



Terms of Reference: Qualitative study of community grievance mechanisms in Ghana

April 2024

Background

Established in 2002, the International Cocoa Initiative (ICI) is a non-profit foundation set up to help tackle child labour and forced labour in cocoa-growing communities. ICI works with the cocoa industry, civil society and national governments in cocoa-producing countries to promote child rights and workers' rights.

Study Outline

ICI is seeking a consultant to conduct a qualitative study to answer the research questions below:

Country	Ghana
Background and objective	<p>ICI has been testing the use of community-based grievance mechanisms in Ghana since 2022. Two years later, initial observations, feedback and data on recorded grievances show promising results. Workers are using the system, committees are able to mediate disputes and refer more serious cases to local authorities who intervene when needed, to ensure an appropriate response is given to complaints.</p> <p>The objective of this study is to go beyond these initial observations and understand how this approach can be further improved and implemented sustainably in the longer term, by conducting a robust qualitative analysis of the process. The results will inform improvements to ICI-implemented community-based grievance mechanisms in Ghana to support sustainable functioning of these mechanisms now and in the longer term to address labour violations in cocoa communities.</p>
Timeframe	May-July 2024
Audience & use	This study is aimed at ICI and its members. The findings will be used to make improvements to the set-up and functioning of current and future grievance mechanisms and to develop broader recommendations on the use of community-based grievance mechanisms as an intervention to address risks of adult labour violations in cocoa
Specific Objectives	<ol style="list-style-type: none">1. Understand how grievance mechanisms are perceived by workers, employers, community members, cooperative staff and local authorities.

	<ol style="list-style-type: none"> 2. Identify good practices and areas for improvement. 3. Identify ways to make grievance mechanisms sustainable in the longer term
Research questions	<ul style="list-style-type: none"> • How are grievance mechanisms perceived by different stakeholders involved (workers, employers, community members, cooperative staff and local authorities)? • What are examples of successful remedy, and why were they successful? • What are examples of unsuccessful remedy, and why were they unsuccessful? • What are the implementation challenges? • What is needed for grievance mechanisms' sustainability? • How can Assess & Address committees be effectively involved in the set-up and implementation of grievance mechanisms for forced labour?
Target group(s)	<p>Members of grievance committees and users of grievance mechanisms, i.e.:</p> <ul style="list-style-type: none"> - community and religious leaders, including women leaders - workers - employers/farm owners - cocoa district representatives - local authority representatives: CHRAJ, labour inspectorate, Ghana Police Service, Domestic Violence and Support Unit, Immigration Department, Cocoa Health Department of COCOBOD, District Coordinating Unit, Clerk of District Court, Presiding Members of Local Assembly, National Commission for Civic Education, Department of Cooperatives. <p>It is expected that women will be underrepresented within these target groups however, women are part of grievance mechanisms' targeted user groups. Specific efforts should therefore be made to include women's participation and perspectives in the study.</p>
Type of study	Qualitative
Data sources	Primary data will be collected in communities where the ICI-implemented grievance mechanism is in place in Ghana.
Methodology	<p>Primary data will be collected through focus group discussions with workers and employers in 12 targeted communities (including 6 with only the grievance mechanism and 6 with both a grievance mechanism and an "Assess & Address" committee), complemented by information collected through individual interviews with representatives of other stakeholder groups.</p> <p>Collected data will be analysed to capture the diversity of perceptions, experiences, challenges and solutions reported by the different stakeholder groups in order to answer the research questions above.</p>
Expected deliverables	<ul style="list-style-type: none"> - Research plan, detailing the methodology, analysis plan, workplan and sampling strategy - Questioning routes for individual interviews and focus group discussions

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| | <ul style="list-style-type: none">- Transcripts/notes of data collected- A concise report and a presentation |
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Requirements

ICI is seeking a consultant with experience conducting similar qualitative studies in rural areas of Ghana.

ICI Core Values

All ICI staff members are expected to **adhere, respect and always promote at any time ICI Core Values: HUMANITY, INTEGRITY, NEUTRALITY, PARTNERSHIP, INNOVATION.** Please refer to the ICI website for more details (<https://www.cocoainitiative.org/about-us/our-organisation/our-values>)

How To Apply

Interested contractors should send a technical and financial proposal, describing the contractor's relevant experience and capacity to undertake the study.

Applications must be submitted by email with the subject line: "Qualitative study on grievance mechanisms consultancy" to recruitment-gha@cocoainitiative.org by **17 May 2024**.

Applications must include:

- Information on the consultant's prior experience on similar projects, including references or links to examples of relevant work **(1 page, max.)**
- Technical and financial offer, including the total amount offered in Ghanaian Cedi. Note that the budget should detail all staff and material costs, including travel expenses and other fees. **(1 page, max.)**
- Draft workplan to provide the deliverables listed above **(1 page, max.)**
- CVs of the lead consultant and any key team members **(2 pages max, per person)**
- Contact details of two referees.

For any questions, please contact m.passey@cocoainitiative.org.