

**Independent Complaints Mechanism (ICM) Policy Revision  
Formal Public Consultation on the Draft ICM Policy Commences  
August 20, 2025**

The Independent Complaints Mechanism (ICM) depends on a robust and appropriately framed policy to inform and guide its activities, and the Development Finance Institutions (DFIs) have committed to regularly reviewing and, where necessary, updating the ICM Policy to ensure it stays effective, accessible, and properly structured to guide the complaints process, while serving the needs of stakeholders as intended.

In this context, the ICM Policy Review and Update process began in 2022 and, following several phases of review and revision, a 'Draft ICM Policy' has been developed by the DFIs and the Independent Expert Panel. This Draft ICM Policy has now been approved by the respective DFI Management Boards for public disclosure and formal consultation before finalization and adoption.

The ICM Public Consultation aims to engage with both internal and external stakeholders, as well as members of the public, in a meaningful way to gather valuable input on the Draft ICM Policy and to discuss what is important to them. The public consultation website is the main portal for information about the Draft ICM Policy and activities of the ICM Public Consultation: including the purpose and objectives of the consultation; who and how the consultation will be managed; the ways stakeholders can submit comments, ask questions and participate in webinars and public meetings; and the next steps after the consultation has concluded, including public reporting of consultation findings.

**The ICM Public Consultation begins on Wednesday 20 August 2025 and concludes on Friday 17 October 2025, and the DFIs look forward to engaging with stakeholders over the next 8.5 weeks.**

**ICM Public Consultation Portal:**

**Website:** <https://icm-consultation.org/>

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