

# Sample Complaint Form



European Bank  
for Reconstruction and Development

In order for the PCM to address your complaint,  
you must provide the following information:

1. Name of the Person(s) or Organisation(s) filing the Complaint ("the Complainant").

Nino Saginashvili.....  
.....  
.....

2. Contact information of the Complainant (please include email address and phone number if possible).

Phone: +995.77.224232.....  
e-mail: nsaginashvili@aldagibci.ge; lanitide@yahoo.com.....  
.....

3. Is there a representative making this Complaint on behalf of the Complainant?

Yes ☐ (if yes, please provide the Name and Contact information of the Representative):  
.....  
.....  
.....

Please attach proof that the Representative has been authorised by the Complainant to file the Complaint. For example, this can be in the form of a letter signed by the Complainant giving permission to the Representative to make the Complaint on his behalf.

No ☒

Is proof of authorisation included with the Complaint?

Yes ☐ No ☐

4. Are you requesting that this Complaint be kept **confidential**?

Yes ☐ (if yes, please explain why you are requesting confidentiality)  
.....  
.....  
.....

No ☒

5. Please provide the **name or a description of the EBRD Project** at issue.

Project.Complaint.Mechanism.....  
The New Railroad in Tbilisi (Georgia).....  
.....  
.....

6. Please describe the **harm that has been caused or might be caused by the Project** (please continue on a separate sheet if needed):

My house is located too near to the new railroad that is under construction. The entrance of the tunnel is built exactly in front of my house. I've not been told about this in advance. The building work disturbs us. And I'm sure that the problem will increase soon the railroad will be exploited. It will be impossible to live there, because the all wind-breaks had been cut, the huge mess of ground had been cut also, I'm frightened, that the movement of trains will damage my house.  
Being a mother of five children, I have to say that the burden of the imposed material loss by devaluating my property is quite heavy for my family.....  
.....

Please write on a separate sheet wherever needed.

7. If you are requesting the PCM's help through a **Problem-solving Initiative**, you must have made a genuine effort to contact the EBRD or Project Sponsor regarding the issues in this complaint.

a. Have you **contacted the EBRD** to try to resolve the harm caused or expected to be caused by the Project?

Yes ☒ (If yes, please list when the contact was made, how and with whom):

28.02.2011 to Environment and Social Department by e-mail;

Please also describe any response you may have received.

I will need to discuss with various specialists in our department and the banking department to find out the situation and will get back to you as soon as I have discussed with them. 28.02.2011  
you may be aware that a number of people have this week filed a formal complaint on the project with the EBRD's Project Complaint Mechanism (PCM). This is also an option for you. If you choose to do this you should contact Ms. Aridush Begoyan (pcm@ebrd.com), in which case communication will be with the Complaint Mechanism and not with us. Here is the link to information on the PCM: <http://www.ebrd.com/pages/project/pcm.shtml>. 16.03.2011

No ☐ (please go to question 8)

Is the written record of this contact with the EBRD attached to your complaint?

Yes ☒ (please list)

No ☐ (if not, please arrange for all relevant documents to be delivered to the PCM Officer as soon as possible).

b. Have you **contacted the Project Sponsor** to try to resolve the harm caused or expected to be caused by the Project?

Yes ☐ (if yes, please list when the contact was made, how and with whom)

Please also describe any response you may have received.

No ☒ (please go to question 8)

Is the written record of this contact with the Project Sponsor attached to your complaint?

Yes ☐ (please list)

No ☐ (if not, please arrange for all relevant documents to be delivered to the PCM Officer as soon as possible).

8. If you have not contacted the EBRD and/or Project Sponsor to try to resolve the harm or expected harm, please explain why.

Please write on a separate sheet wherever needed.

Although not required, it would be helpful to the PCM if you could also include the following information:

9. If you believe the EBRD may have failed to comply with its own policies, please describe which EBRD policies.

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.....  
.....

10. Please describe any other complaints you may have made to try to address the issue(s) at question (for example, court cases or complaints to other bodies).

25.01.2011-to The Georgian Railroad (I've requested to send the commission, who'd explore the harm)

-The answer isn't yet

25.01.2011-to The City Hall of Tbilisi (I've requested to send the commission, who'd explore the harm)

The answer: They are not responsible for this situation,

11. Are you seeking a Compliance Review where the PCM would determine whether the EBRD has failed to comply with its Relevant Policies? Yes ☐ No ☐

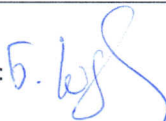
12. Are you seeking a Problem-solving Initiative where the PCM would help you to resolve a dispute or problem with the Project? Yes ☒ No ☐

13. What results do you hope to achieve by submitting this Complaint to the PCM?

either adequate material compensation or additional premise located on the freed area after removing the old railway.

Required:

Signature of Complainant \*:



Or

Signature of Authorised Representative \*:

Date: 16.03.2011.

Please send your Complaint to:

Project Complaint Mechanism

Attn: PCM Officer

European Bank for Reconstruction and Development

One Exchange Square

London EC2A 2JN

Fax: +44 20 7338 7633

E-mail: [pcm@ebrd.com](mailto:pcm@ebrd.com)

Alternatively, a Complaint may be delivered by post or hand, at any one of the EBRD's Resident Offices, indicating that it is for transmission to the PCM.

\* Note: If you submit your complaint through email, you must submit:

- an electronic scan of your signature; or alternatively,
- if emailed without a scan, you may send the PCM a signed version of the complaint through post, fax, or hand delivery at the same time as sending your email.

Please write on a separate sheet wherever needed.