

# COMPLAINT & INDEPENDENT REDRESS MECHANISM

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## 1. WHY TO USE THE COMPLAINT & INDEPENDENT REDRESS MECHANISM

The mechanism helps a person, community, or other external stakeholder (**complainant**) to address problems by convening dialogues or conducting investigations in a manner that is timely, fair, and independent.

## 2. HOW TO MAKE A COMPLAINT

Complainants can submit their concerns or complaints relating to a project financed by responsAbility. We encourage complainants to discuss the matter first directly on project level or with the investee company.

Where the complaint has not been sufficiently addressed at the project/investee level, it can be filed in English, or in the local language of the complainant by sending an email to [compliance@responsability.com](mailto:compliance@responsability.com). Where possible, a translation should be provided in English. Otherwise, responsAbility will attempt to have the complaint translated and respond in the language of the complainant.

The complainant should provide the following information:

- Name and contact details (for the response),
- Name of the project and/or investee company to which the concern relates,
- Description of the concern and any supporting documentation,
- Date of any specific incident or occurrence that may have caused the concern,
- Specific remedy sought (if applicable),
- Any other information that the complainant wishes to offer.

## 3. HOW IS A COMPLAINT HANDLED

The process of receiving, reviewing, and responding to complaints is managed by responsAbility's compliance officer. A confirmation of receipt will be provided within 5 business days of receiving the written concern or complaint. Every complainant will receive a response in writing within 30 business days.

responsAbility commits to protecting the identity of all complainants and will not share any personal information with third parties unless required to by law or is formally authorised to in writing by the complainant.

Anonymous complaints are investigated but a response will not be provided, unless contact details are received.

## 4. IS THERE A TIME-LIMIT FOR MAKING A COMPLAINT

Yes, a complaint must be submitted within 2 years of the date that the complainant became aware of the negative impacts of the relevant activity or within 2 years of the closure of the relevant project.