

DFC and DFC-IAM

Complaint filing checklist

Required Information:

- ☐ **Format:** Submit your complaint in writing via [email](#) or postal mail. There is no specific format required. Complaints may be written in any language.
- ☐ **Complainant details:** Your complaint should include the name of each person or organization filing the complaint, as well as 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 DFC-supported project, along with any additional details (e.g. sector, company name, or project name). You can find information about projects on the [DFC Project Page](#), via a [Freedom of Information Act \(FOIA\) request](#), or through the [DeBIT tool](#) (a database you can search).
- ☐ **Description of harm:** Explain the harm you are experiencing or fear, supported by facts and evidence.
- ☐ **Confidentiality:** Indicate if you require confidentiality due to fear of reprisals or for other reasons.

Optional:

Including the following can strengthen your complaint:

- ☐ Any efforts you have made to resolve the issues with the DFC or its client (or if you haven't made those efforts, why not).
- ☐ Choice of function: Indicate whether you prefer dispute resolution (known as problem-solving), compliance review, or both.
- ☐ An explanation of how the DFC has failed to comply with its Environmental and Social Policies and Procedures.
- ☐ 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.