

Independent Complaints Mechanism (ICM): consultation completed and report released

November 24, 2025

We are pleased to announce the successful conclusion of the public consultation on the draft Independent Complaints Mechanism (ICM) policy held from 20 August to 17 October 2025.

The Development Finance Institutions (DFIs) — DEG, FMO, and Proparco — together with the ICM Independent Expert Panel, thank all stakeholders who contributed their time and insights during this process.

Consultation process

During the 8.5-week consultation period, a diverse range of stakeholders — including national and international non-governmental and civil society organizations, peer financial institutions, independent accountability mechanisms, DFI clients, and subject matter experts — provided substantive feedback on the Draft ICM Policy.

Feedback was received in writing through 15 formal submissions representing 34 unique organizations and individuals, and verbally through a series of regional webinars and in-person meetings attended by over 50 individuals representing all key stakeholder groups and geographies.

Report available

A summary report on the ICM Public Consultation activities is now available on [the consultation website](#) or as a direct download on this website.

Next steps

The joint working group — comprising the ICM Independent Expert Panel and DFI representatives — has continued its collaborative process to review all stakeholder feedback and finalize the ICM Policy.

The policy will be finalized following approval by the Management Boards and endorsement by the Supervisory Boards of the DFIs, anticipated in December 2025. A formal response to stakeholders will be published with the final ICM Policy and it will detail how feedback has been considered and integrated. The updated ICM Policy is expected to come into effect in the first quarter of 2026, with further details provided with the formal response.