

Annex VII: Suggested Form for Complaint to IUCN's PCMS

To: IUCN Head of Oversight, IUCN Headquarters, Rue Mauverney 28, 1196 Gland, Switzerland

- by post;
- by email to projectcomplaints@iucn.org;
- by fax to +41 22 999 00 02 (indicating IUCN Head of Oversight as addressee); or
- by telephone to + 41 22 999 02 59.

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 project or name of area, country*].

2. The following project [*insert description of project*] implemented by IUCN and [*insert name of executing agency*] is a cause for concern as a result of the following failures or omissions:

3. Description of the harm that is, or may be resulting from failures or omissions by IUCN and/or the executing agency:

4. List (if known) the relevant IUCN ESMS principles, standards or procedures you believe have not been followed:

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

6. We request IUCN to investigate these matters according to the IUCN Project Complaints Management System.

7. Signatures: _____ Date: _____

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

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

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