

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><i>We are addressing you as a citizens and residents of Milana Preloga Street no. 23, 25 and 27, Sarajevo, Bosnia and Herzegovina.</i></p> <p>.....</p>
<p>2. Contact information of the Complainant (Please include address and, if possible, phone number and email address).</p> <p><i>Our contact details you can find in previously sent documents to EBRD Sarajevo office (that we are also sending enclosed in the same email as this Complaint). Also you can contact us on [REDACTED]</i></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><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>No <input type="checkbox"/></p>
<p>Is proof of authorisation included with the Complaint?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>4. Are you requesting that this Complaint be kept confidential?</p> <p>Yes <input type="checkbox"/> (if yes, please explain why you are requesting confidentiality)</p> <p>.....</p> <p>.....</p> <p>No <input type="checkbox"/></p>
<p>5. Please provide the name or a description of the EBRD Project at issue.</p> <p><i>In Bosnian - Izgradnja I rekonstrukcija ceste - Južna longitudinala 2. dionica (Sarajevo, Bosnia and Herzegovina). Translation - Construction and reconstruction of the road - Southern longitude, 2nd part.</i></p> <p>.....</p>
<p>6. Please describe the harm that has been caused or might be caused by the Project (please continue on a separate sheet if needed):</p> <p><i>- The planned deadline for the completion of the work was September 2017. and the works have not yet been completed. For this reason, it is an extra prolonged time in which we live in extremely bad conditions of dust, noise and vibration.</i></p> <ul style="list-style-type: none"><i>- During the execution of the works the contractor destroyed the access to the parking lot, the waste disposal site and the park area around our facility and still does not undertake anything to change the condition.</i><i>- There is still no built-in security fence near the road although traffic has been released. The road passes only a few meters from our facility and at the level of the flats located on the ground floor. The absence of a protective fence can jeopardize the flats and tenants that are located there because they may be directly affected by some traffic accidents.</i><i>- There is no sound barrier built even though it is a four-way roadblock and the traffic takes place at the level of individual flats in our facility.</i><i>- Adequate day and night rest of tenants have been completely prevented for a very long period because of all these</i>

Please write on a separate sheet wherever needed.

omissions.

- In addition to the above mentioned issues, the fact is that the contractor has completely destroyed the park's surface and did not take any measures to bring them into an acceptable state.

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):

We have repeatedly sent letters to the EBRD office in Sarajevo, in written and electronically. The documents were sent on September 28, 2017, October 27, 2017 and March 29, 2018. To EBRD Sarajevo office and [REDACTED]. So far, from your office we have not been contacted directly once. They did not try to get in touch with us and hear our explanations of the problem and we did not get any direct assistance from them. We are sending you in addition of this email other documents that was earlier sent to EBRD office in Sarajevo.

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)

We contacted the Cantonal Road Directorate several times, but we never received any direct response nor did they take any action on our queries. Meanwhile (a few months ago), the director of Road Directorate was arrested under corruption charges due to misuse of position in the construction of various roads.

Please also describe any response you may have received.

We received only a few general responses from local authorities that did not have the effect of improving the situation in the field and improving the quality of life of us and our children.

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.

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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. We believe that EBRD

We believe that your policies require you to respond to inquiries from citizens whose quality of life is endangered by prolonged work. We also believe that your policies require you to influence the contractor to bring space into a usable state and make all the necessary adaptations of the environment that are devastated by their actions. So far, we have not been contacted from EBRD office in Sarajevo in any way. The contractor did not return the devastated space to an adequate condition that we also believe is against your rules.

Although in our country we often have an instance of deviation from norms in the realization of certain projects, we hope that your rules will not allow such a thing to happen in this case as well. We are aware of the realities of developing or undeveloped countries, but we are also educated and civilized enough to see our rights in this case are jeopardized and how the quality of our lives is impaired. Please do not allow a deviation from the regulations applied in the areas of construction. We expect to EBRD influence the implementation of this project as it would have been done in developed countries.

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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 have addressed the cantonal and municipal institutions, the Cantonal Road Directorate, the Cantonal Government, Department for Planning the Development of Canton Sarajevo, the Inspectorate Office for Inspection Affairs, the mayor's office of the City of Sarajevo, the Mayors of the Municipalities, the Municipal Inspection Services, the City Council, the Office of Ombudsman...

All conversations have not yielded any results to the performer changing the inadequate mode of action.

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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? Yes No

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 No

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

With this address we hope to achieve the following:

- get understanding from the EBRD that because of the prolonged working time and inadequate access to the contractor, all tenants of our housing (30 families) live in extremely bad conditions of noise, dust and vibration.*
 - most of all, we expect the EBRD to proactively involve in solving this issue and to influence contractors to complete the remediation of space around our facility that is devastated by their actions. This means:*
 - arranging the access to the parking lot (very long time in the parking lot we enter through a temporary detour that was made on a green surface)*
 - arranging a place for the disposal of waste disposal containers which is currently unusable (and for a very long period) because it is destroyed by the performer's activity*
 - construction of a protective mechanical fence next to the newly built road*
 - the installation of an adequate sound barrier between our facility and the newly built road*
 - revitalization of parkland areas around the building, which are completely devastated by the performers' actions*
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Thanks in advance!

Citizens and residents of Milana Preloga no 23, 25 & 27 Street, Sarajevo, Bosnia & Herzegovina.

Date:
April 25th, 2018.

Please write on a separate sheet wherever needed.

Supporting documents

If possible, please provide the following supporting documents by email to 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
European Bank for Reconstruction and
Development
One Exchange Square
London EC2A 2JN
Fax: +44 20 7338 7633
E-mail: 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