

*Date of submission of grievance/complaint

DAY	MONTH	YEAR

*Name/Organization submitting grievance/complaint

Contact information

*Address

*Telephone

*Email

*Country/Province/City

*Would you like this complaint to be kept confidential?

Note: MSEF II will keep the identity of complainant confidential if requested to do so, but will not accept anonymous complaints. Materials submitted in support of a complaint will not be released without the consent of the party that submitted it. Complainants should be aware that other parties, including the client and MSEF II staff, will usually be informed about the substance of the complaint. Complainants should inform MSEF II at the very beginning of any discussions or correspondence about any information that complainants do not wish to be disclosed.

Yes No

If yes, please explain why.

*Name / short description of the MSEF II investment your grievance/complaint is related to

*Please describe your grievance/complaint in as much detail as possible

*What results would you expect to get by sending this grievance/complaint

Documents that support your complaint

If you have documents and/or photographs that you consider provide relevant support to your grievance/complaint, please include them here (maximum 3).

MSEF II response time

We will respond to your grievance/complaint within 30 calendar days.

Note: MSEF II Grievance Committee will prepare a yearly report including a summary of the complaints received over the year, the actions implemented in response to said complaints, and progress made in addressing the underlying issues, with the objective of promoting good environmental and social practices.