Annex 1

 GRIEVANCE AND COMPLAINTS FORm

 Admissibility and Eligibility criteria

A complain is admissible if:

* An individual or a group of individuals that believes it is adversely affected by an operation (co)financed by EDFI MC or potentially affected by an operation considered for support by EDFI MC;
* A duly appointed local representative acting on behalf of affected people, insofar the representative clearly identifies the people on whose behalf the complaint is made and provides explicit evidence of legitimacy to present the complaint on their behalf.[[1]](#footnote-1)
* A member of the Board of Directors, an Executive Director, an Authorised Representative or a staff member of a company taking part to an operation financed by EDFI MC (e.g. investee, other co-investors, etc.).

A complaint is eligible if:

* The project which is the subject of the complaint is supported or is being considered for support by EDFI MC;
* At least one component of the project which is the subject of the complaint can be plausibly linked to the alleged adverse effect(s);
* The complaint is lodged by an admissible complainant as defined above;
* The complaint is submitted in good faith and is aligned with the primary purpose of EDFI MC’s Grievance Mechanism. Abuses of the Mechanism include, but are not limited to, the cases in which:

 a) the complaint is submitted for the purpose of unduly obtaining compensation;

 b) the complaint is submitted solely for the purpose of delaying the implementation of the project;

 c) the mechanism is utilized for the purpose of damaging the credit or reputation of any participant to the project;

 d) the complaint is submitted for political purposes unrelated to the project;

 e) the complaint contains material falsehood.

Any complaint which does not meet all eligibility criteria will not lead to further procedures

Is this complaint admissible and eligible? ( please check criteria above)


**Contact details**[[2]](#footnote-2)

Title


First name


Last name


Address


Country


E-mail :

Subject


Your message


**Complaint**

Please specify which company the grievance or complaint relates to

Company Name


Company address


Who is impacted and how?


**Actions already taken**

Overview of actions (e.g. legal, contacts with the company, local authorities) that have already been taken to solve the issue

Actions taken


When you submit a complaint, you agree that you will not publicly disclose information directly relating to the complaints process.

I agree

Bottom of Form

1. Exception: if appropriate representation is not locally available, a non-local representative acting on behalf of affected people is admissible, as long as the representative submitting the complaint contends that appropriate representation is not locally available. [↑](#footnote-ref-1)
2. Your identity will be kept confidential [↑](#footnote-ref-2)