

# Grievance and Complaints Form

## Admissibility and Eligibility Criteria

### A complaint is admissible if lodged by:

1. An individual or a group of individuals that believes it is **adversely affected** by a project (co)financed or carried out by Alterfin SC or **potentially affected** by a project considered by Alterfin SC;
2. A duly appointed local representative acting on behalf of affected people, insofar as the representative **identifies the people on whose behalf the complaint is made** and **provides explicit evidence of legitimacy** to present it on their behalf<sup>1</sup>; or
3. A member of the board of directors, an executive director, an authorised representative, or a company staff member participating in a project (co)financed or carried out by Alterfin SC (e.g., investee, other co-investors, etc.).

### A complaint is eligible if:

1. The subject of the complaint is a project (co)financed or carried out by Alterfin SC;
2. At least one component of the project which is the subject of the complaint can be plausibly linked to the alleged adverse effect(s);
3. The complaint is lodged by an admissible complainant as defined above;
4. The complaint is submitted in good faith and without any abuse. Abuses include, but are not limited to, the cases in which:
  - a) the complaint is submitted to obtain compensation unduly;
  - b) the complaint is submitted solely to delay the implementation of the project;
  - c) the complaint is utilized to damage the credit or reputation of any participant in the project;
  - d) the complaint is submitted for political purposes unrelated to the project;
  - e) the complaint contains material falsehood.

Complaints not meeting all admissibility and eligibility criteria  
will not lead to further procedures.

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<sup>1</sup> Exception: if appropriate representation is not locally available, a non-local representative acting on behalf of affected people is admissible as long as the representative submitting the complaint contends that proper representation is not locally available.



## The grievance and complaints form

### Contact details

Title

First Name

Last Name

Address

Country

E-Mail

### Subject

### Your message

### Complaint

Please specify which company or individual the grievance or complaint relates to

Name

Address

Who is impacted and how?



## **Actions already taken**

Overview of actions (e.g., legal, contacts with the company, local authorities) that have already been taken to solve the issue

## **Actions taken**

**When you submit a complaint, you agree not to disclose publicly any information related to the complaint process.**

☐ **I agree**

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Signature and date