**Complaint Form**

***CAPM4ASB Grievance Redress Mechanism (GRM)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **Name of Person Raising Grievance**: *(information is optional and always treated as confidential)*   *Gender:* □ *Male* □ *Female* | | | | |
| **Address or contact information for Person Raising Grievance**: *(information is optional and confidential)*    E-mail:  Phone:  Address: | | | | |
| **Location where grievance/problem occurred** (write in) | | | | |
| Regional: | National: | Oblast: | Raion: | Village/ Mahalla |
| **Category of Grievance**: | | | | |
| 🞏 Environmental safeguards, social issues including gender, labor and resettlement | 🞏 Grievances regarding violations of policies, guidelines and procedures | 🞏 Grievances regarding contract violations | 🞏 Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns | 🞏 Grievances regarding abuse of power/intervention by project or government officials |
| 🞏 Grievances regarding RCU staff performance | 🞏 Reports of force majeure | 🞏 Suggestions | 🞏 Appreciation | |
| **Brief Description of Grievance or Inquiry**: *(provide as much detail and facts as possible)* | | | | |
| Please include any other information that you consider relevant, other matters or facts, including supporting documents: | | | | |
| Do you request that identity be kept confidential?  🞏Yes 🞏 No | | | | |
| **2**. **Previous Efforts to Resolve the Complaint** | | | | |
| Have you raised your complaint with the grievance mechanism of the National Coordination Unit (NCU)?  🞏Yes If YES, please provide the following:   * When, how and with whom the issues were raised. * Please describe any response received from and/or any actions taken by the NCU level grievance mechanism. Please also explain why the response or actions taken are not satisfactory.   🞏No If NO, why not? | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **3**. **Information on Authorized Representative**.  (If Authorized Representatives are not complainants themselves, their names will be disclosed as needed, in order to ensure transparency). | | | | |
| Name | Positions/Organizations | Addresses | Contact numbers | E-mail addresses |
| *Gender:* □ *Male* □ *Female* |  |  |  |  |
| Please provide evidence of the authority to represent the complainant which must include the complainant’s signature. | | | | |
| Do you request that identity be kept confidential?  🞏Yes 🞏 No | | | | |

**Name of the person who completed this form:**

**Signature:**

**Date:**

**Please send the complaint to:**

By letter post:

Grievance Redress Mechanism, RCU

Attention to: Climate Change and Sustainable Energy Programme

The Regional Environmental Centre for Central Asia (CAREC)

40, Orbita- 1, Almaty, 050043,

Republic of Kazakhstan

Email: [camp4asb@carececo.org](mailto:camp4asb@carececo.org)

Phone line: +8 (727) 265 43 33, 265 43 27, 265 43 42 (ext. 125)

Fax: +8 (727) 265 43 25

**Complaints may be submitted by mail, fax, e-mail, or hand delivery.**