

Submit your Request

The European Bank for Reconstruction and Development (EBRD)'s Independent Project Accountability Mechanism (IPAM) reviews **environmental, social or transparency** issues raised by individuals or organisations concerning Bank-financed projects which they believe to have caused, or likely cause, harm.

If your concern is related to:

- **Fraud, corruption or ethics**, please submit your complaint to the [Office of the Chief Compliance Officer](#) responsible for these issues, at whistleblowing@ebrd.com.
- An EBRD **procurement process** that you participated in, please submit your complaint to the Procurement Policy and Advisory Department responsible for these issues at ProcurementComplaint@ebrd.com.

Step 1: Required Information

This information is mandatory for IPAM to review and consider your request.

<p>1. Who is submitting this Request? Please provide your name(s) or the name of your organisation.</p> <p>_____</p> <p>_____</p>
<p>2. IPAM is committed to protecting your identity, if you fear reprisals. Do you want your name(s) (or the name of your organisation) to be kept confidential throughout this process? Why do you require confidentiality?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Note. IPAM will share the concerns raised in your request with Bank staff and the Client, but your name and other details that would identify you will not be shared. *</p>
<p>3. Do you fear you or other risk retaliation for sharing your concerns with IPAM ? Please provide details. (Let us know if this information should be treated confidentially.)</p> <p>_____</p>
<p>4. Country _____</p>

5. Please provide your contact information

a. Telephone number

b. Email address

c. Mailing address

How can we best contact you?

6. Please name or describe the **EBRD Project(s) that** raises concerns. If you don't know the Project name, you can include details like the name of the company in charge of the Project, its location, or the activities it involves that are affecting you.

7. What harm do you believe has been caused, or might be caused, by the Project? Please include details.

8a. Are you directly or personally affected by the Project? _____

8b. Are you submitting this Request as a Representative of a person or group affected by the Project? _____

8c. Are you submitting this Request as an Organisation that is not directly or personally affected by the Project? _____

Please describe your efforts to engage with Project-affected people on the issues you are raising. _____

What feedback did Project-affected people give you about the Project impacts? _____

What has prevented Project-affected people from submitting this Request? _____

9. Have you ever **contacted the EBRD** or the **EBRD Client** to try to raise and voice your concerns? _____

Note. **IPAM is a 'tool of last resort' so**, unless there is fear of retaliation, before submitting a Request to IPAM, you should first voice your concerns:

- with **EBRD staff** by sending your concerns to cso@ebrd.com, or
- with the **EBRD Client** that is responsible for the Project.

Note: All supporting documentation must be sent via email to IPAM (ipam@ebrd.com).

Step 2: Additional Information if available:

10. What do you hope to achieve through the IPAM process?

11. IPAM has two paths for reviewing your concerns.

Path 1– Problem Solving: IPAM can act as a neutral third Party to help find mutually-satisfactory resolutions through flexible, consensus-based problem solving approaches.

Path 2 – Compliance Review: IPAM engages with Project-affected people, Bank staff, Clients and others to determine whether the Bank has met the provisions of its [Environmental and Social Policy](#) and/or [Access to Information Policy](#). The Compliance function only deals with compliance of the Bank, not that of the Client.

At this point, and subject to obtaining more information, what would be your preference?

- a) I am interested in the Problem Solving option.
- b) I am interested in the Compliance Review option.

