SPC Social and Environmental Responsibility Grievance Mechanism - Complaint Form

To: SPC (designate responsible Division or refer to headquarters),
- by post;
- by email to:

1. We [insert name(s) and/or name of the institution] live and/or represent others who live in the project area [insert name of area, country].

2. The following project [insert name or description of project] implemented by SPC and [insert name of executing agency if known] is a cause for concern:

3. Description of the harm that is, or may be resulting from project activities:

4. Indicate the environmental and/or social safeguards of the SER Policy or related procedures you believe have been infringed and explain why they have not been complied with:

5. List the actions taken to solve the issue(s), including previous contacts with SPC and/or executing agency staff, describe explanations given and (if any) actions proposed, and why these are not considered satisfactory:

6. We request SPC to investigate these matters as part of its commitment to serve the Pacific Islands Community.

7. Signatures: ____________________________________________

8. Date: ________________

9. Contact address(es), telephone number(s), fax number(s) and email address(es):
   __________________________________________________________
   __________________________________________________________

10. List of supporting documents and attachments, as appropriate.

Important note: if the complaint is filled by a representative, please provide proof of representation.