

Summarized Public Grievance Mechanism Procedure

BluePeak Private Capital provides a grievance mechanism for individuals, communities, workers, suppliers, investors and other stakeholders who may be affected by its operations or investments. Grievances may be submitted confidentially, including anonymously where permitted by law.

Overview

Any person, group or organisation that believes it is affected by a BluePeak-financed project or by BluePeak's operations may submit a grievance, directly or through an authorised representative.

How to Submit

Grievances may be submitted in English, French or Arabic through the grievance form on BluePeak's website or through the contact details published on the website.

What to Include

Please provide a brief description of the issue, the project or activity concerned, and any relevant supporting information. Contact details may be provided if you would like BluePeak to follow up directly.

What Happens Next

1. **Acknowledgement:** BluePeak acknowledges receipt of the grievance within seven working days.
2. **Review:** BluePeak assesses whether the grievance falls within the scope of the mechanism and reviews the information provided.
3. **Assessment and investigation:** Where relevant, BluePeak engages with the complainant, the investee or other stakeholders to better understand the issue.
4. **Response and resolution:** BluePeak communicates the outcome and any proposed actions. A formal response is normally provided within 30 days of receipt.
5. **Closure and follow-up:** Once the matter has been addressed, the grievance is closed, and records are retained for monitoring and learning purposes.

Contact Us

For questions, concerns, or to submit a grievance, please contact BluePeak using the 'Contact Us' details provided on our website.