

## Contact information for Grievance Redress Mechanisms of the GCF's accredited entities

The IRM has collected contact information for the grievance redress mechanisms of the GCF's accredited entities (AEs) with GCF-approved projects as at 21 August 2020. As these contact details were supplied directly by the AEs, the IRM does not guarantee the accuracy of this information. This list was compiled over the period August – October 2020, and the IRM will annually update this list. In the meantime, AEs can [contact the IRM](#) if their information has changed, and the IRM will make any *ad hoc* updates as needed.

Entity	GRM	Phone	Email	Online Form
<b>Acumen Fund, INC. (ACUMEN)</b>	<a href="https://acumen.org/anti-corruption-policy/">https://acumen.org/anti-corruption-policy/</a>	<a href="tel:+12125668821">+1.212.566.8821</a>	<a href="mailto:anticorruption@acumen.org">anticorruption@acumen.org</a>	
<b>Agency for Agricultural Development (ADA) of Morocco</b>				
<b>Asian Development Bank (ADB)</b>	<a href="#">Accountability Mechanism</a>	<a href="tel:+63286324444">+63.2.8632.4444</a> ext 70309	<a href="mailto:amcro@adb.org">amcro@adb.org</a>	<a href="#">Online contact form</a>
<b>Africa Finance Corporation (AFC)</b>	<a href="#">Risk Management Team</a>	<a href="tel:+23412799600">+234.1.279.9600</a>	<a href="mailto:grievance@africafc.org">grievance@africafc.org</a>	
<b>Agence Francaise de Developpement (AFD)</b>	<a href="#">E&amp;S Complaint Mechanism</a>		<a href="mailto:reclamation@afd.fr">reclamation@afd.fr</a>	<a href="#">Online complaint form</a>
<b>African Development Bank (AfDB)</b>	<a href="#">Independent Review Mechanism</a>	<a href="tel:+22520262956">+225.20.26.29.56</a>	<a href="mailto:crmuinto@afdb.org">crmuinto@afdb.org</a>	
<b>Banque Ouest Africaine de Développement (BOAD)</b>	<a href="https://www.boad.org/depot-plainte/">https://www.boad.org/depot-plainte/</a>		<a href="mailto:plaintes-conformite@boad.org">plaintes-conformite@boad.org</a>	
<b>Central American Bank for Economic Integration (CABEI)</b>	<a href="https://www.bcie.org/acerc-a-del-bcie/responsabilidad-social">https://www.bcie.org/acerc-a-del-bcie/responsabilidad-social</a>	<a href="tel:+50422402290">+504.2240.2290</a>	<a href="mailto:denunciasbcie@bcie.org">denunciasbcie@bcie.org</a>	<a href="#">Online reporting channel</a>
<b>Corporación Andina de Fomento (CAF)</b>	<a href="#">Transparency Committee</a>	<a href="tel:+582122092395">+58.212.209.2395</a>	<a href="mailto:transparencia@caf.com">transparencia@caf.com</a>	

<b>Caribbean Community Climate Change Center (CCCCC)</b>	<a href="https://www.caribbeanclimate.bz/contact-us/complaints/">https://www.caribbeanclimate.bz/contact-us/complaints/</a>		<a href="mailto:complaints@caribbeanclimate.bz">complaints@caribbeanclimate.bz</a>	<a href="#">Complaints form</a>
<b>Conservation International Foundation (CI)</b>	<a href="https://www.conservation.org/about/our-policies/code-of-ethics">https://www.conservation.org/about/our-policies/code-of-ethics</a>	<a href="tel:+18662948674">+1.866.294.8674</a>		<a href="#">Ethics Hotline</a>
<b>Centre de Suivi Ecologique (CSE)</b>	<a href="#">Grievance Resolution Team (GRT)</a>	<a href="tel:+221338258066">+221.338.258.066</a>	<a href="mailto:grievance-cse@cse.sn">grievance-cse@cse.sn</a>	<a href="#">Grievance form</a>
<b>Development Bank of Southern Africa (DBSA)</b>	<a href="https://www.dbsa.org/EN/InvestorRelations/Pages/Sustainability.aspx">https://www.dbsa.org/EN/InvestorRelations/Pages/Sustainability.aspx</a>			<a href="#">Project grievance form</a>
<b>Deutsche Bank AktienGesellschaft (Deutsche Bank AG)</b>	<a href="https://www.db.com/company/en/contact.htm">https://www.db.com/company/en/contact.htm</a>		<a href="mailto:deutsche.bank@db.com">deutsche.bank@db.com</a>	
<b>DOE ATG (Antigua and Barbuda, acting through the Department of Environment)</b>	<a href="#">Department of Environment Complaints Mechanism Antigua and Barbuda</a>	<a href="tel:+12684624625">+1268.462.4625</a>	<a href="mailto:antiguaenvironmentdivision@gmail.com">antiguaenvironmentdivision@gmail.com</a> OR <a href="mailto:doe@ab.gov.ag">doe@ab.gov.ag</a>	<a href="#">External Complaints/ Project Complaints Form</a>
<b>European Bank for Reconstruction and Development (EBRD)</b>	<a href="#">Project Complaint Mechanism</a>		<a href="mailto:ipam@ebrd.com">ipam@ebrd.com</a>	<a href="#">Online request form</a>
<b>Environmental Investment Fund (EIF) of Namibia</b>	<a href="https://www.eif.org.na/page/complaints-handling-procedures">https://www.eif.org.na/page/complaints-handling-procedures</a>	<a href="tel:+264614317706">+264.61.431.7706</a> OR <a href="tel:+264614317732">+264.61.431.7732</a>	<a href="mailto:complaints@eif.org.na">complaints@eif.org.na</a>	
<b>Food and Agriculture Organisation of the United Nations (FAO)</b>	<a href="#">Office of the Inspector General</a>	<a href="tel:+390657052333">+39.06.570.52333</a>	<a href="mailto:investigations-hotline@fao.org">investigations-hotline@fao.org</a>	
<b>Fiji Development Bank (FDB)</b>				<a href="#">Customer complaint form</a>
<b>FMO</b>	<a href="#">Independent Complaints Mechanism</a>		<a href="mailto:complaintsoffice@fmo.nl">complaintsoffice@fmo.nl</a>	<a href="#">Template for filing a complaint</a>
<b>Deutsche Gesellschaft für Internationale</b>	<a href="#">Compliance and Integrity Unit</a>		<a href="mailto:humanrights@giz.de">humanrights@giz.de</a>	<a href="#">Confidential submission of reports</a>

Zusammenarbeit (GIZ) GmbH				
Inter-American Development Bank (IDB)	<a href="#">Independent Consultation and Investigation Mechanism (MICI)</a>	<a href="#">+1.202.312.4057</a>	<a href="mailto:mecanismo@iadb.org">mecanismo@iadb.org</a>	
International fund for Agricultural Development (IFAD)	<a href="#">Complaints Mechanism</a>		<a href="mailto:SECAPcomplaints@ifad.org">SECAPcomplaints@ifad.org</a>	<a href="#">Complaints form</a>
International Union for Conservation of Nature (IUCN)	<a href="#">ESMS grievance mechanism</a>	<a href="#">+41.22.999.02.59</a>	<a href="mailto:projectcomplaints@iucn.org">projectcomplaints@iucn.org</a>	<a href="#">Complaint form</a>
Kreditanstalt für Wiederaufbau (KfW)	<a href="#">Central Complaints Office</a>		<a href="mailto:FZ-complaints@kfw.de">FZ-complaints@kfw.de</a>	<a href="#">Online complaint form</a>
Landbank of the Philippines	<a href="#">Grievance Redress Service of the Environmental Program and Management Department</a>		<a href="mailto:lbp.epmd@mail.landbank.com">lbp.epmd@mail.landbank.com</a>	<a href="#">Complaint form</a>
Ministry of Environment of the Republic of Rwanda (MoE, formerly MINIRENA)	Grievance and Management	<a href="#">+25.0783763632</a>	<a href="mailto:gsegikwiye@environment.gov.rw">gsegikwiye@environment.gov.rw</a>	<a href="#">Online complaint form</a>
Ministry of Finance and Economic cooperation of the Federal Democratic Republic of Ethiopia (MOFEC)	Ethics and Anti-Corruption Directorate	<a href="#">+251.111.114347</a> OR <a href="#">+251.911.927714</a>	<a href="mailto:Infoethics@mofed.gov.et">Infoethics@mofed.gov.et</a>	
MUFG Bank (formerly, BTMU)	<a href="#">Compliance Department</a>	<a href="#">+81.3.2034.8000</a>	<a href="mailto:customercomplaint@my.mufg.jp">customercomplaint@my.mufg.jp</a>	
National Bank for Agriculture and Rural Development (NABARD)				<a href="#">Grievance form</a>

<b>The Nordic Environment Finance Corporation (NEFCO)</b>	<a href="https://www.nefco.org/contact-us/environmental-and-social-inquiries-and-complaints/">https://www.nefco.org/contact-us/environmental-and-social-inquiries-and-complaints/</a>			<a href="#">Online complaints form</a>
<b>Palli Karma-Sahayak Foundation (PKSF)</b>	<a href="http://pkssf-bd.org/web/wp-content/uploads/2020/03/Policy-on-Complain-Redress-System.pdf">http://pkssf-bd.org/web/wp-content/uploads/2020/03/Policy-on-Complain-Redress-System.pdf</a>			<a href="#">Online complaint entry</a>
<b>Peruvian Trust Fund for National Parks and Protected Areas (PROFONANPE)</b>				<a href="#">Online complaint form</a>
<b>Secretariat of the Pacific Regional Environment Programme (SPREP)</b>	<a href="#">Office of the Internal Auditor</a>		<a href="mailto:ess@sprep.org">ess@sprep.org</a>	
<b>United Nations Environment Programme (UNEP)</b>	<a href="#">Office for Stakeholder Safeguard-related Response (IOSSR)</a>		<a href="mailto:Unenvironment-iossr@un.org">Unenvironment-iossr@un.org</a>	<a href="#">Project concern feedback form (online)</a>
<b>International Bank for Reconstruction and Development and International Development Association (World Bank)</b>	<a href="#">Inspection Panel</a>	<a href="tel:+12024585200">+1.202.458.5200</a>	<a href="mailto:ipanel@worldbank.org">ipanel@worldbank.org</a>	<a href="#">Complaint form</a>
<b>World Food Programme (WFP)</b>	<a href="#">Office of the Inspector General</a>	<a href="tel:+390665133663">+39.06.6513.3663</a>	<a href="mailto:hotline@wfp.org">hotline@wfp.org</a>	
<b>World Wildlife Fund, INC. (WWF)</b>	<a href="#">Project Complaints Officer (PCO)</a>		<a href="mailto:SafeguardsComplaint@wwfusa.org">SafeguardsComplaint@wwfusa.org</a>	
<b>XacBank LLC (XacBank)</b>	<a href="#">Customer contact center</a>	<a href="tel:+97618001888">+976.1800.1888</a>	<a href="mailto:info@xacbank.mn">info@xacbank.mn</a>	<a href="#">Complaints &amp; feedback form</a>