

# UNDP, SECU and SRM

## Complaint filing checklist

### Required Information:

- ☐ **Format:** Complaints can be submitted in writing via email or the online form available on the UNDP SECU and SRM website. Complaints may be submitted in any language. If not in English, translation support will be arranged.
- ☐ **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 UNDP-supported project, along with any additional details (e.g. sector, company name, or project name). You can find information about projects on the [UNDP 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. Describe how this is connected to the UNDP-supported project. For SECU: your complaint must describe harm that may result from UNDP not following its own Social and Environmental Standards (SES) or other relevant policies. You do not need to cite the policies by name, but your description should explain how UNDP's actions (or failures) may have violated its responsibilities. For SRM: you do not need to reference a policy - just clearly describe your concern and what outcomes you are seeking.
- ☐ **Choice of function:** Indicate whether you are submitting your complaint to SECU, SRM or both. If both, the mechanisms will coordinate their activities but operate independently.
- ☐ **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.
- ☐ **Good faith:** For SRM, add information about past efforts to raise your concerns with project staff, local grievance mechanisms, or UNDP personnel. This is not required for SECU, but can support your case.

### Optional:

Including the following can strengthen your complaint:

- ☐ Your preferred outcomes or remedy, such as specific changes to the project or steps UNDP could take to address the harm.
- ☐ Additional supporting material: maps, photos, media reports, copies of communications with UNDP or project implementers (even if they are unanswered), etc.
- ☐ Your preferred communication method (e.g. email or post).
- ☐ Any concerns about risks of retaliation or security issues.