

Contact information for Grievance Redress Mechanisms (GRMs) of the GCF's accredited entities

The IRM has collected contact information for the grievance redress mechanisms of the GCF's accredited entities with GCF-approved projects as at 1 September 2021. The IRM does not guarantee the accuracy of this information. This list was compiled in September 2021, 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
Acumen Fund, INC. (ACUMEN)	https://acumen.org/anti-corruption-policy/	+1.212.566.8821	anticorruption@acumen.org	
Africa Finance Corporation	Environmental and Social Risk Management Policy	+234.1.279.9600	grievance@africafc.org	
Agency for Agricultural Development (ADA) of Morocco	Internal Auditor and Management Control Service (AICG)	+212.537. 57.37.12	reclamations@ada.gov.ma	
Asian Development Bank (ADB)	Accountability Mechanism	+632.632.4444 loc. 70309	amcro@adb.org	Online contact form
Agence Française de Développement (AFD)	E&S Complaint Mechanism		reclamation@afd.fr	Online complaint form
African Development Bank (AfDB)	Independent Review Mechanism	+225.27.20.26.20.56	BCRM_info@afdb.org	
Banque Ouest Africaine de Développement (BOAD)	https://www.boad.org/depot-plainte/		plaintes-conformite@boad.org	
Central American Bank for Economic Integration (CABEI)	Environmental and Social Corporate Responsibility System	Voice Channels	denunciasbcie@bcie.org	CABEI online reporting channel

Corporación Andina de Fomento (CAF)	Transparency Committee	+51.1.710.2395	transparencia@caf.com	Online form in Spanish
Caribbean Community Climate Change Center (CCCCC)	https://www.caribbeanclimate.bz/contact-us/complaints/		complaints@caribbeanclimate.bz	
Conservation International Foundation (CI)	Accountability and Grievance Mechanism	+1.866.294.8674	grievance@conservation.org	Ethics Hotline
Centre de Suivi Ecologique (CSE)	Grievance Resolution Team (English Guide) Mécanisme de règlement des griefs (Manuel en français)	+221.33.825.80.66	grievance-cse@cse.sn	
Development Bank of Southern Africa (DBSA)	Independent Grievance Redress Mechanism		dbsa@dbsa.org	Online Contact Form
Deutsche Bank AktienGesellschaft (Deutsche Bank AG)	Complaint Management Service		deutsche.bank@db.com	
DOE ATG (Antigua and Barbuda, acting through the Department of Environment)	Department of Environment Complaints Mechanism Antigua and Barbuda	+1.268.462.4625	antiguaenvironmentdivision@gmail.com OR doe@ab.gov.ag	External Complaints/ Project Complaints Form
Environmental Investment Fund (EIF) of Namibia	https://www.eif.org.na/page/complaints-handling-procedures	+264.61.431.7706 OR +264.61.431.7732	complaints@eif.org.na	

European Bank for Reconstruction and Development (EBRD)	Independent Project Accountability Mechanism		ipam@ebrd.com	English Online Form Arabic Online Form Russian Online Form
European Investment Bank (EIB)	EIB Group Complaints Mechanism	+352.352.437914005	complaints@eib.org	Online Complaint Form
Food and Agriculture Organisation of the United Nations (FAO)	Office of the Inspector General	+39.06.570.52333	Investigations-hotline@fao.org	
Fiji Development Bank (FDB)				Customer complaint form
FMO	Independent Complaints Mechanism		complaintsoffice@fmo.nl	
Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	Compliance and Integrity Unit		humanrights@giz.de	Confidential submission of reports
Inter-American Development Bank (IDB)	Independent Consultation and Investigation Mechanism (MICI)	+1.202.623.3952	mecanismo@iadb.org	Online Complaint Form
International fund for Agricultural Development (IFAD)	The Office of IFAD Vice-President		SECAPcomplaints@ifad.org	Complaints form
International Union for Conservation of Nature (IUCN)	ESMS grievance mechanism	+41.22.999.02.59	projectcomplaints@iucn.org	Guidance and Complaint Form Template
Kreditanstalt für Wiederaufbau (KfW)	Central Complaints Office		FZ-complaints@kfw.de	Online complaint form
Landbank of the Philippines	Grievance Redress Service of the Environmental Program and Management Department		lbp.epmd@mail.landbank.com	

Ministry of Environment of the Republic of Rwanda (MoE, formerly MINIRENA)	Complaint and Grievance Management System	+25.0783763632	gsegikwiye@environment.gov.rw	
Ministry of Finance and Economic cooperation of the Federal Democratic Republic of Ethiopia (MOFEC)	Ethics and Anti-Corruption Directorate	+251.111.114347 OR +251.911.927714	infoethics@mofed.gov.et	
MUFG Bank (formerly, BTMU)	Guide on Grievance Redressal Mechanism	For the Malaysian branch: +60.3.2034 8000 Refer to the individual branch website.	For Malaysia: customercomplaint@my.mufg.jp	
National Bank for Agriculture and Rural Development (NABARD)				Grievance form
The Nordic Environment Finance Corporation (NEFCO)	Ethics and Compliance Department		complaints@nefco.int	Online Complaint Form
Palli Karma-Sahayak Foundation (PKSF)	PKSF Policy on Complaint Redress System			Online complaint entry
Peruvian Trust Fund for National Parks and Protected Areas (PROFONANPE)	Politica sobre el Mecanismo de Atención de Quejas y Reclamos			Online complaint form

Secretariat of the Pacific Regional Environment Programme (SPREP)	Office of the Internal Auditor	+685.21598	ess@sprep.org	
United Nations Environment Programme (UNEP)	Office for Stakeholder Safeguard-related Response (IOSSR)		Unenvironment-iossr@un.org	Project concern feedback form
International Bank for Reconstruction and Development and International Development Association (World Bank)	Inspection Panel	+1.202.458.5200	ipanel@worldbank.org	Complaint form
World Food Programme (WFP)	Office of the Inspector General	WFP Investigations Line	hotline@wfp.org	File a Report Online
World Wildlife Fund, INC. (WWF)	Project Complaints Officer (PCO)		SafeguardsComplaint@wffus.org	
XacBank LLC (XacBank)	Customer contact center	+976.1800.1888	info@xacbank.mn	Complaints & feedback form