



## What can you make a complaint about?

- ▶ Any type of Bank-financed project, including loans, equity investments, guarantees or technical assistance.
- ▶ Only issues related to environmental and social aspects or disclosure of information regarding projects – issues covered by the EBRD's Environmental and Social Policy and the Public Information Policy ('Project-related information' only).
- ▶ PCM does not review allegations of fraud or issues related to procurement – such complaints will be forwarded to other relevant departments in the Bank.
- ▶ PCM does not review complaints which are: filed fraudulently or for a frivolous or malicious purpose; aim to seek competitive advantage; relate to obligations of a third party, not the EBRD or a client; relate to Article 1 of the Agreement Establishing the EBRD, the Portfolio Ratio Policy or any other specified policy; or question whether EBRD policies are adequate or suitable.
- ▶ PCM will also not review a complaint if it raises issues which had already been successfully processed in the past by the PCM, its predecessor Independent Recourse Mechanism (IRM) or, if you are requesting a Problem-solving Initiative, by a co-financing institution.

## Checklist on filing a complaint

- ▶ Submit your complaint in any language.
- ▶ Submit the complaint yourself, or using an authorised representative.
- ▶ Provide your name and contact information or provide the name and contact information of your authorised representative and evidence that she or he has the authority to represent you.
- ▶ If you want the PCM to treat your complaint confidentially, clearly state this and provide a reason.
- ▶ Provide the name or a description of the EBRD project that you are complaining about.
- ▶ Describe the harm, or potential harm, which the project has caused, or is likely to cause.
- ▶ Describe the efforts you made to resolve the problem with Bank staff and other relevant parties and provide copies of correspondence; or explain why you could not make such efforts.
- ▶ If possible, specify which policy you think the Bank has not followed and why and how you would like the problem to be resolved.

## What is the Project Complaint Mechanism?

The EBRD has established the Project Complain Mechanism (PCM) as part of its commitment to the transparency and accountability of its operations.

If you believe that a project financed by the Bank has caused or is likely to cause harm, you may file a complaint to the PCM. The PCM may be able to help you in two ways:

### Problem-solving Initiative

Through problem-solving the PCM helps communities, Bank staff and companies talk about the social and environmental issues giving rise to the complaint, and finds workable solutions together.

### Compliance Review

The PCM may investigate whether the EBRD has failed to comply with its environmental and social and/or the public information policies in relation to an approved project of the Bank, and if the review concludes with a finding of non-compliance, propose recommendations to correct this in the project or at the level of the EBRD's procedures.

You may ask for both functions (the Problem-solving Initiative and/or the Compliance Review) and the PCM will consider your request when making a decision on which (or both) of the PCM functions would be most suitable for addressing the concerns you raised.

## Who can make a complaint?

### Problem-solving Initiative

Any person located in or near a project area, or who has an economic, social or cultural interest in a project area.

## When to submit a complaint?

### Problem-solving Initiative

**After** the EBRD has clearly shown that it is interested in financing the project

**Not later than 12 months** after the last disbursement of EBRD funds, or in the case of equity funding, where the Bank has not sold or exited from its investment.

### Compliance Review

Any person or organisation.

### Compliance Review

**After** the EBRD has approved the project

**Not later than 24 months** after the date on which the Bank ceased to participate in the project.

## Before filing a complaint

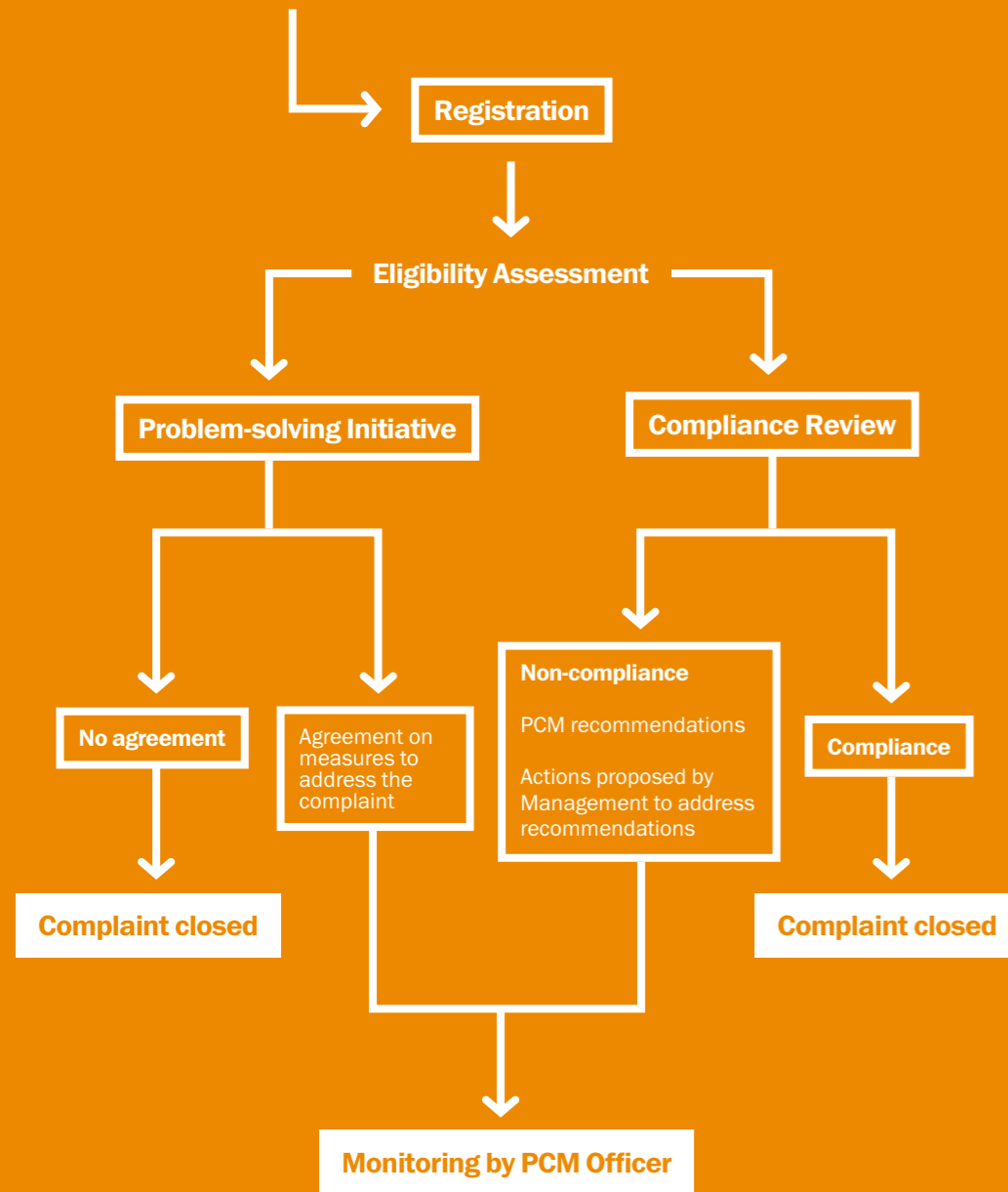
PCM is your last resort to bring a complaint to the attention of the Bank. If possible, you should attempt to resolve the issues of concern with the client and Bank's staff before filing a PCM complaint. We recognise that in some situations this may not be possible - if this is the case, please explain why.

If you have any questions about the PCM process, please contact the PCM Officer.



Use the sample complaint form for easy reference – it is available online, in the online PCM User Guide, from the EBRD's London Headquarters or from any of the Bank's Resident Offices in the countries of operations.

# What happens after your complaint is received?



## Where to send your complaint

Your local EBRD Resident Office – please mark it for the attention of the PCM Officer so it can be forwarded to the EBRD’s Headquarters in London.

Send it directly to the PCM Officer via the online form, by email, post or fax.

### EBRD Headquarters

#### Project Complaint Mechanism Officer

European Bank for Reconstruction and Development  
One Exchange Square London EC2A 2JN United Kingdom  
Tel: +44 20 7338 7813  
Fax: +44 20 7338 7633  
Email: [pcm@ebrd.com](mailto:pcm@ebrd.com)  
[www.ebrd.com/pages/project/pcm](http://www.ebrd.com/pages/project/pcm)

### Resident Offices

We have local offices in most countries in which the Bank operates. You can contact EBRD Headquarters to get the address of your local office.

You can also get this information from our website at [www.ebrd.com/pages/about/contacts/regional](http://www.ebrd.com/pages/about/contacts/regional)

## Related publications

#### Project Complaint Mechanism User Guide:

[www.ebrd.com/pages/research/publications/guides/pcm](http://www.ebrd.com/pages/research/publications/guides/pcm)

#### EBRD Environmental and Social Policy

[www.ebrd.com/pages/research/publications/policies](http://www.ebrd.com/pages/research/publications/policies)

#### EBRD Public Information Policy

[www.ebrd.com/pages/research/publications/policies](http://www.ebrd.com/pages/research/publications/policies)

Copies of publications can be obtained from all EBRD offices. Alternatively, send your request to the Publications Desk.

Tel: + 44 20 7338 7553  
Fax: + 44 20 7338 6102  
Email: [pubsdesk@ebrd.com](mailto:pubsdesk@ebrd.com)

[www.ebrd.com](http://www.ebrd.com)



European Bank  
for Reconstruction and Development

# Project Complaint Mechanism

Addressing concerns about EBRD-financed projects

