

# ADB and ADB-AM

## Complaint filing checklist

### Required Information:

- ☐ **Format:** Complaints can be submitted in writing via letter, email or the online form available on the ADB-AM website. Complaints must be submitted in English or any of the official or national languages of ADB developing member countries.
- ☐ **Complainant details:** Your complaint should include the name of each person or organization filing the complaint, 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 ADB-supported project, along with any additional details (e.g. sector, company name, or project name). You can find information about projects on the [ADB Project Page](#) or through the [DeBIT tool](#) or [Early Warning System](#) (databases you can search).
- ☐ **Description of harm:** Explain the harm you are experiencing or anticipate, supported by facts and evidence.
- ☐ **Evidence of attempted resolution:** Provide evidence showing your “good faith efforts” to resolve the issue with ADB operational departments (mandatory) and the project-level grievance redress mechanism (optional). If you did not attempt resolution, explain why (e.g. for risk of retaliation).
- ☐ **Choice of function:** Indicate whether you prefer dispute resolution (known as problem-solving at the ADB), compliance review or both.
- ☐ **Confidentiality:** Indicate if you require confidentiality due to fear of reprisals or for other reasons. Clearly describe the risks you face and provide reasons for your request.

### Optional:

Including the following can strengthen your complaint:

- ☐ References to specific ADB policies or guidelines that were not followed.
- ☐ Your preferred outcomes or remedy.
- ☐ Additional supporting material: maps, photos, media reports, copies of communications (even if they are unanswered) etc.
- ☐ Your preferred communication method (e.g. email or post).
- ☐ Any concerns about risks of retaliation or security issues.