

JICA and Examiner

Complaint filing checklist

Required Information:

- ☐ **Format:** Complaints must be submitted in writing (letter or email). There is no specific format required. Complaints can be submitted in Japanese, English, or the official language of the project host country.
- ☐ **Complainant details:** Your complaint should include the name and address 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, as well as an explanation for why representation is needed.
- ☐ **Project details:** Provide the name and location of the JICA- funded project, along with any additional details (e.g. sector, project implementer, or project name). If project categorization has been disclosed, it should show up on [JICA's website](#) (click through to your region). You can also request information from the [relevant country office](#).
- ☐ **Description of harm:** Explain the harm you are experiencing or are “highly likely” to experience, supported by facts and evidence.
- ☐ **Violations:** Explain why you believe JICA did not follow their Environmental Guidelines.
- ☐ **Confidentiality:** Indicate if you require confidentiality due to safety fears or other reasons.
- ☐ **Your preferred outcomes or remedy:** Explain what outcomes you are seeking. It would also be helpful to indicate whether you would like to pursue these outcomes through dispute resolution (“dialogue”) and/or compliance review (“investigation”).
- ☐ **Attempted resolution:** Any efforts you have made to resolve the issues with JICA and project implementer (or if you haven’t made those efforts, why not).

Optional:

Including the following can strengthen your complaint:

- ☐ References to specific provisions of the JICA Environmental Guidelines that you believe were violated (for more information, see below).
- ☐ An explanation of how those violations have caused or contributed to the harm experienced (or feared) by the complainants.
- ☐ 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.
- ☐ An explicit statement that the complaint is filed in good faith, for the purpose of avoiding or addressing genuine (actual or feared) environmental and social harm. This is particularly important if one of the goals you are seeking is to obtain compensation or to delay the implementation of the project, which might be interpreted by the Examiner as an indication of bad faith. The inclusion of facts and evidence justifying your concerns will also help meet any concerns about the genuineness of your complaint.