COMPLAINT FORM

1. Complainant’s information: This information must be provided. The identity of complainants will be kept confidential if they request so.

Salutation\*:

☐ Mr. ☐ Ms. ☐ Company

Name\*

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Company

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Street\*

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|  |

Postal code\*

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Country\*

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Phone number\*

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E-mail address\*

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Is there a representative making this complaint on behalf of the directly affected people/complainant(s)\*?

☐Yes ☐No

2. Project Information:

Project name (and project number if known)\*

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Project location (Region, City, Village etc.)\*

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3. About the complaint:

Indicate when the problem occurred\*

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Describe what harm do you believe the KCGF supported financed project caused or is likely to cause to you (maximum 500 characters)\*

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Describe actions taken so far to address adverse impact (maximum 500 characters).\*

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Provide an indication, which of KCGF’s policies has allegedly been breached (if relevant) (maximum 500 characters).

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Please include any other information that you consider relevant.

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4. Confidentiality

I request Kosovo Credit Guarantee Fund to keep my complaint (as well as all I've sent via e-mail) confidential. \*

☐Yes ☐No

5. Signature: You may print the form and sign it.

Date: DD/MM/YYYY

6. Address

Complaints may be submitted by mail, e-mail, or hand delivery to the KCGF in the following address:

Mail:

Kosovo Credit Guarantee Fund

Njazi Alishani No. 5,  
10 000 Prishtinë,

Republika e Kosovës

If you elect to keep your complaint confidential, KCGF will neither reveal your identity to nor share materials you have sent via e-mail with the project sponsor and will get in touch with you on the process how to handle the complaint.

Note: Fields marked \* are mandatory.

Please send a proof/supporting documents via mail or email under point 6.