

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.