How to Take a Concern to Verra

A plain-language guide to Verra's Grievance Redress Process

Who is Verra?

Verra is an independent organisation that sets the rules for carbon credits under the Verified Carbon Standard (VCS). This project is being prepared under those rules. Verra is not part of MAIS Eco. It can check whether the project is following its rules, and it can stop credits being issued until a problem is put right.

Start with us

Please bring your question, concern or complaint to us first, in any of the ways on our grievance notice: the community focal person, phone or WhatsApp, the online form, email or a paper form. We acknowledge within **7 days** and answer within **28 days**.

You can go to Verra if:

- we have not answered you within **3 months**; or
- we answered, but did not deal with what you raised, and 3 months have passed since our answer.

You do not need our permission. Going to Verra will not affect your job, your share of benefits or your part in the project.

What Verra deals with

Verra looks at concerns that the project is **not following Verra's rules**: for example, that people were not properly informed or consulted, that consent was not respected, that benefits are not being shared as agreed, or that harm to people or the environment is not being dealt with.

Verra does **not** settle disputes between people or families (for example, who owns a piece of land), and it does not deal with how the government applies the law. For those, go to your traditional authorities, the Commission on Human Rights and Administrative Justice (CHRAJ) or the courts. You can do that at any time.

How to send a concern to Verra

Online form:	Verra's Grievance Intake Form: projecthub.verra.org/grievance-intake
If you cannot use the form:	Communities may email Verra instead, at complaints@verra.org and secretariat@verra.org.
Cost:	Free. Verra charges no fee.
Language:	Verra works in English. Anyone you trust can help you write it.

Tell Verra:

- your name, or why you need to stay anonymous or keep your name private (for example, fear of reprisal);
- who the concern is about: MAIS Eco (Mais Trading Limited, the project proponent, and MAIS Eco Ghana, the implementer);
- the project: *Lower Volta Mangrove Restoration Project - Keta Lagoon*, and its Verra project ID once it has one;

- what happened, with any evidence you have (dates, photos, letters, names of meetings); and
- when you raised it with us, and what answer you got, if any.

What happens next

1. Verra acknowledges your concern as soon as you submit the form.
2. While the project is still being prepared, Verra records the concern and passes it to us. We must deal with it, and the independent auditor checks that we did before Verra will register the project.
3. Once the project has asked for registration, or is registered, Verra can raise a finding, ask for information, order us to put things right, or put the project on hold.
4. Verra aims to conclude within about **3 months**, and tells you by email what it decided.
5. If Verra missed important evidence, or you have new evidence, you can ask once for its decision to be looked at again. That second decision is final.

Your protection

Verra will not threaten, punish or discriminate against anyone for raising a concern, and neither will MAIS Eco. You can ask Verra to keep your name private. Verra may still need to share some details with the people who have to look into it.

This is a short guide in our own words. Verra's full text is the *Grievance Redress Process v2.0* (October 2026), in English: verra.org/verra-releases-updated-grievance-redress-process. If this guide and Verra's text differ, Verra's text applies. Concerns about the independent auditor's work go to the auditor's own complaints process.