

SAMPLE COMPLAINT LETTER

(Date)

Complaint Receiving Officer
Accountability Mechanism
Asian Development Bank
6 ADB Avenue, Mandaluyong City
1550 Metro Manila, Philippines

Dear Sir:

We, who have signed this letter, are residents of *(MAILING ADDRESS OF COMPLAINANTS)* and would like to file a complaint regarding the *(NAME OF PROJECT)*, an ADB-assisted Project.

We believe that due to this Project, we have suffered or are likely to suffer the following:
(LIST DOWN ALLEGED DIRECT AND MATERIAL EFFECT OF PROJECT TO COMPLAINANTS)

We have previously raised our concerns with the *(SPECIFY ADB OFFICE)*, but are not satisfied with the results. Below is a summary of what happened:

(INSERT SUMMARY OF EVENTS)

Hence, we are choosing problem solving with the Special Project Facilitator (SPF) or compliance review with the Compliance Review Panel (CRP). *(CHOOSE ONE)*

We request (or do not request) that you keep our identities confidential.

We have authorized Mr./Mrs./Ms. _____, with the following details, to represent us in this complaint:

Mailing Address: _____

Email: _____
Telephone: _____
Fax: _____

(OMIT THIS PARAGRAPH, IF THERE IS NO REPRESENTATIVE.)

Please see below our other contact details:

Email: _____
Telephone: _____
Fax: _____

Sincerely,

Signature
Name of Complainant with designation (e.g. Mr., Mrs., Ms.)

Signature:
Name of Complainant with designation (e.g. Mr., Mrs., Ms.)

Signature:
Name of Representative with designation (e.g. Mr., Mrs., Ms.)
(OMIT THIS PORTION, IF THERE IS NO REPRESENTATIVE)