

E&S Complaints submitted to IFC: FAQs

Why submit an environmental and social (E&S) complaint to IFC?

Submitting an E&S complaint helps stakeholders engage directly with IFC if they believe a project has or will have adverse effects on them, their community, or their environment. Submitting a complaint helps IFC facilitate resolution of E&S concerns with its clients as quickly and efficiently as possible.

What is the process to submit a complaint?

Complaints can be submitted by:

- Completing and submitting the E&S Direct Complaints Form or
- Emailing EScomplaints@ifc.org.

Complaints must include the following information:

- Location and name and/or [project ID](#) of the IFC project and/or client that is the subject of the complaint.
- Reason for the complaint and project's adverse E&S impact(s) on the complainant(s).
- Name(s) of the individual(s) submitting the complaint.
- If the complaint is submitted by a representative of the individual(s) affected by the project, written proof of authority of the representative will be required.

Who can submit a complaint to IFC?

Individual(s), or representatives they authorize, who believe they have or will be negatively impacted by an IFC-financed project.

Is it possible to submit an anonymous E&S complaint?

Anonymous complaints are not eligible because it is necessary to actively communicate with complainants to help address their concerns. IFC will not share complainant information without consent.

What is IFC's Confidentiality Policy?

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](#).

What languages can be used to submit an E&S complaint?

Complainants can submit an E&S complaint in any language.

What are the eligibility criteria for E&S complaints?

An E&S complaint must meet all of the following conditions:

- 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 representative(s).
- The complainant(s) allege that they have been or will be affected by an E&S risk or impact of the project.

What types of complaints are NOT eligible?

Complaints that do not meet all three of the criteria above will not be considered eligible. In addition, complaints are not eligible if they relate to any of the following:

- World Bank and/or MIGA projects (visit [Grievance Redress Service \(GRS\)](#) for World Bank projects)
- Internal World Bank Group human resources or procurement issues
- Fraud or corruption (visit [Integrity Vice Presidency \(INT\)](#))
- Complaints on closed projects
- Anonymous complaints

- Employment-related complaints pertaining to only a single worker
- Complaints already processed by IFC unless there are new facts or circumstances to revisit the complaint.
- Systemic issues or broader allegations and/or reports (i.e., sector-wide, country-wide, etc.)
- Complaints regarding impacts on global public goods, such as climate change.
- Complaints that are clearly frivolous, malicious, or generated to gain competitive advantage.

What is the relationship to CAO?

The [Compliance Advisor Ombudsman](#) (CAO) is IFC's independent accountability mechanism. Lodging a complaint directly with IFC does not, at any time, restrict access to CAO. If the same complaint is submitted to and accepted as eligible by CAO, IFC will defer to CAO for complaint processing.

What is the relationship to the project's grievance mechanism?

Project-level grievance mechanisms remain the primary tool to raise and address project-related grievances. IFC can help to resolve E&S issues that cannot be resolved at the project level or where there is no project-level grievance mechanism.

Is it possible to request information about an IFC project?

For information regarding IFC projects, please visit IFC [project disclosure](#). It is also possible to submit an inquiry [here](#) for project-related information available under the [Access to Information Policy](#).