To:

Mr F. Schellekens, Complaints Office  
Nederlandse Financierings-Maatschappij voor Ontwikkelingslanden N.V.  
P.O. Box 93060  
2509 AB The Hague

The Netherlands

[complaintsoffice@fmo.nl](mailto:complaintsoffice@fmo.nl)

Date: *insert date*

I / We, *insert full name*, lodge a complaint concerning *insert project name*, located in *insert country / region /city*.

This complaint is made on behalf of *insert name of people/organization you are representing, otherwise leave blank*.

I / We live in the area known as *insert name area*.

I / We can be contacted through the following contact details:

Name: Mr / Mrs / Ms *Full name*

Company name: *insert company name only if applicable*

Address:

*Street number addition*

*Postal code City*

*Country*

E-mail address: *insert e-mail address*

Telephone number: *insert telephone number*

|  |  |
| --- | --- |
| I am / We are filing this claim on behalf of directly affected people | Yes (include proof of authority) |
|  | No |

|  |  |
| --- | --- |
| I am / We are requesting FMO to treat the complaint confidentially | Yes |
|  | No |

I / We have been or are likely to be affected by the project in the following ways:

* Clearly describe your complaint and if possible state which of its policies FMO has allegedly breached. Information on FMO’s policies can be found on the website: http://www.fmo.nl/policies-procedures].
* Indicate when the problem occurred
* Describe how you or the people you are representing are directly affected
* Describe the actions that have been taken so far to address adverse impact
* Please name the FMO employee with whom you had contact

|  |  |
| --- | --- |
| I understand that for proper complaint handling, it is necessary that FMO processes the provided personal information  I hereby authorise FMO to process my personal data, and contact me if necessary for the purpose of handling the complaint. For further information please refer to [the FMO Privacy Statement](https://www.fmo.nl/privacy-statement). | Yes |
|  |  |

Attachments:

Please include all documents related to or relevant for the current complaint. If applicable, include an overview of actions that have already been taken (for example, legal contact with project sponsors) or proof of authority if you are representing.