**Complaint Form**

**World Bank Grievance Redress Service (GRS)**

* + 1. **Contact Information** *This information must be provided. The GRS does not process anonymous complaints.*

|  |  |
| --- | --- |
| Name | Click or tap here to enter text. |
| Phone Number (Country Code-Number) | Click or tap here to enter text. |
| Email Address | Click or tap here to enter text. |
| Gender | Male  Female  Other  N/A (for organizations or representatives of a community) |

Are you a representative submitting this complaint on behalf of the complainant(s)?  Yes  No

If you selected **Yes**, please attach a copy of the representational authority signed by the complainant(s)/members of the community.

Do you consent to have your personal information shared with the Borrower(s) and/or relevant third parties (e.g., contractors or project implementing agency) of the project you are complaining about?  Yes  No

If you selected **No**, please elaborate: Click or tap here to enter text.

Do you fear retaliation for making this complaint?  Yes  No

If you selected **Yes**, please elaborate: Click or tap here to enter text.

* + 1. **Project Information**

Project Name: Click or tap here to enter text.

Country: Click or tap here to enter text.

Project Location (Province, City, etc.): Click or tap here to enter text.

* + 1. **The Complaint**

Please explain the type of harm you believe the World Bank-supported project has caused or is likely to cause you or your community.

Social  Yes  No Environmental  Yes  No Other  Yes  No

Comments: Click or tap here to enter text.

* + 1. **Efforts to Resolve the Complaint**

Have you raised your complaint through the project-level grievance mechanism? Yes No

What action was taken by the project-level grievance mechanism to resolve the complaint?

Click or tap here to enter text.

How do you wish to see your complaint resolved?

Click or tap here to enter text.

* + 1. **Signature:** *You may print the form and sign it. Alternatively, you may click in the box below and add a photo of your signature if you prefer.*

**-------------------------------------- **

**Date of complaint:**

**Please attach supporting documents, if available.**

**The GRS will process your personal data submitted in this form in accordance with the** [**GRS Personal Data Privacy Notice**](https://thedocs.worldbank.org/en/doc/528131611947935067-0290022021/original/GRSPersonalDataPrivacyNoticeandConsent.pdf)**.** The GRS will not disclose any information that may reveal your identity without your consent.

You may submit your complaint via email to [grievances@worldbank.org](mailto:grievances@worldbank.org), mail or hand delivery to the World Bank Headquarters or any World Bank Country Office. If you experience any difficulties in completing the form, please contact us at [grievances@worldbank.org](mailto:grievances@worldbank.org).

**GRS contact information:**  
  
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