feedback that may arise as a direct or indirect consequence of the project's environmental and social performance. The Complaint Handling Policy does not replace stakeholder engagement activities.

This procedure covers all complaints raised by internal and external stakeholders, including those related to contractor activities. It forms part of the Management Plans developed for the project.

It can form part of the Management Plans to be developed for the project. Specifically, this procedure will be linked to the **Stakeholder Engagement Plan (SEP)** and the **Environmental and Social Management Plan (ESMP)**, particularly in relation to contractor activities, if such plans are to be developed.

1.3 Organizational commitment

This organization expects people at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff/public and the way that commitment should be implemented.

Who	Commitment	How
Director of IPCU	Promote a culture that values complaints and their effective resolution	To ensure the implementation of this procedure, To provide the necessary resources for the implementation of the procedure. To approve this procedure and provide the necessary resources for its implementation, To coordinate with the parties for the implementation of the procedure.
Deputy Director responsible for Complaint Handling	Establish and manage our complaint management system.	Train and empower staff to resolve complaints promptly and in accordance with IPCU's policies and procedures. Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system. Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.
Social Specialist of IPCU	Demonstrate exemplary complaint handling practices	Treating all people with respect, including individuals who submit complaints, ensuring they feel heard and valued. Following applicable legislation and complying with this policy and its associated procedures. Assisting individuals in making complaints, where needed, and providing accessible platforms for grievance submission. Ensuring grievances are recorded, investigated, and resolved in a timely and acceptable manner, in accordance with this procedure. Maintaining the continuity and accuracy of the Complaint Recording Software to keep it up-to-date. Supporting the Ethics Committee in resolving sensitive complaints. Examining, classifying, and assigning complaints to determine their relevance (e.g., genuine, sensitive, or related to sub-projects). Implementing corrective actions to close complaints effectively and recording all decisions taken. Keeping informed about best practices in complaint handling and applying them to improve processes. Providing feedback and suggestions to management on issues arising from complaints and recommending ways to enhance the grievance management system. Implementing changes based on individual complaints and the analysis of complaint data, as directed by management.
All staff	Understand and comply with IPCU's complaint handling practices.	Treat all people with respect, including people who make complaints. Be aware of IPCU's complaint handling policies and procedures. Assist people who wish to make complaints access the IPCU's complaints process. Be alert to complaints and assist staff handling complaints resolve matters promptly. Provide feedback to management on issues arising from complaints.

2. Applicable Turkish Standards

Legal Basis for the Complaint Handling

- **The Constitution of the Republic of Türkiye (Article 10 - Equality Before the Law):** Everyone is equal before the law regardless of language, race, gender, or other reasons.
Contribution: Ensures equal access to the complaint mechanism for all stakeholders, including disadvantaged groups.
- **The Constitution of the Republic of Türkiye (Article 25 - Freedom of Thought and Opinion):** Individuals are free to express their thoughts and opinions without being subjected to pressure.
Contribution: Legally protects stakeholders' right to voice complaints without fear of repercussions.
- **The Constitution of the Republic of Türkiye (Article 36 - Right to Legal Remedies):** Everyone has the right to seek legal remedies through legitimate means.
Contribution: Guarantees the complaint mechanism as a legitimate legal avenue for grievance resolution.
- **Turkish Labor Law (Law No. 4857) (Article 5 - Principle of Equal Treatment):** Employers are obligated to treat all employees equally.
Contribution: Prevents discrimination against workers and supports their access to the complaint mechanism.
- **Turkish Labor Law (Law No. 4857) (Article 77 - Occupational Health and Safety):** Employers are responsible for ensuring a safe and healthy working environment.
Contribution: Provides a legal basis for addressing complaints related to safety violations and working conditions.
- **The Law on Protection of Personal Data (Law No. 6698) (Article 4 - Principles of Data Protection):**
Ensures the confidentiality and protection of personal data submitted through the complaint mechanism.
Contribution: Safeguards the privacy of complainants and supports the processing of anonymous and identified complaints.
- **Environmental Impact Assessment Regulation (ÇED):**
Mandates the identification and mitigation of environmental impacts caused by projects.
Contribution: Establishes a legal foundation for addressing environmental grievances related to project activities.
- **United Nations Guiding Principles on Business and Human Rights:**
 - **Accessibility and Transparency Principle:** Ensures that everyone can access an effective grievance mechanism.
 - **Rights-Based Solutions:** Aligns outcomes with internationally recognized human rights standards.
Contribution: Enhances the credibility of the complaint mechanism, particularly in internationally financed projects, and ensures the resolution of human rights violations.

3. Terms and Definitions

Issue: A concern or dispute that escalates to a point requiring the intervention or decision of third parties to achieve resolution. Typically, these issues involve grievances that are perceived to affect the community as a whole and have not been formally resolved for a significant period.

Complaint: A notification submitted by a community member, group, or institution regarding a perceived harm, disruption, or loss caused by project activities and/or the conduct of contractors under the scope of the project.

Suggestion: An idea or plan put forward for consideration to improve project processes, activities, or outcomes.

Dispute: An unresolved complaint that has escalated either within or outside the organization and requires further intervention or resolution.

Feedback: Opinions, comments, or expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about IPCU, its related parties, staff, or complaint handling, where a response is not explicitly or implicitly expected or legally required.

Complaint Mechanism: The formal, transparent framework to address, assess, and resolve community grievances related to the performance or behavior of the project, its contractors, or employees.

Direct Stakeholders: Persons, groups, or entities within the Project Area of Influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to changes associated with the project. These stakeholders, including the **Steering Committee chaired by the Governor of Istanbul**, require close engagement in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.

Indirect Stakeholders: Individuals, groups, or entities that may be positively or negatively affected by the scope of the project due to its **location or nature**.

Other Interested Parties: Individuals, groups, or entities that may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could influence the project and its implementation process in some way.

Project-Affected People (PAPs): Individuals who lose, either partially or fully, permanently or temporarily, their land (residential, agricultural, or grazing), annual or perennial crops/trees, or any fixed or movable asset usage rights or other forms of benefit due to project implementation.

Vulnerable Groups: Persons who may be disproportionately impacted or further disadvantaged by the project as compared with other groups due to their **vulnerable status**. These groups require **special engagement efforts** to ensure their equal representation in the consultation and decision-making process associated with the project.

Policy: A statement of instruction that sets out how IPCU will fulfill its vision, mission, and goals.

Procedure: A statement or instruction that defines how policies will be implemented and identifies **who** will be responsible for their execution.

4. Guiding principles

4.1 Who Can Use the Complaint Handling Policy?

The Complaint Handling Policy is accessible to all stakeholders involved in or affected by IPCU projects. This includes:

1. **IPCU Staff and Project Personnel:**
IPCU staff, project team members, and related consultant or contractor personnel are obligated to report any inappropriate conduct or violations of IPCU Human Resources Regulations.
2. **Community Members and Project-Affected People:**
Residents of host communities, project beneficiaries, and any individuals or groups impacted by IPCU's internationally financed projects can use the mechanism to provide feedback, raise concerns, or submit grievances.
3. **Other Stakeholders:**
This mechanism is also open to NGOs, civil society organizations, and other interested parties who may have concerns or feedback regarding IPCU's project activities.

Grievances can be submitted anonymously or with full identification. Anonymous complaints will follow the same resolution process, but the complainant will not be informed of the outcome.

By ensuring transparency, accessibility, and fairness, IPCU commits to addressing all grievances promptly and effectively, fostering trust among stakeholders and maintaining accountability in project implementation.

4.2 How to Make a Complaint?

Complaints can be submitted through any of the following channels:

Internet:

- Complaints can be submitted via IPCU's official website by filling out the **online complaint form**.
Website: <https://www.ipkb.gov.tr/sikayet-formu/>
- **Payment Certificate Application:**
To address unpaid wage concerns on construction sites, workers can submit the official **Wage Claim Application Form** before the contractor's interim payment certificate is approved.
Form Link: [Wage Claim Application Form](#)

Email:

- Complaints can be sent directly to the IPCU's designated email address.
Email: <mailto:info@ipkb.gov.tr>

Phone:

- Stakeholders can lodge their complaints by calling the IPCU's dedicated hotline during working hours.
Phone Number: +90 216 505 55 00

Official Written Submissions:

- Formal complaints can be submitted by sending a letter to the IPCU headquarters at the following address:
Address: Kısıklı Mah. Alemdağ Yan Yolu Cad. No:6 34692 Üsküdar/İSTANBUL

Physical Complaint Boxes:

- Complaint boxes will be installed at project sites, IPCU offices, and other easily accessible locations to allow stakeholders, including workers and community members, to submit their grievances **confidentially and anonymously**.
- Boxes will display IPCU's contact information, such as phone numbers and email addresses.

Presidency Communication Center (CİMER):

CİMER is a centralized grievance platform available for Turkish citizens, legal entities, and foreign nationals. Complaints related to IPCU projects can be submitted through the following:

- **Website:** www.cimer.gov.tr
- **Call Center:** 150
- **Phone Number:** +90 312 590 20 00
- **Fax:** +90 312 473 64 94
- **Mail:** Presidency of the Republic of Türkiye Communication Directorate
- **In-Person Submission:** Through public relations offices in governorates, ministries, and district governorates.

Foreigners Communication Center (YİMER):

YİMER is an alternative grievance platform designed specifically for foreign nationals. Complaints can be submitted as follows:

- **Website:** www.yimer.gov.tr
- **Call Center:** 157
- **Phone Number:** +90 312 157 11 22
- **Fax:** +90 312 920 06 09
- **Mail:** Directorate General of Migration Management
- **E-Mail:** yimer@goc.gov.tr
- **In-Person Submission:** At the General Directorate of Migration Management offices.

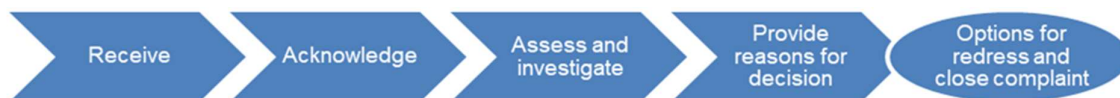
White Desk Solution Centers:

- Established by the **Metropolitan Municipality**, White Desk solution centers provide a 24-hour platform where city residents can submit complaints, requests, and opinions.
- All grievances raised are evaluated to ensure efficient and timely solutions.

Important Notes

- **Anonymous Complaints:** Stakeholders can submit complaints anonymously through complaint boxes or other channels. Anonymous submissions will follow the same resolution process but will not include feedback to the complainant.
- **Data Protection:** All complaints will be managed in accordance with the **Law on Protection of Personal Data (Law No. 6698)** to ensure confidentiality and privacy.
- **Wage Protection:** For wage-related grievances, workers must use the **Wage Claim Application Form** and submit it promptly to ensure their claims are addressed before contractor payments are approved.
Form Access: [Wage Claim Application Form](#)
- **Tracking and Reporting:** Complaints submitted through **CİMER** or **YİMER** will be integrated into the IPCU Complaint Handling Policy database and processed in accordance with IPCU procedures.

5. Complaint Handling Process



The provided image outlines the **Complaint Handling Process** for IPCU in a step-by-step manner. These steps are detailed in the sections below.

The process begins with **receiving the complaint**, where grievances submitted through designated channels are recorded to ensure accessibility for all stakeholders. Once the complaint is received, it is **acknowledged** within a defined timeframe, typically two working days, confirming to the complainant that their concern has been registered and will be addressed.

Following acknowledgment, the complaint moves to the **assessment and investigation** stage. At this step, the details are thoroughly reviewed to determine the nature, validity, and severity of the issue. If necessary, additional information or supporting evidence may be requested from the complainant to facilitate a comprehensive evaluation.

Once the investigation is complete, IPCU provides a clear explanation of the findings, including the **reasons for the decision** and the actions taken. This ensures transparency and clarity for the complainant.

Finally, the process concludes with **options for redress and closure**. Corrective measures are implemented to resolve the issue, and the complainant is informed of the resolution. If the proposed solution is accepted, the complaint is officially closed. In cases where the complainant is unsatisfied, alternative redress options, including legal remedies, are communicated.

This structured approach ensures that all grievances are handled effectively, transparently, and within a reasonable timeframe, fostering trust and accountability throughout the process.

5.1 Receive of Complaints and Feedback

Complaints and feedback will be accepted if they meet the following criteria:

- The complaint or feedback is related to IPCU projects funded by International Financial Institutions (IFIs).
- The complaint or feedback is submitted by individuals, groups, communities, workers, institutions, or their representatives affected by or potentially impacting IPCU's internationally funded projects.
- The complaint or feedback indicates harm or potential harm to project stakeholders, or claims the project may create additional benefits.
- The complaint or feedback is received from IPCU personnel, relevant project staff, or individuals working on IFI-financed projects.

To manage the Complaint Mechanism effectively, IPCU will assign one or more staff members. Complaints submitted through the channels listed above will be recorded in the **Complaint Track List**. A report, in the form of a **Complaint Track List** (Annex 2), will be generated from the system.

- Complaints will be recorded within **two (2) working days** of receipt.
- All grievances, complaints, suggestions have been recorded, assessed, tracked and clarified within a reasonable time frame (**15 working days**)

Once a complaint is received:

1. The **Social Specialist** will record and evaluate the complaint.
2. If the complaint is related to a sub-project under administrative jurisdiction, IPCU will forward the complaint to the respective **administration-level Complaint Mechanism**. IPCU will continue to monitor the progress of the complaint within its system.
3. If the complaint is not resolved within the committed timeframe, IPCU's Social Specialist will assume responsibility for addressing and resolving it.

5.2 Acknowledge of Complaint

Complaints and feedback will be classified based on their severity, frequency, and, most importantly, their sensitivity. The complaint categories, descriptions, and responsible parties are outlined below:

Project-Related Complaints

Category	Description	Responsible Party
Level 1	Complaints that can be addressed immediately and/or where the Social Specialist and Technical Expert of IPCU are already working on a solution.	-Social Specialist -IPCU/Contractor Technical Expert
Level 2	Single-occurrence complaints that do not impact the project timeline or the reputation of IPCU.	- Social Specialist - IPCU/Contractor Technical Expert
Level 3	Recurrent, widespread, high-profile complaints that may jeopardize the project or create reputational risks.	- Social Specialist - Ethics Committee - External Experts (if needed)

Worker-Related Complaints

Category	Description	Responsible Party
Level 1	Complaints that can be addressed immediately and/or where the Social Specialist and IPCU Technical Expert are already working on a solution.	-Social Specialist -IPCU/Contractor Technical Expert
Level 2	Recurrent, widespread, or high-profile complaints that may jeopardize the project or create reputational risks.	-Social Specialist -IPCU/Contractor Technical Expert -Ethics Committee -External Experts (if needed)

5.3 Assessment and investigation of Complaints and Feedback

IPCU evaluates complaints and feedback received from external stakeholders and employees within **15 working days** to determine if they meet the established acceptance criteria. During this evaluation process, additional information or supporting documents may be requested from the complainant to substantiate the complaint.

- If a complaint is filed against a member of the **Social Specialist**, that team member will be replaced by another relevant manager or expert during the investigation and decision-making process.
- Complaints involving IPCU personnel will be directly handled by the **Ethics Committee (EC)**, while complaints regarding relevant project personnel will be evaluated by the **Social Specialist**.
- If the complaint from project personnel involves sensitive issues, it will be referred to the **Ethics Committee** with assurances of confidentiality and anonymity. The evaluation process timeline for worker complaints will remain the same as for external stakeholders' complaints or feedback.

5.4 Addressing and Closing Complaints

Following the evaluation, IPCU will address the complaint within **15 working days** and take the necessary corrective actions to resolve the issue. During this period:

- The responsible parties will maintain **regular communication** with the complainant, and all correspondence will be recorded in the Complaint Mechanism System.

- If a mutual agreement is reached regarding the closure of the complaint, the process specified in the "**Complaint Closure Feedback**" section will be followed.

If, due to the nature or timing of corrective actions, the complaint cannot be resolved within the 15-day period, IPCU and the complainant may agree to an extension of the resolution timeframe. Such an agreement will be documented in writing and recorded in the Complaint Mechanism System with the consent of the complainant.

5.5 Complaint Closure Feedback

Once the necessary corrective actions are taken, IPCU and the complainant will mutually agree on the closure of the complaint. The complainant will receive a **written notification** confirming that the complaint has been closed.

If mutual agreement on closure cannot be reached, the complainant will be informed of their right to pursue **legal remedies** (see "Right to Appeal" section below). Following this notification, the complaint will be officially closed in the system.

6. Right to Appeal

If a complaint cannot be resolved through the Complaint Mechanism or involves sensitive matters, complainants always retain the right to escalate the issue to relevant legal institutions. These institutions include:

- Civil Courts of First Instance,
- Administrative Courts,
- Commercial Courts of First Instance,
- Labor Courts, and
- Ombudsman Institution (<https://ebasvuru.ombudsman.gov.tr/>).

In addition, a Mediation Commission has been established to represent our administration when necessary. For contact details of the Mediation Commission, please visit our website at <https://www.ipkb.gov.tr/arabuluculuk-komisyonu/>.

1. Training

To ensure general awareness among all project employees and contractors, comprehensive training sessions and induction programs will be provided. Specialized training on grievance management will also be delivered to responsible personnel. The implementation of the Complaint Mechanism will be overseen by the Social Specialist, and other designated project staff. Contractors will also be included in the application of the Complaint Mechanism to ensure consistent implementation across all levels.

8. Accountability and learning

8.1 Analysis and evaluation of complaints

IPCU will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports will be run on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified,

Regular analysis of these reports will be undertaken to monitor trends, measure the related staff and make improvements.

Both reports and their analysis will be provided to IPCU's Director and Deputy Director for review.

8.2 Monitoring of the complaint management system

IPCU will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints, and
- identify and correct deficiencies in the operation of the system.
- Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

Annexes

Annex 1. Grievance Registration Form

Annex 2. Complaint Track List Sample

Annex 1. Grievance Registration Form

ISTANBUL PROJECT COORDINATION UNIT ŞİKAYET KAYIT FORMU / GRIEVANCE REGISTER FORM

Şikayetin Alındığı Yer/ Location of Complaints Received	Tarih/ Date
Alan Yetkilinin Adı/ Name of Person in Charge	Şikayet Kayıt No/ Complaint Register Number
Şikayete Konu Alanın Koordinatları/ Coordinates of The Area Subject To Complaint	
ŞİKAYET SAHİBİ HAKKINDA BİLGİ / COMPLAINANT INFO Şikayet Sahibi kimlik bilgilerini vermeden anonim olarak doldurabilir, ancak kendisine geri dönüş şeklini bu formda belirtmesi gerekmektedir. / The Complainant may submit application anonymously, however in this form the Complainant should indicate the feedback mechanism to respond.	
Ad Soyad/ Name Surname	Şikayetin Geliş Yolu / Form of Complaint:
TC Kimlik No/ Identification Number	Telefon- Ücretsiz hat / Phone –Free phone line <input type="checkbox"/>
Telefon/ E-Posta Telephone/ E-mail	İstişare Toplantısı/ Consultation meeting <input type="checkbox"/>
Mahalle-Köy-İlçe-İl/ Neighborhood-Village –District - Province	Dilekçe / Petition <input type="checkbox"/>
ŞİKAYET DETAYLARI / DETAILS OF COMPLAINT	
Şikayet Konusu / Complaint	
Şikayet sahibi tarafından talep edilen çözüm / Solution requested by the Complainant	
Şikayeti Alan Yetkilinin Ad Soyad ve İmzası / Şikayet Sahibinin Ad Soyad ve İmzası / Name Surname and Signature of the Registerer Name Surname and Signature of Complainant	

Annex 2. Complaint Track List Sample

No	Ref. Number	Complaint Channel	Date	Packet Name	Consultant	Contractor	District	Building Name	Paket No	Contract Date	Complaint Date	Closed-Out Date (should be within 15 working days)	Subject	Remedial Action Plan
1														
2														
3														
4														
5														
6														

ANNEX 6. Grievance Log

Register Number	Details on Grievance/Suggestion In-Take Channel		About the Complainant	About the Complaint/Suggestion	Action Taken	Supporting Documents for Grievance/Suggestion Close-Out: Photos, official confirmation letters, etc., where applicable. Any accidents or damages involving building users/beneficiaries must be documented.	Please provide details If the Complaint could not be Closed/Resolved (referral was made to another institution/person etc.)												
	How Complaint is Received (Grievance Form, Com. Meeting, Telephone, etc.)	Date of Complaint Received	Person Receiving Complaint/Suggestion Name/Surname and Position Level of Grievance (Contractor, Supervision Consultant, IPCU Level, etc.)	Level of Grievance (contractor, supervision consultant, IPCU, etc.)	Name and Surname of the Complainant*	Gender of the Complainant	Complainant's E-mail*	Complainant's Phone Number*	Province which the C/S is Relevant	Building/Institution Related to Complaint/Suggestion (Sub-Project)	Project Component Related to Complaint/Suggestion	Complaint Category (Renovation-related, environmental issues, restriction of access to building entrances, damage, complaints about workers, accidents, working conditions, employee rights, sexual exploitation and abuse, sexual harassment, etc.)	Summary of Complaint/Suggestion	The date when the complainant is informed that the complaint/suggestion has reached the system and it is under evaluation	Status of the Complaint Open, Closed, Pending	Person/Department to whom Complaint/Suggestion is directed for	Action Planned	Due Date for Addressing the Grievance	Closed Date of Grievance

* Personal data can be provided anonymously

ANNEX 7. Table for the Records of Meetings and Consultations

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps	Timetable/ Date to Complete Follow-up Action(s)