



GRIEVANCE, CLAIMS, AND SUGGESTIONS MECHANISM

The Institute of Biodiversity and Protected Natural Areas of the State of Quintana Roo (IBANQROO), the National Commission for Protected Natural Areas (CONANP), through the Mexican Caribbean Biosphere Reserve, and Pronatura Península de Yucatán A.C., make this Complaints, Claims, and Suggestions Mechanism available to everyone.

The purpose of this Mechanism is to provide an accessible and transparent space for expressing concerns, complaints, claims, recommendations, or suggestions related to the implementation of the project “Chacmochuch-Manatí, a coastal marine corridor connecting nature and people; an ecosystem that provides economy, security, and livelihoods.”

Applications may be submitted individually or collectively, in Spanish or English, in writing, orally, or digitally, according to the customs and possibilities of each participant.

This useful tool is based on the principles of:

- **Respect for human rights**
- **Public accessibility and cultural and linguistic relevance**
- **Reliability and confidentiality**
- **Constructive dialogue and community participation**
- **Equity and equality in all its dimensions**
- **Gender equity and equality**
- **Freedom of expression and dignified treatment**
- **Transparency and accountability**

These principles guide reception, analysis, and response to all requests, ensuring that each person is heard in conditions of respect and fairness.

This Mechanism does not cover complaints or claims that are pending, in process, or have already been resolved by an administrative or judicial authority. Nor does it include matters that fall under the exclusive jurisdiction of federal, state, or municipal authorities.

In these cases, the project team will offer guidance on how to channel the request to the appropriate area.



To submit a concern, complaint, claim, recommendation, or suggestion, please complete the following form.

YOUR PARTICIPATION MAY BE ANONYMOUS; HOWEVER, WE RECOMMEND LEAVING SOME CONTACT INFORMATION SO THAT WE CAN FOLLOW UP ON YOUR CONCERNS.

Contact details (*optional):

- Email address *
- Name of applicant or organization representative *
- Place of residence
- Phone number *
- Would you like your participation to be anonymous (Yes/No)? If yes, we recommend including some contact information in this section so that we can follow up on your participation.

Type of request:

- Compliment
 - Concern
 - Complaint
 - Claim
 - Recommendation
 - Suggestion
 - Other (please specify)
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Motivo de la solicitud:

Briefly describe what happened. You can use the following questions as a guide: What happened? When did it happen? How did it happen? Which individuals or institutions were involved? What consequences did it have or could it have? Do you have any evidence?



Proposals or solutions:

Would you like to share any proposed solutions? Yes / No
If yes, please indicate here: _____

Confidentiality:

Do you require your application to be treated confidentially? Yes / No
Please briefly explain your reasons.

Preferred response method:

Email Phone call Meeting Other _____

Your request has been received. We will confirm receipt within three business days, and you will receive a response from the project team within 15 business days.

Thank you very much for your participation. Your request will be handled with respect and transparency, and you will receive a response as soon as possible.