

AfDB Group and IRM

Complaint filing checklist

Required:

- ☐ **Format:** Submit your 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 [AfDB project portal](#) 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 as a result of the project. Include a detailed description of the relevant facts.
- ☐ **Evidence of attempted resolution:** Explain the steps you have taken to contact the AfDB Group or the company to try to resolve the problem. Include a detailed description of your efforts and any replies you received. If you have evidence of communication between you and the AfDB Group or the company, include that (even if they were unanswered). If you did not attempt to contact the AfDB Group or the company to resolve your complaint (e.g. for risks of retaliation), then provide reasons for not doing so.

Optional:

Including the following can strengthen your complaint:

- ☐ Specify which AfDB Group 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 (e.g. media reports, maps, photographs, audiovisual materials).
- ☐ Mention if you are requesting confidentiality, and explain why.
- ☐ Describe any concerns you have about risks of retaliation.