

# IFC / MIGA and CAO

## Complaint filing checklist

### Required:

- ☐ **Format:** File the complaint in writing. There is no specific format required.
- ☐ **Complainant details:** Include the name of each person complaining, and contact details for key community representatives. If you have a representative, include signed written authorization giving them authority to represent you.
- ☐ **Confidentiality:** If you need confidentiality due to fear of reprisals or for other reasons, explain why.
- ☐ **Project details:** Provide a description and location of the project. Include any other details you know (e.g. sector, company name, or project number). You can find information about projects on the [IFC and MIGA's website](#) or through the [DeBIT tool](#) or [Early Warning System](#) (databases you can search).
- ☐ **Description of harm:** Describe the harm you are experiencing or believe you may suffer in the future because of the project. Include as many facts, details and evidence as possible.

### Optional:

Including the following can strengthen your complaint:

- ☐ Describe any steps you have taken to contact IFC, MIGA, the client, sub-client, or host government to try to resolve the issue. Include any replies you received, and evidence of communication (even if unanswered).
- ☐ Specify which IFC or MIGA policies, guidelines, or procedures you believe were not followed (if known).
- ☐ State your preferred outcomes or remedy.
- ☐ Provide any other relevant information, documents, or materials.