

GCF and IRM

Complaint filing checklist

Required Information:

- Format:** You can submit your complaint in writing (by email, mail, or [online form](#)) or by video or voice recording. 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 who is not personally impacted by the project, include signed written authorization providing authority for the representative to represent you.
- Project details:** Provide the name and location of the GCF-supported project, along with any additional details (e.g. sector, project implementer, or project name). You can find information about projects on the [GCF's project database](#) or through an [information disclosure request](#). You may also be able to find relevant project information in the [Early Warning System](#) (a database that 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 Accredited Entity or project implementer. The IRM does not require that complainants attempt to resolve concerns with the Accredited Entity or the project implementer before filing a complaint with the IRM. However, if you have made such efforts, it can be helpful to share them with the IRM as part of the context for your concerns.
- Choice of function: indicate whether you prefer dispute resolution (known as problem-solving), compliance review, or both.
- An explanation of how the GCF project has failed to comply with GCF's policies, including its environmental and social policy (for more information, see the full guide).
- 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.