

WHAT DO WE NEED TO INCLUDE IN THE COMPLAINT?

The complaint must be filed in writing, but there is no specific format. The important thing is to include all of the information listed below:

- ☐ Names and contact information for each complainant (email, telephone number, address, and country of residence).
- ☐ Representative's name and contact information, if one has been designated. It is important for the complaint to be accompanied by a written authorization signed by the complainants, in order for that person or persons to represent you.
- ☐ Description and location of the project/operation. Also, if known, it is helpful to add the project name, project number, and name of the institution of the IDB Group that is financing it.

➔ For information about **IDB projects**:

<http://www.iadb.org/es/proyectos>

➔ For information about **MIF projects**: <http://www.fomin.org/en-us/Home/Projects/ProjectDatabase.aspx>

➔ For information about **IIC projects**:

<http://www.iic.org/en/projects>

- ☐ Detailed description of the harm you are suffering or believe you may suffer in the future as a result of the project, and the reasons why you feel the IDB Group is responsible for these harms.
- ☐ If known, you can also cite the Relevant Operational Policies that you believe the IDB Group is failing to comply with.
- ☐ Detailed description of any prior efforts to contact IDB Group staff in order to seek a remedy, and the reply you received. It would be helpful to include a copy of the communications sent and the replies received. If you have not had previous contact with IDB Group personnel, mention that as well.
- ☐ Your complaint should state whether you wish to avail yourself of the Consultation Phase, the Compliance Review Phase, or both. If you are unsure, you may ask MICI for information that will help you make a decision prior to filing the complaint.
- ☐ Finally, it is useful to include any other information you consider pertinent, as well as to tell MICI what outcomes you expect from the process.