

Grievance Submission Form for Complaints Regarding Clients Financed by the Bank

1. Complainant identification

Is a representative filing this complaint on behalf of the complainant?	Yes		No	
Complainant has the right to confidentiality. Do you want to waive this right?	Yes		No	

Please indicate the name(s) of the person(s), whether representative(s) or direct complainant(s), submitting the complaint. If you wish to remain anonymous, please indicate 'Anonymous' as your name and do not fill in postal address or phone number of e-mail address and do submit your complaint into a feedback drop box at a Branch of the Bank.

Name	Postal address	Phone	E-mail address

2. Identification of the Offending Client or Project or Site

Please indicate the name of the client of the NMB Bank regarding whom you wish to file a complaint.	
Please indicate, if applicable, precisely as possible, the location at which the client's project or activities have resulted in this complaint you are submitting.	
If known, please indicate the name of the partner/associate or subcontractor of the bank's client if they are the ones responsible for the acts or omissions you are submitting your complaint about.	

3. Subject of the complaint

Please describe how you, those you represent, or the environment have been, or are likely to be, negatively affected by the environmental and social impacts of the NMB client's project or activities.	
What are the results you expect to obtain as an outcome of NMB Bank's Grievance Mechanism.	

4. Operation's Complaint and Grievance Mechanism (GM)

Please describe the efforts and results obtained before the NMB client's grievance handling arrangements and the unresolved aspects of the problem.	
Please mention any other relevant aspect or fact that you consider relevant and for which documentary evidence can be provided.	

5. Support documentation

Please list below the documentation, if there is any, attached to this complaint in support of your request.

Date	Name of document