

# Complaint Form

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



Project  
Complaint  
Mechanism

## Step 1: Details of the Complaint

<p>1. Name of the Person(s) or Organisation(s) filing the Complaint ("the Complainant").</p> <p>Crude Accountability, [REDACTED] (civil society representative, Azerbaijan), Public Association for Assistance to Free Economy (PAAFE)</p> <p>.....</p>
<p>2. Contact information of the Complainant (Please include address and, if possible, phone number and email address).</p> <p>Crude Accountability</p> <p>Public Association for Assistance to Free Economy (PAAFE)</p> <p>.....</p>
<p>3. Is there a representative making this Complaint on behalf of the Complainant?</p> <p>Yes <input type="checkbox"/> (if yes, please provide the Name and Contact information of the Representative):</p> <p>.....</p> <p>.....</p> <p>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.</p> <p>No <input checked="" type="checkbox"/></p>
<p>Is proof of authorisation included with the Complaint?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>4. Are you requesting that this Complaint be kept <b>confidential</b>?</p> <p>Yes <input type="checkbox"/> (if yes, please explain why you are requesting confidentiality)</p> <p>No xxx <input type="checkbox"/></p>
<p>5. Please provide the name or a description of the EBRD Project at issue.</p> <h1>Lukoil Shah Deniz Stage II</h1> <p>Project number: 46766</p> <p>.....</p>

Please write on a separate sheet wherever needed.

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

...Lack of adequate consultation with local communities, lack of access to information and redress for local communities, lack of compensation for local residents' property damage arising from project-related accidents ( gas pipeline explosion), lack of necessary soil, air and water quality monitoring, inability to grow fruits and vegetables in the impacted villages due to contamination of the soil. ....

**Step 2: Problem-solving Initiative**

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 (Client) 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): X*

Please See Annex A for documentation of good faith engagement with the staff

*Please also describe any response you may have received.*

**No**  *(please go to question 8)*

Please provide a record of this contact with the EBRD, as instructed at the end of this form.

b. Have you **contacted the Project Sponsor** (Client) 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)X*

Please provide a record of this contact with the Project Sponsor (Client), as instructed at the end of this form.

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

We have been in contact with the EBRD staff. Local affected communities have not had access to client for redress.

### Step 3: Additional information

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

<p>9. If you believe the EBRD may have failed to comply with its own policies, please describe which EBRD policies. ...EBRD Social and Environmental Policy, EBRD Public Information Policy, EBRD Performance Requirements 1, 2, 3, 4, 6, 10..... ..... ..... ..... ..... .....</p>
<p>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). ..... ..... ..... ..... ..... .....</p>
<p>11. Are you seeking a Compliance Review where the PCM would determine whether the EBRD has failed to comply with a Relevant EBRD Policy in respect of an approved Project? <b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/></p>
<p>12. Are you seeking a Problem-solving Initiative which has the objective of restoring a dialogue between you and the Project Sponsor (Client) to resolve the issue(s) underlying your Complaint without attributing blame or fault? <b>Yes</b> <input type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/></p>
<p>13. What results do you hope to achieve by submitting this Complaint to the PCM?  It is our hope that the Client conducts adequate consultations and provides access to information to the local communities, conducts soil, air and water quality monitoring and if contamination is evident, corrects it for the four affected communities, provides training and jobs to residents in impacted communities, compensated for damage to property done by the gas pipeline explosion in 2016. ..... .....</p>
<p><b>Date:</b></p>

### Supporting documents

If possible, please provide the following supporting documents by email to [pcm@ebrd.com](mailto:pcm@ebrd.com):

- 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.
- A written record of your correspondence with the EBRD in regards to this problem (these may be letters, emails or other form of correspondence and communication).
- A written record of your correspondence with the Project Sponsor (Client) in regards to this problem (these may be letters, emails or other form of correspondence and communication).

*Please write on a separate sheet wherever needed.*

Please send your Complaint by fax, post, or email 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 Resident Offices](#) in the countries of operations. Please mark these "For the attention of the Project Complaint Mechanism Officer". , indicating that it is for transmission to the PCM. Complaints may be sent using the Complaint [online form](#), available at: [http://www.ebrd.com/eform/pcm/complaint\\_form](http://www.ebrd.com/eform/pcm/complaint_form)