

Presented by Comisión Nacional de Áreas Naturales Protegidas (CONANP) in Cozumel, Instituto de Biodiversidad y Áreas Naturales Protegidas de Estado de Quintana Roo in Cozumel, Fundación de Parques y Museos de Cozumel, as well, Fundación Comunitaria Cozumel, leave at your disposal the:

GRIEVANCE MECHANISM QUESTIONNAIRE

The project "Proper management in 4 Coastal Marine Protected Areas in Cozumel Island, in the context of ecosystem connectivity and health, to improve management effectiveness in benefit of biodiversity conservation and sustainable use" offers anyone the opportunity to file a complaint and receive a direct response.

With this mechanism, the people will be able to:

- Be heard and treated with respect
- Receive a correct response
- To know the process for their complaint and the approximate response time
- Maintain confidentiality if they so wish

Please complete the following form and drop it in the mailbox

Name or representative of the organization that is making the claim

1) Place of residence: _____

2) Home phone number: _____ Cell phone number: _____

3) Email: _____

4) Write your complaint, trying to answer the following questions: What happened? When did it happen? How did it happen? Why does it affect me?

5) Finally, do you have any suggestions for resolution? Which ones?

Date: _____