

# Complaint Form



**European Bank**  
for Reconstruction and Development

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

<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 email address and phone number if possible).</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>3. Is there a representative making this Complaint on behalf of the Complainant?</p> <p><b>Yes</b> <input type="checkbox"/> (if yes, please provide the Name and Contact information of the Representative):</p> <p>.....</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><b>No</b> <input type="checkbox"/></p>
<p>Is proof of authorisation included with the Complaint?</p> <p><b>Yes</b> <input type="checkbox"/>    <b>No</b> <input type="checkbox"/></p>
<p>4. Are you requesting that this Complaint be kept <b>confidential</b>?</p> <p><b>Yes</b> <input type="checkbox"/> (if yes, please explain why you are requesting confidentiality)</p> <p>.....</p> <p>.....</p> <p>.....</p> <p><b>No</b> <input type="checkbox"/></p>
<p>5. Please provide the <b>name or a description of the EBRD Project</b> at issue.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>6. Please describe the <b>harm that has been caused or might be caused</b> by the Project (please continue on a separate sheet if needed):</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

*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):

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.....

Please also describe any response you may have received.

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

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

**Yes**  (please list)

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.....  
.....

**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)

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Please also describe any response you may have received.

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

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

**Yes**  (please list)

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.....  
.....

**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.

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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).

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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?

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Date:

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.