To:

Mrs. Rudolph,

Complaints Office  
DEG - Deutsche Investitions- und Entwicklungsgesellschaft mbH

Kämmergasse 22

50676 Cologne

Germany

[complaintsoffice@deginvest.de](mailto:complaintsoffice@deginvest.de)

Date: [dd.mm.yyyy]

Dear Mrs. Rudolph,

I/We, [insert full name], would like to 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]. [only if you are representing others]

I/We live in the area known as [insert name area and show on an attached map if possible and relevant]. I/We can be contacted through the following contact details:

Name: Mr/Mrs/Ms [insert full name]

Company name: [only if applicable]

Address:

[street] [number] [addition]

[Postal code] [Town] [City]

[Country]

Email address:

Telephone number:

Please tick in case the statement is relevant for your complaint:

I am/We are filing this claim on behalf of directly affected people

(if ticked, please include proof of authority)

I am/We are requesting DEG to treat the complaint confidentially

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

* Describe your complaint
* 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
* If relevant, provide an indication, which of DEG’s policies has allegedly been breached
* Describe what you hope to achieve with your complaint - what resolution or remedy you are seeking

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.