

ADB and ADB-AM

Complaint filing checklist

Required Information:

- Format:** Complaints can be submitted in writing via letter, email or the online form available on the ADB-AM website. Complaints must be submitted in English or any of the official or national languages of ADB developing member countries.
- Complainant details:** Your complaint should include the name of each person or organization filing the complaint, contact details for key community representatives. If you have a representative, include signed written authorization providing authority for the representative to represent you.
- Project details:** Provide the name and location of the ADB-supported project, along with any additional details (e.g. sector, company name, or project name). You can find information about projects on the [ADB Project Page](#) or through the [DeBIT tool](#) or [Early Warning System](#) (databases you can search).
- Description of harm:** Explain the harm you are experiencing or anticipate, supported by facts and evidence.
- Concerns about the ADB's actions or inaction:** The ADB-AM only considers complaints about the ADB's actions (or inaction), so it is helpful to explain what you think the ADB did wrong.
- Evidence of attempted resolution:** Provide evidence showing your "good faith efforts" to resolve the issue with ADB Operations Department (mandatory) and the project-level grievance redress mechanism (optional). If you did not attempt resolution, explain why (e.g. for risk of retaliation).
- Choice of function:** Indicate whether you prefer dispute resolution (known as problem-solving at the ADB) or compliance review. You can only choose one function.
- Confidentiality:** Indicate if you require confidentiality due to fear of reprisals or for other reasons. Clearly describe the risks you face and provide reasons for your request.

Optional:

Including the following can strengthen your complaint:

- References to specific ADB policies or guidelines that were not followed.
- Your preferred outcomes or remedy.
- Additional supporting material: maps, photos, media reports, copies of communications (even if they are unanswered) etc.
- Your preferred communication method (e.g. email or post).
- Any concerns about risks of retaliation or security issues.