

# UNDP, SECU and SRM

## Complaint filing checklist

### Required Information:

- Format:** There is no required format. Complaints can be submitted via email, WhatsApp, Viber, Signal, WeChat, or mail, in any language. If not in English, translation support will be arranged. An optional [Guidance Form](#) is available.
- Complainant details:** Your complaint should include the name of each person or organization filing the complaint; anonymous complaints are not accepted. If you have a representative, include confirmation of their authority to represent you.
- Project details:** If possible, provide the name and location of the UNDP-supported project or programme, along with any additional details (e.g. sector, details of any project implementer). You can find information about projects on the [UNDP Transparency Portal](#) or through the [DeBIT tool](#) (a database you can search). If you are having difficulty finding this information, you can describe what you know about the project and its funders and SECU or SRM can help clarify the UNDP's role.
- Description of harm:** Explain the harm you are experiencing or anticipate, supported by facts and evidence (if possible). Describe how this is connected to the UNDP-supported project or programme. For a complaint to be found eligible by SECU: your complaint needs to indicate that this harm (or potential harm) may be linked to UNDP not following its own Social and Environmental Standards (SES) or other relevant environmental and social commitments. You do not need to cite the policies by name, but, if possible, it's helpful to explain why you think that UNDP's actions (or failures) may have violated its environmental and social responsibilities. For SRM: you do not need to reference any policy, just clearly describe your environmental and social concerns.
- Confidentiality:** Indicate if you require confidentiality due to fear of reprisals or for other reasons.
- Attempted resolution:** For SRM, include information about past efforts to raise your concerns with project staff, local grievance mechanisms, or UNDP personnel. This is not required for SECU, but can be helpful context for your concerns about the project.

### Optional:

Including the following can strengthen your complaint:

- Choice of function: If you already have a preference, indicate whether you are submitting your complaint to SECU, SRM or both. If both, the mechanisms will coordinate their activities but operate independently. If you are unsure, SECU and SRM will jointly discuss your preference with you.
- Your preferred outcomes or remedy, such as specific changes to the project or steps UNDP could take to address the harm.
- Additional supporting material: maps, photos, media reports, copies of communications with UNDP or project implementers (even if they are unanswered), etc.
- Your preferred communication method (e.g. email, post, or social apps).
- Any concerns about risks of retaliation or security issues.