

The IKI Independent Complaint Mechanism – how does it work?

Which complaints?

- Violation of environmental or social safeguards.
- Improper use of public funds or economic crime.
- Reprisals as a result from cooperating with IKI ICM.
- NOT: Rejection of funding.

What is the process?

1. Formal complaint.
2. Two procedures
 - Review procedure (compliance) or
 - problem-solving procedure (mediation).
3. Panel of 3 independent experts leads investigations.

Who can complain & how are they protected?

- All project-affected persons can complain.
- To protect complainants and whistleblowers, the anonymity can be guaranteed, including through an anonymous mailbox.

When is the IKI ICM functional

- The complaints mechanism is fully operational by November 2022.
- The Office of the IKI ICM can be reached at iki-complaints@z-u-g.org

What does this mean for implementing organizations



- Inform all project stakeholders, project partners and particularly project-affected persons about the IKI independent complaint mechanism and how to submit a complaint, e.g. in meetings, workshops etc.



- Publish the IKI ICM on project websites: explain what it is and provide a link to the IKI ICM website (template available at IKI ICM)



- In case you have your own complaint mechanism: inform the IKI ICM of complaints you received within 72 hours



- Cooperation and Transparency with visits of the independent expert panel in case of complaints