

OFFICE OF THE OMBUDSPERSON COMPLAINTS FORM

The Office of the Ombudsperson is WWF's independent mechanism for raising environmental or social concerns about WWF's activities which may affect you or your community.

The Office is part of WWF's Environmental and Social Safeguards Framework, and provides a voluntary, non-adversarial and impartial process to meaningfully and fairly address your concerns.

You may use this form to submit a complaint to the Office of the Ombudsperson. Please complete the details below and email it to info@wwfombudsoffice.org, or send it by mail or deliver it to any WWF office, or give it to a trusted WWF staff member who can help to channel your complaint to the Office.

Your complaint will be treated as confidential unless you provide explicit consent for it to be shared. The Office does not share the complaint or complaint information, including your personal data, without consent, including with WWF staff or management outside of the Office. Personal data shared via a complaint will be treated in accordance with the Office's [Privacy Policy](https://www.wwfombudsoffice.org/wwf_privacy/) (https://www.wwfombudsoffice.org/wwf_privacy/).

If you have any questions or need help completing or submitting this form, please contact us at info@wwfombudsoffice.org or visit www.wwfombudsoffice.org for more information. The Office will acknowledge safe receipt of your complaint within 7 working days of receiving your complaint and will inform you of next steps in the process. This may include requesting additional information from you so that the Office can review the complaint and determine eligibility.

*required fields

*Name	(First)
	(Last)
	(What do you prefer to be called?)

Telephone Number	
Email Address	
Address / Location	
*What is the best way to contact you?	
*Are you submitting this complaint on behalf of someone else?	☐ Yes ☐ No *If yes, please describe the complainant(s):
*Would you like the information you are submitting to be kept confidential by the Office of the Ombudsperson?	☐ Yes ☐ No ☐ Don't Know
*Are you concerned about retaliation in connection with your complaint?	☐ Yes ☐ No ☐ Don't Know
*In what Country is the WWF Activity or Project located?	
Name of WWF Activity or Project, if known	
WWF Project location (region, province, town or village), if known	
*Complaint Information <i>Tell us about your complaint and the environmental or social issues you are concerned about. You can provide any relevant information or documents to us together with this form.</i>	

If you need more space, please use the continuation sheet at the end of this form.

***Have you approached a WWF representative or a local project or country grievance mechanism regarding this complaint?**

☐ Yes

☐ No

☐ Don't Know

If yes, please describe any action or resolution by that person or entity:

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☐ I consent to the processing of my personal data when submitting a complaint to the WWF Ombudsperson's Office. For more information about how the Office handles your personal data, please see our [Data Privacy Policy](https://www.wwfombudsoffice.org/wwf_privacy/) (https://www.wwfombudsoffice.org/wwf_privacy/).

We can provide you with a copy of this Policy and further information about your rights and how your data is being processed when we respond to your complaint.

