

Complaints Form

MARCH 2021

ANNEX I

To:.

The CFC Complaints Officer
 c/o Common Fund for Commodities
 P.O. Box 74656
 1070 BR Amsterdam
 The Netherlands

complaints@common-fund.org

Date: *insert date*

I / We, *insert full name*, lodge a complaint concerning *insert project name*, located in *insert country / region / city*.

I am / We are filing this claim on behalf of directly affected people

☐ Yes (include proof of authority)

☐ No

I am / We are requesting CFC to treat the complaint confidentially

☐ Yes

☐ No

I / We have been or are likely to be affected by the project in the following ways:

- Clearly describe your complaint and if possible state which of its policies the CFC has allegedly breached. Information on the CFC's policies can be found on the website: <http://www.common-fund.org/publications> including all rules and procedures as well as the Agreement Establishing the CFC.

- Indicate when the problem occurred

- Describe how you or the people you are representing are directly affected

- Describe the actions that have been taken so far to address adverse impact

- Please name the CFC employee with whom you have had contact

I understand that for proper complaint handling, it is necessary that the CFC processes the provided personal information

☐ Yes

I hereby authorise the CFC to process my personal data, and contact me if necessary for the purpose of handling the complaint.

I / We can be contacted through the following contact details:

Name: Mr / Mrs / Ms *Full name*

Company name: *insert company name only if applicable*

Address:

Street *number* *addition*

Postal code *City*

Country

E-mail address: *insert e-mail address*

Telephone number: *insert telephone number*

Attachments:

Please include all documents related to or relevant for the current complaint. If applicable, include an overview of actions that have already been taken (for example, legal contact with project sponsors) or proof of authority if you are representing.