



Grievance and Complaints

Any person who is adversely impacted by the operations of candi or it's representatives can submit grievance to us by using the form below.

Persons who have submitted grievance will be informed about expected response times and updated on progress made in addressing the grievances.

Grievances must contain the following information:

- The identity of the complainant(s): name(s), address(es) and other contact information.
- If the party submitting the complaint is doing so on behalf of an affected person or community, it must i) identify on whose behalf the complaint is made and ii) present evidence that it has been requested to present the complaint on behalf of the affected person/people.
- A description of the project under consideration or operated by candi solar, as far as it may be known to the complainant.
- A description of the situation which is the subject to the complaint:
 - a) Environmental or social impacts: A statement of the way in which the complainant believes it has been, or is likely to be, affected by environmental and/or social impacts of the project;
 - b) Governance and business integrity: description of the non-compliance with law and regulations or deviation from good practices in the field of governance or business integrity.
- Explanation about whether and how the complainant attempted to resolve the problem, including any contact with candi staff, local contractors or host government and legal actions.

Please send the Grievance and Complaint form to info@candi.solar

candi solar GRIEVANCE AND COMPLAINTS FORM

Admissibility and Eligibility criteria

A complaint is admissible for submission by:

- An individual or a group of individuals that believes it is adversely affected by a project managed or operated by candi solar or potentially affected by a project tendered for by candi solar;
- A duly appointed representative acting on behalf of affected people, insofar the representative clearly identifies the people on whose behalf the complaint is made and provides explicit evidence of legitimacy to present the complaint on their behalf.
- A staff member, member of the Board of Directors, or an Executive Director of a company taking part to a project managed or operated by candi solar (e.g. EPC, maintenance contractor, client company, etc.).

A complaint is eligible if:

- The project which is the subject of the complaint is managed or operated by candi solar;
- At least one component of the project which is the subject of the complaint can be plausibly linked to the alleged adverse effect(s);
- The complaint is lodged by an admissible complainant as defined above;
- The complaint is submitted in good faith and is aligned with the primary purpose of candi solar's Grievance Mechanism. Abuses of the Mechanism include, but are not limited to cases in which:
 - a) the complaint is submitted for the purpose of unduly obtaining compensation;
 - b) the complaint is submitted for the purpose of delaying project implementation;
 - c) the complaint is submitted for the purpose of damaging the credit or reputation of any participant to the project;
 - d) the complaint is submitted for political purposes unrelated to the project;
 - e) the complaint contains material falsehood.

Any complaint which does not meet all eligibility criteria will not lead to further procedures.

Is this complaint admissible and eligible? (please check criteria above)

Contact details

Title

First name

Last name

Address

Country

E-mail:

Subject

Your message

I confirm to have read the criteria of candi solar's Grievance Mechanism and that this complaint meets the defined Admissibility and Eligibility criteria.

(Date, Place, Signature)

Complaint

Please specify which company the grievance or complaint relates to

Company Name

Company address

Who is impacted and how?

Actions already taken

Overview of actions (e.g. legal, contacts with the company, local authorities) that have already been taken to solve the issue.

Actions taken

When you submit a complaint, you agree that you will not publicly disclose information directly relating to the complaints process.

I agree

(Date, Place, Signature)