**Complaints Mechanism**

The UNDP project **Integrated climate-resilient transboundary flood risk management in the Drin River basin in the Western Balkans (Albania, Montenegro, North Macedonia)** has established its own project-level [Grievance Redress Mechanism](https://ses-toolkit.info.undp.org/stakeholder-engagement-and-response-mechanisms) to allow individuals and communities to voice any concerns about the project’s impacts or potential non-compliance with [UNDP Social and Environmental Standards](https://www.undp.org/accountability/social-and-environmental-responsibility/social-and-environmental-standards).

You can submit such a complaint directly to the project management team using any of the following means:

* Email: [radovi.rijekabojana@undp.org](mailto:radovi.rijekabojana@undp.org)
* Regular post: UNDP, UN Eco House, Stanka Dragojevica bb, 81000 Podgorica, Montenegro

All complaints will be acknowledged and investigated, and the complainant will be informed about the findings and any actions taken to address legitimate concerns raised. To facilitate the review process, please provide as much detail as possible, including supporting evidence.

**Please use the Grievance Form available on the web site.**

**If you would be dissatisfied with the way your complaint has been addressed**

You can also escalate your concern to the UNDP’s corporate [Stakeholder Response Mechanism](https://www.undp.org/accountability/audit/social-and-environmental-compliance-review-and-stakeholder-response-mechanism) or Social and Environmental Compliance Unit that are accessible through:

* Email: [project.concerns@undp.org](mailto:project.concerns@undp.org) and [secuhotline@undp.org](mailto:project.concerns@undp.org) (in any language).
* Phone: You can call +1(917)2074285 (costs are incurred by the caller)
* Messaging app: You can message the same number +1(917)2074285 using WhatsApp, Viber, or Signal
* Regular post: you can write to SECU/SRM, United Nations Development Programme, One UN Plaza, 4th Floor, New York, NY USA 10017

While there are no strict format or language requirements when using these corporate systems, it is helpful if the complaint includes the following information:

* Name, address, telephone number, and other contact information.
* Whether the Complainant(s) wish to keep their identity confidential, and if so, why.
* Name, location, and nature of the UNDP project or programme (if known).
* How the Complainants believe they have been, or are likely to be, adversely affected by the UNDP-supported project or programme.
* If a third party, such as a civil society organization, is filing a complaint on behalf of an affected individual or community, the complaint should include evidence the third party is working on behalf of the individual or community.
* Although helpful, it is not necessary to cite specific UNDP standards or policies (such as the UNDP's Social and Environmental Standards).