



ICM Policy Update Process

The effectiveness of the [Complaint Mechanism | DEG \(deinvest.de\)](#) (*ICM) depends on a robust and appropriately framed policy to inform and guide its activities. This requires regular updating of the [ICM Policy](#). According to the ICM Policy, the Policy is due to be evaluated at least every four years. In 2022, the ICM initiated an external review process of its 2017 ICM Policy. This review was finalized in 2023 and, based on the findings, the next phase of revising the Policy has now commenced.

Accordingly, the ICM has recruited Gina Barbieri, an internationally recognized expert in accountability mechanisms and facilitation, to work with the ICM and other stakeholders within and outside DEG, FMO and Proparco as the findings are considered and the policy revision process commences. This process will culminate in the adoption of a new revised ICM Policy, following a meaningful public consultation that will take place in the second half of 2024. We look forward to the opportunity for our colleagues, stakeholders and members of the public to provide their input on the draft revised ICM Policy.

*The ICM is a joint initiative of DEG - Deutsche Investitions- und Entwicklungsgesellschaft (DEG) and FMO. Since February 2019, the French Development Finance Institution Proparco has also joined the ICM. For more information, please visit the [ICM website](#).