Suggested Format for Complaint

To: The IUCN Head of Oversight, IUCN Headquarters, Rue Mauverney 28, CH-1196 Gland, Switzerland (by post or by fax at: + 41 22 999 00 02), and/or
To: ProjectComplaints@iucn.org.

1. We (insert name(s) and name(s) of institutions) 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 (name of executing agency) is a cause for concerns as a result of failures or omissions (insert which ones):
   ____________________________________________
   ____________________________________________
   ____________________________________________

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 policies 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: _______________

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.