

Responding to E&S Complaints

Responding to environmental and social (E&S) complaints raised by external stakeholders is critical to achieve positive E&S outcomes and to demonstrate IFC's commitment to accountability. IFC has established an institutional-level grievance mechanism to facilitate responsiveness to E&S complaints. When receiving an E&S complaint, IFC engages with complainants and works with clients to find solutions to E&S concerns as quickly and efficiently as possible.

Submitting an E&S Complaint to IFC

Individuals, or representatives they authorize, can submit E&S complaints directly to IFC if they believe an IFC project has or is likely to have adverse effects on them, their community, or their environment.

Complaints must be in writing, and can be submitted in any language. They can be submitted online via the E&S Direct Complaints Form or by email to EScomplaints@ifc.org.

Complaint Information

Complaints should include:

- Location and name and/or project ID of the IFC project.
- Description of the project's adverse E&S impacts.
- Name of individual(s) submitting the complaint.
If the complaint is submitted by a representative of the individual(s) affected by the project, written proof of representative authority will be required.
- Supporting evidence is not necessary but may be helpful in reviewing and resolving the complaint. The complainant(s) may also include suggestions on how they believe the complaint could be resolved.

Confidentiality

All complaints will be treated as confidential. IFC will not share complainant information without consent. Personal data shared through the complaints will be treated in accordance with the Direct Complaints Privacy Notice.

Complaint Eligibility

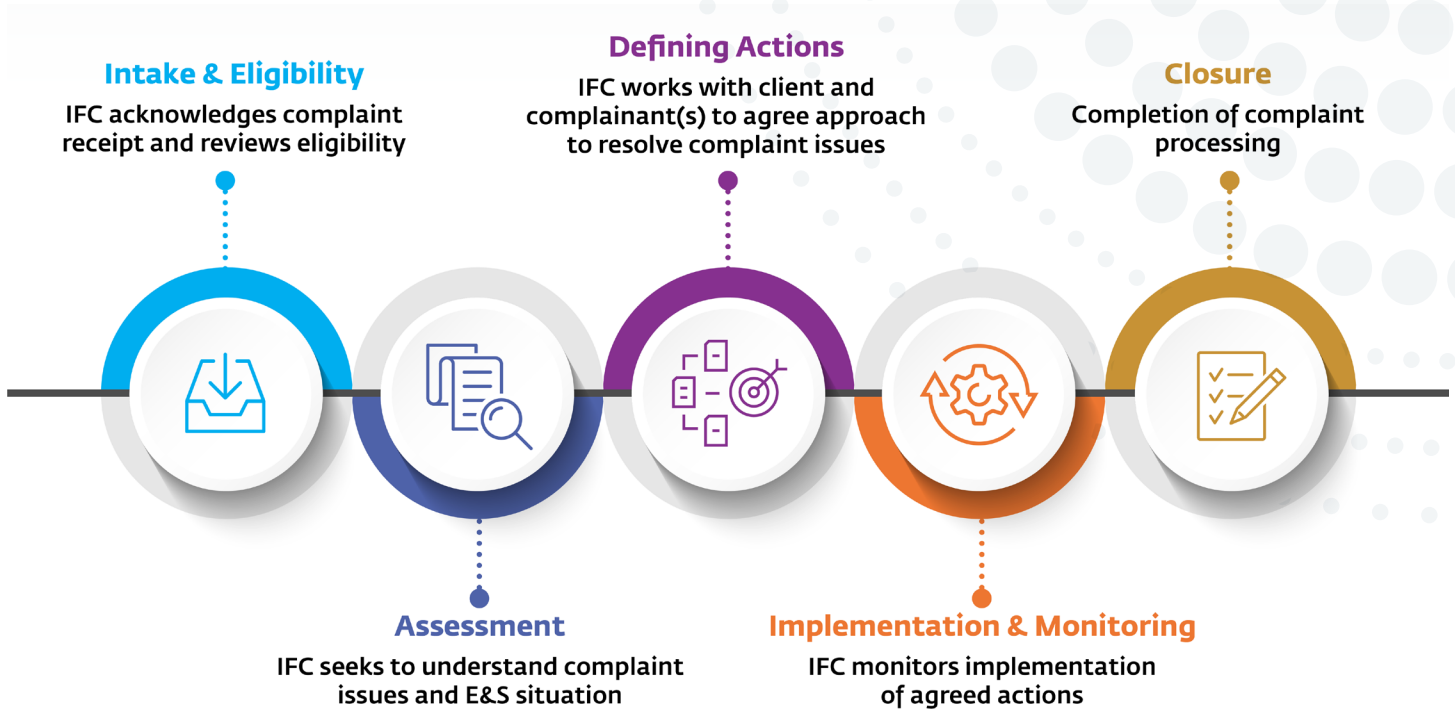
An E&S complaint must meet all of the following criteria to be eligible for processing by IFC:

- The complaint relates to an IFC project that is active or under consideration.
- The complaint is submitted by individual(s) affected by an IFC project, or by their authorized representatives.
- The complainants allege that they have been or will be affected by an E&S risk or impact of the project.

Please see the FAQs for a description of ineligible complaints. Ineligible complaints are referred to other World Bank Group teams if applicable.

IFC Complaint Resolution Process

IFC receives, reviews, manages, and responds to E&S complaints through a defined process, from intake to closure, with a focus on problem-solving and working with clients to resolve complainant issues. IFC consults with and updates the complainant(s) regularly throughout the process.



Accountability Mechanisms

Stakeholders have access to several avenues to address E&S complaints related to IFC projects.

Project-Level Grievance Mechanisms

Clients are responsible for establishing a project-level grievance mechanism (GM) to receive and facilitate resolution of grievances about E&S performance. Submitting a complaint to a project-level GM does not preclude IFC from processing a complaint.

Institutional-Level Grievance Mechanism

IFC has an institutional-level grievance mechanism to provide stakeholders with an avenue to submit E&S complaints directly to IFC. IFC engages with complainants and with clients, and works to facilitate complaint resolution.

Independent Accountability Mechanism

The Compliance Advisor Ombudsman (CAO) is IFC's independent accountability mechanism, established to address complaints related to IFC projects and to enhance E&S outcomes of these projects. Submitting a complaint to IFC does not restrict access to CAO.

For More Information

Environmental and Social Complaints | EScomplaints@ifc.org