



# Because our mission is to improve lives

## **Guide for affected communities**

The Independent Consultation and Investigation Mechanism (MICI) handles complaints from communities harmed by projects funded by any of the institutions that make up the Inter-American Development Bank Group (IDBG).



**Our principles:**  
**Accessibility, Effectiveness, Impartiality and Transparency**

## WHAT IS THE IDB GROUP?

The IDB Group is a multilateral development finance institution based in Washington, D.C, made up of 48 countries, 26 of which are borrowers. The Group finances sustainable development projects in the Latin American and Caribbean (LAC) Region.

### 3 INSTITUTIONS MAKE UP THE IDB GROUP:



**1. IDB**, which finances public sector projects



**2. IDB Invest**, which finances private sector projects



**3. IDB Lab**, which finances start-up initiatives to promote regional innovation and growth

All projects financed by the IDB Group are posted on its website: [www.iadb.org](http://www.iadb.org)

## ENVIRONMENTAL AND SOCIAL STANDARDS

The IDB Group designs, approves, and supervises all its projects based on a set of environmental and social standards, known as operational policies, which cover all areas related to the assessing impacts, enabling participatory processes based on the transparency of information, and establishing mitigation measures to ensure sustainability in the LAC Region.

These policies are mandatory for all Bank staff and borrowers. MICI is the grievance mechanism of last resort for the communities affected by non-compliance with these policies.

IDBG's Operational Policies can be found at

<https://www.iadb.org/en/about-us/sustainability-and-safeguards>



# WHAT TO DO BEFORE YOU FILE A COMPLAINT

## Step 1. Identify the issue and decide who you should contact:

For complaints about **social and environmental issues**: contact MICI | [mecanismo@iadb.org](mailto:mecanismo@iadb.org)

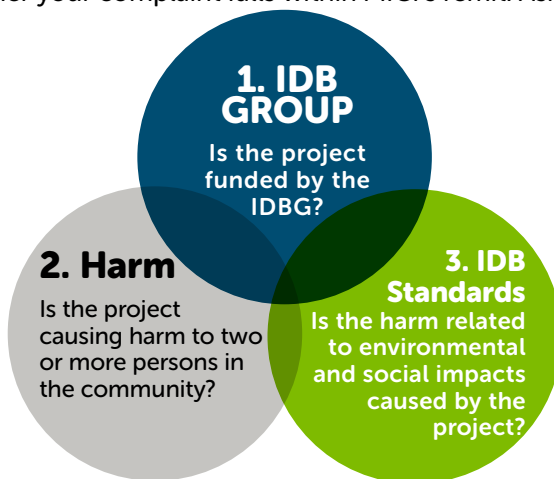
For complaints about **corruption, fraud, or prohibited practices**: go to the **Office of Institutional Integrity**  
[OII-reportfraud@iadb.org](mailto:OII-reportfraud@iadb.org)

For complaints about **an IDB Group official**: contact the **Ethics Office** | [Ethics@iadb.org](mailto:Ethics@iadb.org)

For complaints about **consultancies or procurement**: go to **Procurement** | [Procurement@iadb.org](mailto:Procurement@iadb.org)

**Information requests**: go to the **IDB Group Access to Information website**

## Step 2. Identify whether your complaint falls within MICI's remit. Ask yourself these 3 questions:



If the answer to all three questions is **YES**, then your complaint relates to MICI, but you still have to take one more step before contacting us:

**Step 3.** MICI IS A LAST RESORT, so you should contact the IDB Group Office in your country to let them know about the problem and give them an opportunity to address it. Visit the IDB Group's website to find contact details for your country.



If you are facing reprisals or fear retaliation, you can go directly to MICI. We will keep your **identity confidential** and discuss with you the best path forward to address the risk of reprisals.

# THE MICI PROCESS



## COMPLAINT

### WHEN YOU FILE A COMPLAINT:

- MICI initiates a process to determine its admissibility in two stages: **Registration** and **Eligibility**.
- During this process, expect continuous contact with MICI

## REGISTRATION

### DECISION ON WHETHER TO REGISTER THE COMPLAINT

TIME FRAME: **5 to 10 business days**

- The Complaint is registered if:
  - none of the exclusions clearly apply; and
  - all required information has been included.
- If any information is missing, you may be given an additional 10 business days to provide it.
- Eligibility criteria and the information required for a claim are detailed on the next page.

**Even if a complaint is not registered or is declared ineligible, complainants may refile if they gather the information required for registration or present new evidence not available at the time of the initial filing.**



## THE CONSULTATION PHASE

is a flexible and voluntary dispute resolution process, where MICI acts as an independent facilitator between the complainants, the borrower, and the IDB Group. Its aim is for the Parties to reach a collaborative solution to the concerns raised.

The expected outcome is an agreement on how best to address the concerns raised in the complaint.

Since 2010, ten agreements have been reached with effective and sustainable solutions.

## THE COMPLIANCE REVIEW PHASE

is a fact-finding process where MICI acts as an independent investigator to determine whether the IDB Group has complied with its environmental and social standards in relation to the allegations of harm raised by the complainants.

Its outcome is a public report presented to the IDB Group's Board of Executive Directors for it to decide how to address the findings.

Findings of previous investigations have led to significant changes in the Group's operations, both at the project level and institutionally.

## ELIGIBILITY

### DECISION ON WHETHER A MICI PROCESS CAN BE INITIATED

TIME FRAME: **42 to 80 business days**

- The Complaint is examined to determine whether it meets the eligibility criteria.
- During this period, the IDB Group project team will provide its views on the allegations and may request a temporary suspension of the process to make corrections to the project.
- MICI usually visits the project site and meets with complainants and borrower.

If the complaint is deemed eligible, the Consultation or the Compliance Review Phase starts.





## WHAT TO INCLUDE IN YOUR COMPLAINT

A written complaint must be sent to the MICI Director via email, fax, or post. You can use any language of the LAC Region to file a complaint.

**Make sure that your complaint contains all of the following information:**

- Names and contact information for each complainant (please let us know if you require confidentiality and if so, why).
- Name of your representative (if any) and contact information. If a representative has been designated, the complaint must be accompanied by a written authorization signed by all complainants.
- A detailed description of the harm caused to complainants and how, in their opinion, the IDB Group is responsible for that harm.
- Description of your contacts with the IDB Group Office in your country and the response received. If you do not wish to contact the office for fear of retaliation, please note this.
- Specify whether you wish to undertake one or both processes (Consultation Phase and Compliance Review). If you are unsure, you may ask MICI for information that will help you decide.

**YOU ARE NOW READY TO FILE!**

## YOUR COMPLAINT IS ELIGIBLE WHEN

- It has been presented by two or more affected persons residing in the country where the project is being implemented.
- It clearly identifies an IDB Group project that has already been approved.
- You have tried, unsuccessfully, to resolve your concerns with the IDB Group project team in your country.
- None of the following exclusions apply:

### EXCLUSIONS FROM THE PROCESS

A MICI process will not be initiated if the complaint:

- Relates only to issues of ethics or fraud, internal finance or administration, corrupt practices, or procurement.
- Is anonymous, or on its face is without substance.
- Has already been examined by MICI, unless it includes new evidence or circumstances.
- Is related to operations that have not yet been approved.
- Is filed 24 months after the last disbursement by the IDB Group.

**Please note that some topics may be excluded from a MICI process if there is an active legal proceeding in your country on the same issues.**

**A MICI process does not stop the execution of a project, nor does it award compensation.**



## OUR COMMITMENT TO COMPLAINANTS

Any person that presents a complaint to MICI has the right to:

- Be heard and treated with respect.
- Receive timely responses and information on the status of their case at each stage of the MICI process.
- Submit their complaint in their preferred language and have MICI respond in the same language.
- Request and receive a clear and detailed explanation of the MICI process at any of its stages.
- Keep their identity confidential when facing fear of reprisals.



### If you have any queries, please contact us:

Phone: +1 (202) 623-3952

Fax: +1 (202) 312-4057

E-mail: [mecanismo@iadb.org](mailto:mecanismo@iadb.org)

Address: 1300 New York Ave. NW Washington, DC. USA. 20577

### E-Mail Addresses:

To send complaints: [mecanismo@iadb.org](mailto:mecanismo@iadb.org)

For other MICI matters: [AccessMICI@iadb.org](mailto:AccessMICI@iadb.org)

You can also visit our website: [www.iadb.org/mici](http://www.iadb.org/mici) where you can follow any case in our Public Registry