



The Complaint Mechanism of the Cayos Cochinos Foundation offers anyone who feels negatively affected by a project or activity supported by the Cayos Cochinos Foundation the opportunity to file a complaint and receive a response. Through this mechanism, individuals can:

1. Be heard and treated with respect.
2. Receive a response.
3. Be informed about the complaint process and the approximate response time.
4. Maintain confidentiality if desired.
5. Submit their complaint in their preferred language and receive a response in the same language.

To file a complaint, please complete the following form and submit it to the project officer or the responsible field technician. You can also send it via email to the following address: info@cayoscochinos.org, or scan/take a photo of the completed form and send it to the following number via WhatsApp: +(504) 9515-2137.

Complainant's Name or Representative's Name:

Physical Address:

Home / Mobile Phone:

Email:

Country:

Protected Area (if applicable):

Project Name (if applicable):

Name of the organization implementing the project (if applicable):

Specific reason, specifying to the best of your ability the facts on which the complaint is based:

When did the incident(s) occur? (Please provide date and time if possible):

Where did the incident that prompted the complaint occur, specifying the community, section, or location, and if possible, the individuals involved:

Could the events that occurred result in any harm to the rights and property of local populations? If so, please explain how.

Our Garífuna community's worldview expresses a harmonious relationship with nature. Do you believe that your rights, customs, and traditions are being properly respected by projects or activities supported by the Cayos Cochinos Foundation?

If your answer is no, please explain.

Did the Cayos Cochinos Foundation's field staff assist in the immediate resolution of your complaint?

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