

The IKI Independent Complaint Mechanism (IKI ICM)

NDC
ACTION

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on the basis of a decision
by the German Bundestag



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The IKI Independent Complaint Mechanism – what is it?

- The NDC Action Project is funded by the German IKI. The organization has created an independent and open complaint mechanism for all IKI-funded projects to which complaints can be directed to.
- The mechanism is intended to enable people who suffer (potential) negative social and/or environmental consequences from IKI projects, or who wish to report the improper use of funds, to voice their complaints and seek redress. In doing so, it should also contribute to:
 - monitor and improve the environmental and social outcomes of projects,
 - avoid unintended negative impacts of projects that go unnoticed by the donor
 - support the appropriate use of public funds, and
 - comply with international good practice

The IKI Independent Complaint Mechanism – how does it work?

1. A formal complaint form is sent to: IKI Independent Complaint Mechanism c/o ZUG gGmbH, Stresemannstrasse 69–71, 10963 Berlin, Germany, by email to: [IKI-complaints\(at\)z-u-g.org](mailto:IKI-complaints@z-u-g.org), or by phone [+4930700181108](tel:+4930700181108) (landline). This form can be found on our website.

Complaints should contain the following information:

- Name, location and type of IKI project related to the complaint;
- Description of the complaint and the harm caused or expected to be caused;
- Description of how the harm caused or expected to be caused relates to IKI project activities.
- Name, address and other contact details, and information on the level of confidentiality to be maintained. The complainant can also decide to remain anonymous, however in this case the panel might not be able to use the full range of its tool

If possible, the following information should also be provided:

- Relevant information relating to the complaint or relevant to the complaint (e.g. copies of documents, media reports, photos, video/voice recordings);
- Overview of measures planned or already taken to resolve the issue, in particular prior recourse or attempts to contact project officials locally or use project-based complaint mechanisms;
- Name of the employee(s) in the implementing organisation with whom the complainant(s) had contact (where applicable).

The IKI Independent Complaint Mechanism – how does it work?

2. Complainants can choose between a **mediation-based** alternative dispute resolution procedure in which the IKI ICM facilitates a voluntary process between the parties to reach a mutually accepted solution to the issues raised in the complaint, and a **compliance review**, in which the IKI ICM assesses compliance of ZUG and implementing organisations with IKI safeguards and budgetary and funding law as well as their direct management by ZUG.
3. In both cases, a panel of three independent experts leads the investigations.

The IKI Independent Complaint Mechanism – more questions?

- For more information please visit the IKI website: <https://www.international-climate-initiative.com/en/about-iki/values-responsibility/independent-complaint-mechanism/>
- Or contact IKI-complaints@z-u-g.org

NDC ACTION

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