

AFD and AFD-CM

Complaint filing checklist

Required Information:

- ☐ **Format:** Submit your complaint in writing via online form, email, postal mail, or hand delivery to an AFD office in France or overseas. There is no specific format required. Complaints may be written in English, French, or the official language(s) of the country where the project is located.
- ☐ **Complainant details:** Your complaint should include the name of each person or (formal) organization filing the complaint, as well as names and 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 AFD-supported project, along with any additional details (e.g. sector, company name, project name, location). The project must be implemented outside of France to be eligible for the AFD-CM. You can find information about projects in the [AFD Project Database](#), via an [information request](#), or by emailing transparence@afd.fr.
- ☐ **Description of environmental and social harm:** Explain the harm you are experiencing or fear, supported by facts and evidence, as well as the date that you became aware of this harm (or potential harm).
- ☐ **How AFD has failed:** Explain how the AFD has caused or contributed to this harm, for example by failing to comply with its Environmental and Social Risk Management Policy.
- ☐ **Prior efforts to resolve the issues:** Detail any efforts you have made to resolve the issues with the AFD's client and/or the project implementer (and if you haven't made those efforts, why not). You should also provide details of the results of these efforts and why they are not satisfactory to you.
- ☐ **Confidentiality:** Indicate if you require confidentiality due to fear of reprisals or for other reasons.
- ☐ **Addressed to the AFD-CM:** You should clearly state that you want your complaint addressed by AFD-CM.

Optional:

Including the following can strengthen your complaint:

- ☐ Indicate whether you prefer dispute resolution/conciliation, compliance review, or both.
- ☐ 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.