

# World Bank and WB-AM

## Complaint filing checklist

### Required:

- ☐ **Format:** Submit your complaint in writing. There is no specific format required.
- ☐ **Complainant details:** Include the names of two or more affected people or their representatives, and contact details for complainants or key representatives. If you have a representative, include signed written authorization giving them authority to represent you. *Note:* complainants are entitled to have local representatives (with authorization in writing), but the Panel will only allow “foreign” representatives if “appropriate representation is not locally available and the Board so agrees at the time it considers the Request”. If you wish to have an international/foreign civil society organization supporting your complaint, it may be easier to style them as an “advisor” rather than a formal representative. Advisors can support you but cannot make decisions on your behalf.
- ☐ **Confidentiality:** If you need confidentiality due to fear of reprisals or for other reasons, explain why.
- ☐ **Project details:** Provide the description and location of the World Bank-supported project. Include any other details you know (e.g. sector, company name, or project number). You can find information about projects on the [World Bank’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. Explain the seriousness of the harm.
- ☐ **World Bank’s role:** Explain why you think the World Bank is responsible for the harm. Describe any actions or failures to act by the Bank (such as in project design, due diligence, or implementation) that contributed to the harm.
- ☐ **Evidence of attempted resolution:** Describe any steps you have taken to contact World Bank staff or management to resolve the problem. Include the Bank’s response (if any), and explain why the response did not resolve the issue. If you can, include any evidence or copies of your communications with the World Bank.

### Optional:

Including the following can strengthen your complaint:

- ☐ Specify which World Bank policies, guidelines, or procedures you believe were not followed (if known).
- ☐ If Bank Management has said that they are already taking action to resolve the issues, explain why those actions are not adequate to address the concerns in the complaint.
- ☐ Provide any other relevant information, documents, or materials.