



UNEP's Project Concern Feedback Form

United Nations Environment Programme (UNEP) [Environmental and Social Sustainability Framework \(ESSF\)](#) provides an avenue for stakeholders to provide feedback or report concerns, complaints or grievance issues that they may have over UNEP's proposed or ongoing projects.

UNEP is committed to avoiding or minimizing unintended harm to stakeholders that may directly or indirectly result from its work. Stakeholders are strongly advised to make an effort to raise any concerns, complaints or grievances to the relevant UNEP Project Manager, UNEP's local project partners, consultants or the related UNEP Regional Office prior to contacting the Independent Service for Stakeholder Response (ISSR).

To report the concern with ISSR, please complete this form and e-mail it to unep-issr@un.org.

Further information on the specific review procedures under the UNEP Stakeholder Response Mechanism (SRM) is available in the [SRM Operating Procedures](#).

APPLICATION FORM

- 1. Are you a person or authorized representative of persons affected by UNEP's projects or activities?**

Yes ☐

No ☐

If you checked "No" above:

Please note that this mechanism is for persons or their authorized representatives who may have been affected by a UNEP project.

- 2. Have you raised your concern with UNEP's Project Manager, the implementing/executing partners or UNEP Regional Office?**

Yes ☐

No ☐

If you checked "No" above:

If you have not yet raised your concern with the responsible UNEP project management team, including the relevant local partner, or with the appropriate UNEP Regional Office, you are encouraged to do so in the first instance. Should the matter remain unresolved, you can then submit your concern through this mechanism.

3. Please provide the information below to facilitate timely follow-up on your submission.

(Mandatory fields are marked with *)

Your Full Name*:

Email address*:

Telephone Number*:

Best way to contact you*:

Telephone: ☐

Email: ☐

Other: ☐

*If you checked "Other" category above, please provide the related details: **

GEOGRAPHICAL SCOPE

4. Geographical scope of your concern *:

☐ Global

☐ A Region

☐ Multiple Regions

☐ A Country

☐ Multiple Countries

5. Provide further details on the location (up to 100 words) *:

PROJECT DETAILS

6. Please introduce yourself or your community to help our understanding of the issues. (up to 500 words)*:

If you are an authorized representative, please attach, together with this form, the document with the information about:

- I. The individuals or groups you represent, and
- II. Evidence of authorization for you to represent the affected people.

7. Information of the UNEP project or activity concerned (up to 500 words)*:

What is the name of UNEP project or activity that you are concerned about?

If you are not sure of the title, provide any information about the project or activity that you know (e.g. location, approach, partners (s) and the names of people involved, etc.), which may help us identify it.

8. Please, describe your concerns (up to 500 words)*:

Please describe your concerns about the project.

Please state the types of environmental, social and/or economic harm that may occur, or have occurred, as a result.

COMMUNICATION HISTORY

9. Please provide information regarding to whom, how and when you raised your concern and the responses so far. Please attach any documents that may help UNEP to understand the case further*:

Official's Name	Official's Title/Affiliation	Official's Contact Details	Estimated Contact Dates	Response received <i>(Please attach the relevant documents)</i>

CONFIDENTIALITY

10. Would you like your name(s) to remain confidential?

Yes ☐

No ☐

If you checked "Yes" above

Please state why you want your name(s) to remain confidential *:

After the assessment of the eligibility of concern you raised, Independent Service for Stakeholder Response (ISSR) will reach out and discuss whether and how to maintain confidentiality of your identity.