



ICLEI Complaint Mechanism (ICM) FEEDBACK FORM

Please fill in the following template and send to safe.complaints@iclei.org to submit your feedback.

Feedback type

What is the nature of your submission?

- Comment or suggested improvement, e.g. recommendation, constructive criticism
- Objection, e.g. voicing disapproval, dissatisfied opinion, disagreement with decisions made
- Grievance, e.g. denounce incorrect, unlawful or wrongful practices, abuse of power, harassment or damaging actions

Contact & Response

Anonymous submissions are possible and your grievance will still be processed, however if you wish to receive a direct response please fill the applicable contact information below:

Name:
Email:
Telephone:
Other - Fax or Address:

- I wish to receive a direct response but do not want my name shared in the grievance resolution process
 - I wish to receive a direct response and have no issues with being identified by name in the grievance process
- 📁 Complainants have a right to confidentiality at any time. For example, if you fear retaliation, the ICM can handle complaints keeping the complainant identity confidential. This means that the ICM will share the concerns raised in your request with relevant ICLEI staff and implementing organisations, but your name and other details that would identify you will not be shared.*

What association to the feedback subject matter do you have?

- Resident in the project area
- Witness, passer-by/pedestrian
- Business owner in the project area
- ICLEI staff
- Project implementing partner staff or consultant
- Other. If so, what?

Type of submission

Anonymous submissions are possible and your grievance will still be processed, however if you wish to receive a direct response please fill the applicable contact information below:

ICLEI World Secretariat

Kaiser-Friedrich-Str. 7
53113 Bonn, Germany
Phone: +49-228/976 299-00
Email: iclei@iclei.org
Web: www.iclei.org
Registration No. VR 8929

ICLEI – Local Governments for Sustainability is a global network of more than 2,500 local and regional governments committed to sustainable urban development.

ICLEI Africa

Unit 1, 2nd Floor, South Tower Sable Park, 14 Bridge Boulevard Century City, Cape Town, South Africa
Phone: +27 21 202 0381
Email: iclei-africa@iclei.org
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ICLEI Canada

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ICLEI Europe

Leopoldring 3
79098 Freiburg, Germany
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Web : www.iclei-europe.org

ICLEI Mexico, Central America, Caribbean

Eje Central Lazaro Cardenas 13 Building Miguel Abed, Floor 5 Of. 506 and 507, Col. Centro, CP 06050 Del. Cuauhtemoc, Mexico City, Mexico
Phone: +52 55 5345 3000 xt 5622 and 5623
Email: iclei-mecs@iclei.org
Web: www.iclei.org.mx



The activity, process or project for feedback subject matter

Country:

Location (region/city):

Name/type of ICLEI project/activity/process (if known):

Please name or describe the ICLEI project/activity that raises concerns. If you don't know the name, you can include details like the name of the company in charge of the project, its location, or the activities it is involved in that are affecting you.

Name of the implementing organisation(s) (if known):

Categories of complaints

Does your complaint relate to one or several of the following categories:

Recommendation

Please describe the suggested improvement/change to the project/activity?

Disapproval

Please describe the objection to the ICLEI project/activity?

Social harm

Please describe the harm:

Were the social impacts caused directly by the ICLEI project/activity?

Please also describe how you, or those you represent, are or may be adversely affected by the project/activity:

Date(s) of relevant incident(s):

Environmental harm:

The ICM can entertain complaints of environmental harm that are general as well as personal. If you are complaining about environmental harm, please describe the harm:

Are you directly affected by the environmental harm described above?

If yes, could you describe how you are affected?

Date(s) of relevant incident(s):

ICLEI Oceania

18/225 Bourke St, Melbourne VIC 3000, Australia

Phone: +61 3 9639 8688

Email: oceania@iclei.org

Web: www.icleioceania.org

ICLEI South America

Rua Marquês de Itu 70, 14º andar. São Paulo, SP, Brasil

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Phone: +55-11 / 5084-3079

Email: iclei-sams@iclei.org

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Phone: +63-2/426-0851; 4265921 to 23

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ICLEI United States

536 Wynkoop St.

Suite 901 Denver,

Colorado, USA 80202

Phone: +1 510 844-0699x309

Email: iclei-usa@iclei.org

Web: www.icleiusa.org



Misuse of funds and/or corruption and/or economic crime

Please describe what has happened, when it occurred and by whom:

Has this occurred before or since?

Date(s) of relevant incident(s):

Misconduct, abuse of power, code of conduct breach or harassment

Please describe what has happened, when it occurred and by whom:

Has this occurred before or since?

Date(s) of relevant incident(s):

Mismanagement of procedure, staff, resources, deadlines

Please describe what has happened, when it occurred and by whom:

Has this occurred before or has it continued?

Date(s) of relevant incident(s):

Additional context with relevant extenuating circumstances:

Reprisals/retaliation related to the project or a complaint:

Do you fear risk of retaliation for sharing your concerns?

Yes No

Have you experienced intimidation/retaliation for trying to complain?

Yes No

If so, please describe what has happened to you and by whom:

Have there been other efforts to resolve the complaint unsuccessfully?

This may include access to grievance/redress mechanisms of implementing organisation or other dispute resolution processes.

Yes No

Contact that processed the complaint (i.e. name, email, department):

Additional documents/files:

Do you have a resolution you would like to see result from this complaint process?

Yes No

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Phone: +52 55 5345 3000 xt 5622 and 5623
Email: iclei-mecs@iclei.org
Web: www.iclei.org.mx

I confirm that the information submitted is truthful to the best of my knowledge: Yes No

I request that the ICM registers this complaint and initiates its redress process: Yes No

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3000, Australia

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