# IKI Independent Complaints Mechanism

# Complaints Form

|  |
| --- |
| **The project** |
| Country: |
|  |
| Location (region/city): |
|  |
| Name/type of IKI project (if known):  *Please name or describe the IKI Project(s) that raises concerns. If you don’t know the Project name, you can include details like the name of the company in charge of the Project, its location, or the activities it is involved in that are affecting you.* |
|  |
| Name of the implementing organisation(s) (if known): |
|  |
|  |
| **What is the best way to contact you?** |
| Your name/e-mail/telephone or other contact where we can reach you: |
|  |
| Which gender do you identify with - male/female/diverse/etc. ?: |
|  |
| *Complainants have a right to confidentiality at any time. For example, if you fear retaliation, the IKI ICM can handle complaints keeping the complainant identity confidential. This means that the IKI ICM will share the concerns raised in your request with IKI staff and maybe implementing organisations, but your name and other details that would identify you will not be shared.* |
| Do you fear risk of retaliation for sharing your concerns with IKI ICM? |
| Yes/no: |
| Do you want us to keep your identity confidential? |
| Yes/no: |
| *Note: If you are a representative, we will require proof that you have been authorised in writing by the complainant to file the complaint. All supporting documentation must be sent via email to IKI ICM at* [*iki-complaints@z-u-g.org*](mailto:iki-complaints@z-u-g.org) *or be uploaded.*  Are you a representative making this complaint on behalf of the complainant(s)?: |
| Yes/no: |
|  |
| **The complaint**  Does your complaint relate to either one or several of the following aspects: |
|  |
| **Social harm** |
| Please describe the harm: |
|  |
| Were the social impacts caused directly by the IKI project? |
|  |
| Please also describe how you, or those you represent, are or may be adversely affected by the project: |
|  |
|  |
| **Environmental harm:**  The CM can entertain complaints of environmental harm that is general as well as personal.  If you are complaining about environmental harm, please describe the harm: |
|  |
| Are you directly affected by the environmental harm described above? |
|  |
| If yes, could you describe how you are affected? |
|  |
|  |
| **Misuse of funds and/or corruption and/or economic crime** |
| Please describe what has happened, when it did occur and by whom: |
|  |
| Has this occurred before? |
|  |
|  |
| **Reprisals/retaliation related to the project or a complaint:** |
| Please describe what has happened to you and by whom: |
|  |
|  |
| **I confirm that the information submitted is truthful to the best of my knowledge:** |
| **yes/no:** |
|  |
| **Additional information (optional):** |
| Have there been other efforts made, or are being planned, to resolve the complaint?  *This may include access to grievance/redress mechanisms of implementing organisation or other dispute resolution processes.* |
| Yes/no/explain: |
| Name of the employee(s) in the implementing organisation with whom the complainant(s) had contact (where applicable): |
|  |
| Additional documents/files: |
|  |
|  |
| **I request that the IKI ICM registers this complaint and initiates its redress process:** |
| **Yes/no:** |