

# 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>████████████████████.....</p> <p>.....</p> <p>.....</p>
<p>2. Contact information of the Complainant (Please include address and, if possible, phone number and email address).</p> <p>████████████████████</p>
<p>3. Is there a representative making this Complaint on behalf of the Complainant?</p> <p><b>Yes</b> <input checked="" type="checkbox"/> (if yes, please provide the Name and Contact information of the Representative):</p> <p>████████████████████</p> <p><i>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.</i></p>
<p>Is proof of authorisation included with the Complaint?</p> <p><b>Yes</b> <input checked="" type="checkbox"/></p>
<p>4. Are you requesting that this Complaint be kept <b>confidential</b>?</p> <p><b>Yes</b> <input checked="" type="checkbox"/> (if yes, please explain why you are requesting confidentiality)</p> <p>Given the highly repressive political situation in Azerbaijan, the security of the Complainant may be compromised. We ask PCM and EBRD to exercise utmost confidentiality, care and sensitivity when dealing with this complaint.</p> <p>.....</p> <p>.....</p>
<p><b>5. Please provide the name or a description of the EBRD Project at issue.</b></p> <p>Lukoil Shah Deniz Stage II</p> <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 potential contamination of the soil, lack of adequate sewage systems, roads and job opportunities at the Shah Deniz expansion project.

## 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):*

..... has been involved in good faith engagement with EBRD staff, documentation of which can be found in Annex A.

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

.....See Annex A

**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)*

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.

The Complainant does not have access to the staff at the Project Sponsor that would be able to influence the resolution of the grievance.

### Step 3: Additional information

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.

EBRD Social and Environmental Policy, EBRD Public Information Policy, EBRD Performance Requirements 1, 2, 3, 4, 6,

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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).

We did not make any complaint to other bodies. We did not know where to go and ask for help or talk about our problems.

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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? **No X**

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? **Yes X**

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

It is our hope that Lukoil and British Petroleum inform us of all the impacts that are supposed to arise from the project, and address our concerns, and grievances. We would like for the Company to conduct regular air and water testing in our villages. If contamination is evident, to correct it in our villages and to compensate accordingly. Further, we hope to see benefits from this project coming to the impacted communities, including providing training and jobs, roads and upgrades of the sewage system (currently open sewage) and conditions of the schools.

**Date: 25.01.2018**

### 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 send your Complaint by fax, post, or email to:

**Project Complaint Mechanism  
Attn: PCM Officer**

*Please write on a separate sheet wherever needed.*

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)