**MAR FUND GRIEVANCE MECHANISM**

MAR Fund’s grievance mechanism offers anyone who feels negatively affected by a project or activity supported by the MAR Fund the opportunity to file a complaint and obtain a response.

Through this mechanism people will:

• Be heard and treated with respect

• Receive answers

• Learn about the process of the complaint or claim and the estimated response time

• Maintain confidentiality, if so desired

• Present complaints in the complainant’s preferred language and receive the answer in the same language

To submit a complaint, please complete the format below and hand it over to the project officer or the responsible technician in the field. You can send it via post to the following address: 22 avenida 0-59, Zona 15 Vista Hermosa II, Guatemala, Guatemala 01015. You can also scan or photograph the completed form and send it via e-mail to [quejas@marfund.org](mailto:quejas@marfund.org) or via WhatsApp: +502 3047-1169.

1. Name of the claimant or her/his representative (if doing so on behalf of an entity) (optional):
2. Physical address:
3. Landline/Cell phone number:
4. Email:
5. Country:
6. Protected Area (if applicable):
7. Name of the Project (if applicable):
8. Name of the organization developing the project (if applicable):
9. Write your complaint or claim: