

Proparco and the ICM

Complaint filing checklist

Required Information:

- Format:** Submit your complaint in writing via email, online form, or postal mail. There is no specific format required. Complaints may be written in English, or the official language of the country in which the complainants and/or the Proparco project are located.
- 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 Proparco-supported project, along with any additional details (e.g. sector, company name, or project name). You can find information about projects in the [AFD Group Project Database](#), via an [information request](#), by emailing transparence@afd.fr, 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.
- Connection between the harm and Proparco's actions or omissions:** Explain (if possible) how Proparco has contributed to this harm, for example by failing to comply with its policies.
- Confidentiality:** Indicate if you require confidentiality due to fear of reprisals or for other reasons.
- Prior efforts to resolve the issues:** Detail any efforts you have made to resolve the issues with Proparco, its client, or other authorities (or if you haven't made those efforts, why not).

Optional:

Including the following can strengthen your complaint:

- Choice of function:** Indicate whether you prefer dispute resolution (known as problem-solving), compliance review, or both.
- Additional supporting material:** maps, photos, media reports, copies of communications (even if they are unanswered) etc.
- Your preferred outcomes or remedy.
- Your preferred communication method (e.g. email or post).
- Any concerns about risks of retaliation or security issues.