



**CIFI's Grievance Mechanism will not address the following:**

- Complaints previously processed through the mechanism, unless justified by new circumstances not present at the time of the initial complaint.
- Complaints deemed to be malicious, fraudulent or generated to obtain a competitive advantage.
- Matters under arbitration or judicial review.
- A grievance or complaint regarding a project in which CIFI had no financial involvement.
- A grievance or complaint regarding matters relating to CIFI's activities which are unconnected to a CIFI funded project, such as matters relating to administration and human resource management.
- Relating to allegations of prohibited practices that are addressed by other procedures and CIFI units, including the CIFI Compliance and Internal Audit unit, as well as the Conflicts of Interest and Fraud Investigation Policy. These types of reports can be submitted through the Wrongdoing reporting channels.