Eligible Complainants

- A group from a borrowing country where the ADB-assisted project is located or in a member country adjacent to the borrowing country who are directly, materially, and adversely affected by the project
- A local representative of affected persons
- A nonlocal representative (in exceptional cases and with the consent of the Special Project Facilitator or the Compliance Review Panel)
- ADB Board members, in cases involving allegations of serious violations of ADB’s operational policies and procedures

Confidentiality

- Maintained for the complainants’ identities, at their request
- Not maintained for the identities of their representatives
- No action on anonymous complaints

Cutoff Date

- 2 years after the loan or grant closing date

How to File

- State the complaint in writing
- Use any of the official or national languages of ADB’s developing member countries
- Address the complaint to the Complaint Receiving Officer (CRO), amcro@adb.org
- Submit it by e-mail, facsimile, or hand delivery to the CRO or any ADB office
- The complaint is filed with the Complaint Receiving Officer (CRO)

Examples of Ineligible Complaints

Problem Solving and Compliance Review Functions

- Those unrelated to violations of ADB’s operational policies and procedures
- Those not made in good faith
- Those related to procurement decisions

Problem Solving Function

Those already dealt with by the Compliance Review Panel

Compliance Review Function

Those already dealt under the problem-solving function

Recommendation to Complainants before Filing

Make good-faith efforts to solve the problems with the ADB operations department concerned
Receiving and registering the complaint
• The complaint is filed with the Complaint Receiving Officer (CRO).
• The CRO registers the complaint on the Accountability Mechanism website.

1st STEP

Acknowledging the complaint
• CRO acknowledges receipt of the complaint and sends an information packet to the complainants.

2nd STEP

Forwarding the complaint
• The CRO forwards the complaint to the office(s) or department(s) concerned.
• If the choice of function is unclear or an objection has been raised, the CRO returns the complaint to the complainant with a request for clarification.

3rd STEP

Informing the complainants
• The CRO relays to the complainants the identity of the party that will handle the complaint.
• If the complainants do not clarify their choice of function within 60 calendar days, the CRO informs them that the Accountability Mechanism process has ended.

4th STEP

Guiding Principles
- Fair to all stakeholders
- Responsive to project-affected people’s concerns
- Independent and transparent
- Cost-effective and efficient
- Complementary to other ADB systems

Process of Receiving Complaints

Requesting Management Response
- Determining Eligibility
- Board Authorization of Compliance Review
- Conducting Compliance Review
- Compliance Review Panel’s Draft Report
- Compliance Review Panel’s Final Report
- Board Consideration of the Compliance Review Panel Report
- Managements Remedial Actions
- Board’s Decision
- Monitoring and Conclusion

Compliance Review Process

ADB’s Accountability Mechanism
- Provides an independent forum for people adversely affected by ADB-assisted projects to voice their concerns and seek solutions
- Allows people to request a compliance review to determine whether or not ADB’s operational policies and procedures are followed
- Has two functions:
  » Problem Solving
    - Led by the Special Project Facilitator (SPF)
    - Assists local people who are directly, materially, and adversely affected by ADB-assisted projects
    - Nonformal, flexible, and consensus-based problem solving
  » Compliance Review
    - Led by the Compliance Review Panel
    - Investigates allegations of noncompliance with ADB’s operational policies and procedures
    - Takes a fact-finding approach

Farmer in Lao PDR holds a handful of freshly harvested sweet potatoes from a farm that received support under the ADB-assisted Sustainable Natural Resources Management and Productivity Enhancement Project.