To whom it may concern:

Transparency International kindly submits for your consideration inputs to the open consultation on the World Bank’s Grievance and Redress Service (GRS). Thank you again for the opportunity to contribute.

Transparency International has been pursuing work to ensure safe, secure and effective complaint mechanisms. As a global movement with one vision, we want a world free of corruption. Through chapters in more than 100 countries and an international secretariat in Berlin, we are leading the fight against corruption to turn this vision into reality. Complaint mechanisms are a key part of this process and help to ensure increased levels of accountability for any type of grievance or illegal act.

As Transparency International has seen, effective complaint mechanisms are a key tool to identify and prevent corruption and other malpractice. By providing citizens with channels to report any incidence or suspicion of corruption or other malpractice, complaint mechanisms allow for the identification of problems which might otherwise not surface, and for subsequent corrective action to be taken. Safe and secure reporting channels and effectively functioning complaint mechanisms constitute key tools for an organisation like the World Bank to manage corruption risk and potential reputational damage. Ultimately, societies, institutions and citizens lose out when such mechanisms break down or do not exist.

The World Bank, through its GRS, must be ambitious in setting the bar on a well-functioning complaints mechanism. Transparency International kindly shares with you its good practice guidance material on this topic and also has included comments to the revised operating procedures that were shared.

We look forward to continuing our dialogue with the World Bank and please do feel welcome to contact us or the TI national chapter in the US, TI-USA, which has closely engaged with your institution.

Yours sincerely,

Craig Fagan
Head of Global Policy
Transparency International