

EBRD and IPAM

Complaint filing checklist

Required:

- ☐ **Format:** Submit your complaint in writing. There is no specific format required.
- ☐ **Complainant details:** Include the name of each person or organization filing the complaint, and contact details for key community representatives. If you have a representative, include signed written authorization giving them authority to represent you. Also, state whether you want your representative to be the main contact with IPAM, and if so, provide their contact details.
- ☐ **Confidentiality:** If you need confidentiality due to fear of reprisals or for other reasons, let IPAM know, and explain why. Clearly describe the reasons for your request.
- ☐ **Project details:** Provide a description and location of the project. Include any details you know (e.g. sector, company name, or project number). You can find information about projects on the [EBRD project finder](#) 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 a detailed description of the relevant facts.
- ☐ **Evidence of attempted resolution:** Explain the steps you have taken to contact the EBRD, the government, or the company to try to resolve the issue. Include a detailed description of your efforts and any replies you received. If you have communications between you and these actors (even if unanswered), include them. If you did not try to contact the EBRD, the government, or the company (for example, because of fear of retaliation), explain why.

Optional:

Including the following can strengthen your complaint:

- ☐ Specify which EBRD policies, guidelines, or procedures you believe were not followed (if known).
- ☐ State your preferred outcomes or remedy.
- ☐ Indicate whether you prefer the problem-solving option, the compliance review option, or both.
- ☐ Provide any other relevant information, documents, or materials (for example, communications, written or oral statements, media reports, maps, photographs, audiovisual materials).
- ☐ Specify your preferred method of communication with IPAM (for example, email, posted mail, WhatsApp).
- ☐ Describe any concerns you have about risks of retaliation.