

Functions of the IAM



Dispute Resolution

Helps resolve a complaint through a neutral, collaborative approach and to contribute to improved outcomes for potentially affected parties.



Compliance Review

Carries out assessments of FinDev Canada's compliance with its policies, including assessing whether any actual or potential harm has or could result from non-compliance with such policies, and recommend remedial action(s) where appropriate.

If a complaint is deemed eligible, the complainant can choose to pursue either function.

The IAM has 3 main objectives:

1. Facilitate the resolution of complaints in a manner that is fair, objective, and constructive;
2. Mitigate the risks of potential negative environmental and social impacts of transactions; and
3. Foster public accountability and learning to enhance the environmental and social performance of FinDev Canada and reduce harm to people and the environment.



Independent Accountability Mechanism

The **Independent Accountability Mechanism (IAM)** is in place to address concerns of individuals or communities who allege actual or potential harm has arisen, or may arise, from a failure by FinDev Canada to follow its own policies relating to a transaction.

It is an **outlet** for individuals or communities to have their **voices heard** and provides an opportunity for an **independent and impartial** review of the situation with the goal of providing **redress and remedy** to the affected parties.

Canada

FinDev
Canada

How to make a Complaint

Who can submit a complaint

Complainant(s) directly, or a complaint may be submitted on behalf of a complainant(s) by a representative, duly authorized by the complainant(s) to act in that capacity.

Information to include

A detailed list of minimal information to include in the complaint can be found on the IAM webpage, or in the IAM Policy and Procedures. A complaint may be submitted in any language the complainant(s) uses and may be written or recorded.

Where to submit a complaint



Email

IAM@FinDevCanada.ca



Online Complaints Form

<https://www.findevcanada.ca/en/what-guides-us/independent-accountability-mechanism>



Mail

FinDev Canada IAM Office
150 Slater Street
Ottawa, Ontario, Canada K1A 1K3

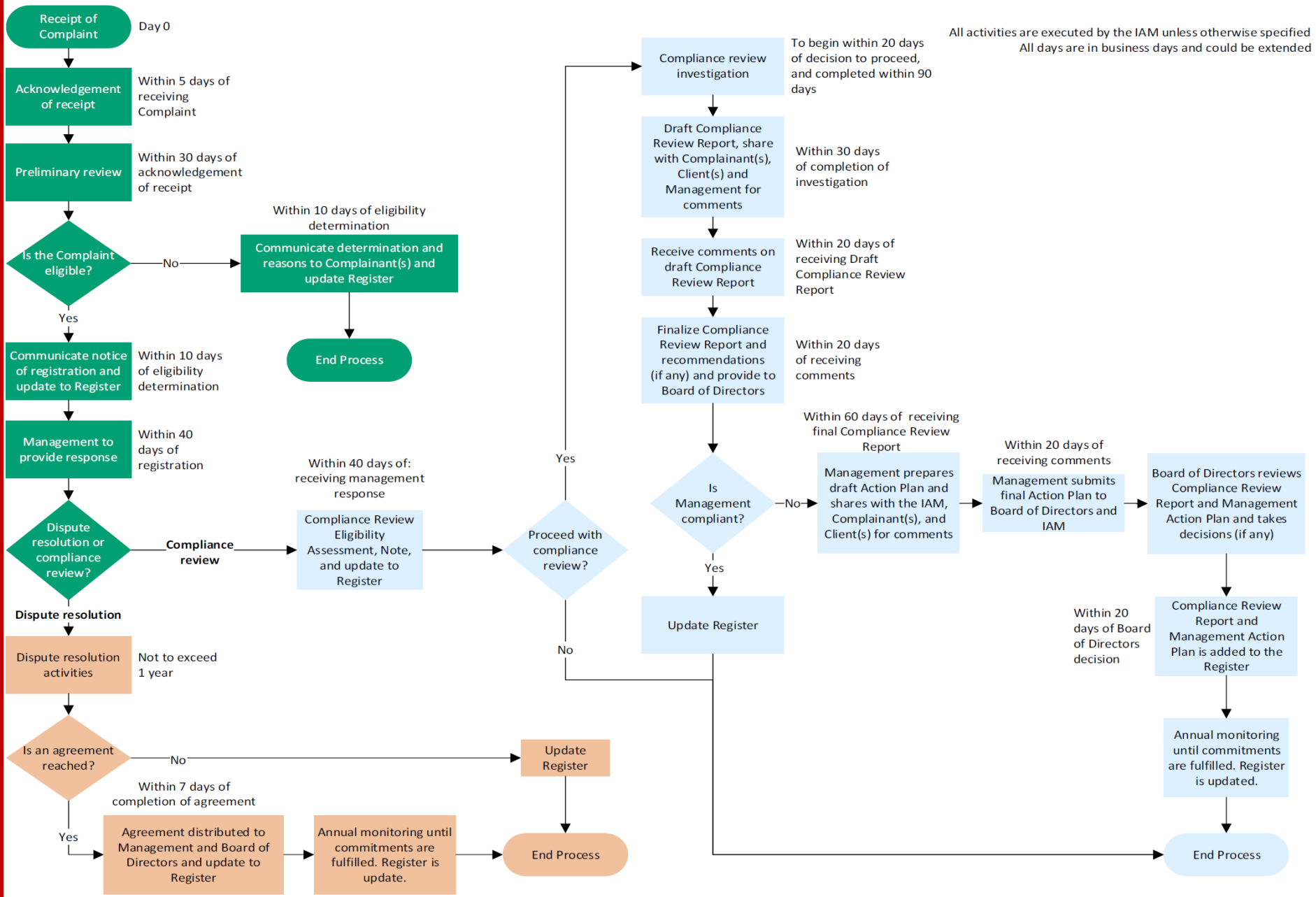


PROCESS INDEPENDENT ACCOUNTABILITY MECHANISM

Complaints received, depending on the results and applicability of each complaint, may go through one or several of the stages.

The stages of the IAM:

Preliminary Review Consider : > Harm > FinDev Canada obligations > Negative effects > Exclusions	Complaint Registration
Dispute Resolution > Neutral and collaborative > Agreement between all parties	Monitoring
Compliance Review > Eligibility assessment- prima facie evidence of harm > Investigation > Management action plan	Monitoring



All activities are executed by the IAM unless otherwise specified
All days are in business days and could be extended