

COMPLAINT FOLLOW-UP MATRIX

N°	Complaint Mechanism	Date	Type: Complaint/ Inquiry/ Suggestion/ Request	Registration Channel	Department/ Province/ District/ Community	Name of Intervention (If Applicable)	Brief Description of the Case	Implemented Measures	Status
1	Institutional	8/9/2021	Request	Virtual inbox	Tumbes	Not specified	A person requests a job application.	1. The person was asked for the Resolution of his appointment in order to search Profonampe's files and be able to attend to his request on 08/10/2021. No response was obtained. 2. A reiterative mail was sent requesting the Resolution of the appointment on 11/04/2021, and due to the lack of response, the case was closed.	Completed
2	Institutional	10/25/2021	Complaint	E-mail	ECA MAENI of RCM	Asegurando - GEF6	The complainant states that ECA MAENI does not have telephone and internet service since the last week of September due to lack of payment by Profonampe, and requests to be informed if the corresponding payment will be made.	The program's social specialist carried out the coordination with Profonampe and the payment for the service was made on 10/26/2021.	Completed
3	Institutional	10/26/2021	Complaint	E-mail	Rio Abiseo National Park	Asegurando - GEF6	The complainant states that the satellite internet service at the Pataz headquarters in the western sector of the Abiseo River National Park is getting slower and slower, making it difficult to carry out normal activities as part of the PNA's management. Likewise, requests that Profonampe communicate with the company that provides the service so that they can carry out a diagnosis and provide details on why the problem of permanent outages and the delay in loading pages is occurring; it also requires that they provide information on the date on which the gigabytes provided monthly by the company are replenished in order to have a better control of the use of the service.	Profonampe sent an e-mail (10/28/2021) informing about the actions taken by the service provider, which reported that the internet service has been resolved and is operational. It is also noted that the PNA may in the future communicate directly with the company, for which it provides an email and telephone number in the event of problems or technical failures with the Internet.	Completed
4	Institutional	11/9/2021	Complaint	E-mail	Loreto (Four Basins)	Environmental Liabilities Program	An attempt of unfair competition in the bidding process of the Marañón basin and possible generation of social conflict in communities by one company in particular is reported.	1. Profonampe sent a letter to the company in question (11/17/2021) requesting its response to Acodecospat's letter. 2. The company responds with a letter (11/18/2021) and indicates that their approach was to obtain updated social context information that could also help them plan the logistics of their possible intervention. 3. Profonampe requests (19/11/2021) from the complaining association more information on the facts referred to in its letter, such as dates and communications made 4. The company is awarded as the winner of the bidding process (11/29/2021), the association is present in the election committee.	Completed
5	Institutional	11/16/2021	Complaint	Virtual inbox	Not specified	GIAHS	The complainant requests that Agricultural Engineers and not only Farmers also be considered in the call for proposal: formulation of the Profile called: "RECOVERY OF LOCAL CAPACITIES FOR THE CONSERVATION OF NATIVE CROPS (POTATO, OCA, MASHUA, OLLUCO, CORN, TARWI, QUINOA, CCAÑIHUA, BEAN, KIWICHA) IN THE PROVINCES PARURO, ANTA, CANAS AND ACOMAYO - CUSCO REGION".	1. GAF has asked SIPAM's UGTP to make this rectification in the call for proposals. 2. UGTP approved both profiles for the postulation.	Completed
6	Institutional	12/20/2021	Complaint	Virtual inbox	Not specified	Not specified	The bidding process for the contaminated site assessment projects has not been carried out in a transparent manner. International companies with good experience were eliminated for a company that has only charged additional fees, generating more expenses for all Peruvians.	As the complainant did not attach any contact information for further communication, the case was closed on the same day it was received.	Completed
7	Institutional	01/17/2022	Complaint	Virtual inbox	Iquitos	Pastaza Project	In September 2021, the complainant sent a letter to the Pastaza project requesting a work certificate for the consulting services provided to Profonampe. As of 01/17/2022, he had not received any response, therefore asked Profonampe to respond to this request.	Profonampe issued and sent the requested certificate to the person for the consultancy provided. As an improvement action, a communication was sent to the Project Manager to avoid this type of event in the future.	Completed
8	Institutional	2/7/2022	Complaint	Virtual inbox	No Information	Datem Wetlands Project	The Association requires that it be integrated into the project.	1. The project coordinator was consulted by email on how this complaint could be addressed in the first instance, according to their Complaint and Grievance Mechanism (MAQR). 2. On July 2, 2022, the project's social specialist sent a proposed letter prepared jointly with Profonampe's social management specialist to the project coordinator. This letter indicates the proposal for a new meeting between the project team and the association. 3. After sending the letter, the association did not respond. However, the project team (biologist, bio-business and social specialist) is waiting for their communication for the meeting and to establish a work agenda if an agreement is reached. 4. The meeting with the association cannot be arranged due to lack of response from them.	Completed
9	Humedales	3/1/2022	Complaint	On-site	CC.NN. SAN FERNANDO	Wetlands	At the request of the community, we went to San Fernando to present the proposal to implement a collection center so that they could be suppliers of aguaje. However, during the assembly there was opposition and disagreement, which is why the Datem Wetlands Project team left the community without reaching an agreement.	The APU of the CCNN San Fernando approached the Project offices to discuss the meeting that took place in their community, and was attended by the project team and agreed to return to the community for a new meeting to sign an agreement.	Completed
10	Humedales	03/08/2022	Complaint	On-site	CC.NN. SAN ANTONIO	Wetlands	The 22 communities that make up the ACA-BMP were summoned to an Assembly, where they agreed on the management plan, training plans, implementation of equipment, etc. In addition, they discussed the boat and engine delivered to the ACA by the project that had been stolen, and the attendees expressed their discomfort at the fact and held the then President of the ACA responsible for the theft.	By agreement of the Assembly, the President was removed from that position and another person, from the CC.NN. Campor Verde, was voted in his place.	Completed
11	Humedales	04/07/2022	Complaint	On-site	CC.NN. PUERTO INDUSTRIAL	Wetlands	Two members of the ASPROMAG Association had informed the association of their disagreement with the construction of the plant, due to a salary issue.	The president of the association called an assembly, and the majority voted in favor of removing from the association the two people who disagreed with the agreements for the construction of the plant.	Completed

12	Humedales	05/12/2022	Complaint	Oral	Nuevo Progreso	Wetlands	The apu and vice apu of CN Nuevo Progreso request the team of specialists from Profonanze and the representatives of the Datem del Marañón construction company for information on the budget for the cocoa and chocolate processing plant.	Profonanze's team of specialists invited the representative of the Datem del Marañón construction company, through a workshop, to socialize the project's technical dossier and budget to representatives of the CN, the association and community members.	Completed
13	Humedales	05/13/2022	Complaint	Oral	Alfonso Ugarte	Wetlands	The president of FENAM requested that Profonanze's team of specialists and representatives of the Datem del Marañón construction company provide information on the budget for the aguaje processing plant.	Profonanze's team of specialists invites the representative of the Datem del Marañón construction company, through a workshop, to socialize the project's technical dossier and budget to representatives of the CN, the association, and members of the community and FENAM.	Completed
14	Humedales	06/27/2022	Complaint	Phone call	FEQUEBAP Quechua Indigenous Federation of Bajo Pastaza	Wetlands	The president of FEQUEBAP expressed her discomfort at receiving refusals to the 02 requests for social support. In this sense, the natural resources and social specialists explained the achievements, the fulfillment of goals and the development of activities that are within the project components. Furthermore, it is not possible to support activities that are not within the components and are the responsibility of other institutions.	Face-to-face meeting with the leader to socialize the activities that the project has been carrying out and the fulfillment of the goals.	Completed
15	Humedales	07/08/2022	Complaint	Oral	Puerto Diaz	Wetlands	The president of ASPROQUEPD requested that at a meeting of the members, the latter should state whether or not they will continue to participate in the association and remain members of Profonanze.	The team of specialists and Kit's leader participated in the extraordinary assembly of the association, and after sharing the association's situation, the organic life of the association was strengthened.	Completed
16	Humedales	09/13/2022	Complaint	On-site / E-mail	Chapis	Wetlands	When the photovoltaic system was installed in APUAPISEM, it was agreed in the minutes as part of the social benefits that APUAPISEM would provide energy to the health center and in return, the Chapis Health Center would provide free Internet for the management and coordination that are necessary in any bio-business. To date, APUAPISEM has provided the service in a timely manner; however, the Internet service has not been provided by the Center as agreed. The password is changed daily and the person in charge is not always available, making it impossible for apuapism to use it, which hinders any type of management/coordination/sales.	It has been corrected, at 9 pm on 09/12/2022 the extension was disconnected. However, we would like to emphasize again that the internet service for all bio-businesses is essential, especially those where the commercialization processes are coordinated at a national level, as in the case of CANDELA PERU, which will directly affect the future management/coordination of APUAPISEM. The president of ORPISEM has already been informed of this situation and has confirmed that he will talk to the Health Center Manager so that they will grant facilities to APUAPISEM, respecting the agreement reached.	Completed
17	Institutional	09/23/2022	Complaint	Sernamp's Complaint Mechanism	La Convención	Asegurando - GEF6	Failure to meet supplier payment deadlines.	The service was not performed, therefore the complaint is no longer valid.	Completed
18	Humedales	10/07/2022	Complaint	E-mail	Datem Wetlands Project Consultant - Sarameriza	Wetlands	Socialize the situations that have been happening at the level of the Sarameriza Corridor in relation to the behavior of the former APU Nuevo Progreso and President of the future TAJIMAT association (Cacao).	Two information meetings with: - The Apu of the Nuevo Progreso community; - The president, vice-president and 04 partners of Tajimat.	Completed
19	Humedales	11/11/2022		Oral	Alianza Cristiana	Wetlands	Representatives of the Alto Pastaza corridor associations expressed their dissatisfaction with the attitude of part of a team of professionals.	Meeting with the GTANI President. Letter sent to formalize the strategies to be taken into account. Share the protocol for community relations and Profonanze's and FVC's PAS with our team of professionals.	Completed
20	Institutional	11/16/2022	Complaint	On-site -Visit to the project	Apurimac	GIAHS	The complainant indicates that a group of 12 conservationist producers have not yet been paid wages for the installation of family quehua in their community. This work was carried out in 2021. In addition, requested that the transfer could be made to Banco de la Nación since there are branches in the area. In this way it would not be necessary to go to Andahuaylas to collect the money. Also indicated that when he/she went to the bank to verify the deposit, it had not yet been made. The amount is S/2500.	1. Payment has been registered in the accounts and vouchers. They have already been sent to the territorial facilitator to inform producers. 2. The person received the payment in his/her account on 12/16/22. His/her daughter went to collect it and sent the payment voucher.	Completed
21	Institutional	11/16/2022	Complaint	On-site -Visit to the project	Apurimac	GIAHS	The complainant complained at the exit of the meeting at the municipal office in the community of Umamarca about the failure to pay 251 daily wages of S/45 each to the community members who had participated in the forestry campaign between February and April 2022.	1. At the time the complaint was filed, the FR called the project's administrative assistant who indicated that the OP for the daily wages had already been submitted to the CN. 2. In subsequent days we followed up with phone calls to the project's administrative assistant. The community members who called DIME were told that the payment process had gone through the CN and MINAM and once approved, it was already in Profonanze's GAF. 3. In the following days, the company went to Profonanze's treasury area to register the payroll and account numbers to send the check to Banco de la Nación and make the payment effective. It is important to point out that the UGTP suggested that, if necessary, they could provide transportation from the community to Andahuaylas so that they could go to collect payment. However, it was suggested that it would be best for payments to be made through Banco de la Nación branches located in the same community. 4. On Monday 05/12 Profonanze sends the check to Banco de la Nación for the communal payments. In the following days Banco de la Nación sent observations to the TXT list sent by Profonanze to verify the information of the collective drafts. 5. Finally, Banco de la Nación approved the drafts on 12/13/22 and sent the list of codes to Profonanze so that they could be cashed at the Andahuaylas office. 6. On 12/14/22 the Treasury sent the list of codes to the UGP and the DIME of Profonanze so that they could be sent to the farmers and make the collection effective. On the same day the FR delivered the printed list of codes to the community. 7. On 12/15/22 DIME communicated with the man who had filed the complaint, and indicated that he would have all the community members sign a form to receive their codes with which they could go to Banco de la Nación in Andahuaylas to collect their payments. He also indicated that they would go once the demonstrations in the city had calmed down.	Completed

22	Institutional	11/16/2022	Complaint	On-site -Visit to the project	Apurimac	GIAHS	There has been a delay in payments for the sale of agrobio products through kusikuy since June 2022 because there is no sales receipt, nor is it possible to obtain one because the members are beneficiaries of many social programs. It is known that two individual accounts have been created and deposits have been made, but no further details are available.	<ol style="list-style-type: none"> 1. Profonanpe has been coordinating with the project team to regularize this pending transfer (11.16.222). 2. Safeguards team met with local facilitator and commercial facilitator (12.16.22). 3. Profonanpe met with ASPEC to understand the processes behind Kusikuy and find the causal factors behind this complaint (12.20.22). 4. The GIAHS project coordination met with ASPEC regarding the pending transfer. They informed that a formal response from ASPEC would be forthcoming once they have completed the information. (12.22.22) 5. Profonanpe contacted the person who filed the complaint to inform that the payment up to the 7th delivery is already at ASPEC and that at the beginning of January 2023 they would have news of the transfer. Likewise, he informed that they are interested in issuing the invoices he has and transferring to his bbva account the amount corresponding to the sales of his association to avoid these delays and that they would assume the tax cost. This has been communicated to the project for analysis and implementation according to the existing conditions. (12.23.22) 6. ASPEC made the transfers and finalized the outstanding payments since June 2022 for sales through the Kusikuy app to the producers of this association (March 23). 	Completed
23	Institutional	11/20/2022	Complaint	Virtual inbox	Cajamarca	PdP Initiative	The complaint is related to inadequate transparency in the hiring process in which he has applied.	A letter prepared by DIME was sent to him explaining the nature of Profonanpe as a private entity and the process followed for hiring, sending the scores obtained by each participant. He was also informed that an email was sent to him prior to the issuance of this complaint.	Completed
24	Institutional	12/21/2022	Complaint	E-mail	Cusco	Asegurando - GEF6	Non-payment of Profonanpe to a food supplier for the amount of S/960 since September 2021.	On December 23, GAF made the payment corresponding to the claim requested by the service provider and the Machiguenga Communal Reserve Headquarters. Attached is the telecredit transfer voucher and the letter sent apologizing for the delay.	Completed
25	Institutional	2/8/2023	Complaint	On-site -Visit to the project	Huacho-Lima	Coastal Marine Adaptation	In a meeting during the supervision visit to IMARPE's facilities in Huacho, where a group of women are trained to carry out aquaponics and hydroponics activities, one of the members complained that she had been unjustly removed from the APROBIOOSPEC association and demanded to be reinstated. She took the opportunity to make this claim during the visit of the DIME since many of the members of aquaponics are also members of APROBIOOSPEC. She mentioned that due to personal issues she had been removed from the association when she had only asked to be removed from the Board of Directors. She claims that she wants to continue working as the activities for women generated under the project allow her flexible hours to attend to her family.	<ol style="list-style-type: none"> 1. It was explained to the woman and the association that this complaint will be followed up by the project team. However, it was also explained that this is an internal issue of the organization and should be resolved directly by its members, following the organization's bylaws. 2. Subsequently, she no longer insisted on participating in APROBIOOSPEC and is now one of the leaders of the Aquaponics Association. She has promoted its formalization and has worked hand in hand with the technical assistance financed by DIME in 2023. 	Completed
26	Humedales	02/19/2023	Complaint	Telephone	Datem Wetlands Project Team / Villa Sarameriza	Wetlands	On the 19th of the present, by telephone call, the Datem Wetlands Project administrator informed the social specialist that he has been harassed and mistreated in disrespectful and aggressive ways by the President of the Tajimat Association in external environments to the Sarameriza office, the latter exceeding the limits of personal safety, since in addition to the verbal abuse and threats, physical contact has been made in an attempt to impose submission. This has created a hostile environment and weakened relations between both parties.	<p>Two meetings:</p> <ul style="list-style-type: none"> -President of Tajimat. -Apu of the Nuevo Progreso Annex, CN Sinchi Roca. <p>-Sending of letter addressed to the President and the Apu, indicated above.</p> <ul style="list-style-type: none"> - The president of Tajimat apologized to the aggrieved party. 	Completed
27	Humedales	02/20/2023	Complaint	KIT Bajo Marañón Pastaza Leader Report	Puerto Industrial	Wetlands	The Apu of the community complained about the lack of communication and information from the president of the Aspromag Association about the activities being carried out and the entry of third parties into the community indicating that they are part of Profonanpe.	<p>The Apu of the community complained about the lack of communication and information from the president of the Aspromag Association about the activities being carried out and the entry of third parties into the community indicating that they are part of Profonanpe.</p> <p>Meeting in the communal premises of CN Puerto Industrial:</p> <ul style="list-style-type: none"> - With communal authorities, communal agent, Apu, Lt. Gov. The Apu was satisfied after the meeting with the local authorities and the project team. 	Completed
28	Humedales	02/25/2023	Complaint	On-site at the San Lorenzo Office	Fediquep	Wetlands	The Vice-President in an arrogant manner demanded explanations as to why they did not want to continue financing the updating of the Boards of Directors of their CCNN bases of their Federation. She also stated that, not having such funding, she would make her discomfort known to CORPI-SL and to the Autonomous Territorial Government (GTA) Inka, so that we could provide a solution.	At the same meeting and as indicated in Profonanpe's policies on accessibility to information, the Vice-President was informed that the project was in the closing stage and no longer had the funds to carry out these activities, but that they could be advised in the process. Status evaluation matrix of the ACA BMP bases and the CDs including FEDIQUEP. It was shown that she had not made these updates.	Completed
29	Humedales	03/10/2023	Complaint	On-site at the San Lorenzo Office	Fediquep	Wetlands	The Vice-President, in a very aggressive manner, accompanied by the outgoing Apu of CN Santa Ana, requested a meeting with the social specialist to be informed about the support given to the new BoD for its registration in SUNARP, since she had been informed that we did not have the resources and that we were causing division in the CN. She was informed that the outgoing and incoming APUs were advised, according to the agreements reached at the February 25 meeting.	Report and remind about the oral agreements of the February 25 meeting at Profonanpe's office.	Completed
30	Humedales	03/12/2023	Complaint	On-site at the San Lorenzo Office	ACHUA MISHKY MUYO	Wetlands	The president of the Achua Mishky Muyo Association, of the Kichwa people, indicated that in order to be able to manage their RUC and comply with the requirements indicated in their management documents (DEMAs) it was necessary for the representatives of the CN to be registered in SUNARP, but for reasons he did not understand, he indicated that the Datem Wetlands Project Team and a lady were opposed to the activity, for which he demanded an explanation. He indicated that this lady received the money but did not make the arrangements. He asked that the project itself make these updates directly.	Within the framework of the policy of access to information, the president of the association was informed that as a project we were willing to assist in the registration process but that we did not have funds to finance this activity, but that in strict respect of indigenous governance, we would wait for the agreements of the community assembly and that we are not and do not want to generate division or conflict within the community. The president accepted the proposal and the community subsequently endorsed the project team to continue with the updating of the registration of the community councils (Bajo Marañón Pastaza).	Completed
31	Humedales	03/10/2023	Complaint	Telephone call	Datem Wetlands Project Profonanpe	Wetlands	During the week of March 13-17, the president of ORPISEM began to call constantly and with a threatening tone demanding that the PHD project give him per diems for his stay in the city of Lima, where he was in meetings with state institutions, discussing the oil spill in the territory of their base communities. When we told him that we do not have funds to support these activities, he threatened to prohibit the entry and prevent the departure of the team to the CCNN base of his organization, cancel any activity that is being programmed as Datem Wetlands Project, and that he would denounce CORPI, GTA Awajun, AIDSESP and others, for appropriating money that belongs to them.	<p>The case has been shared with:</p> <ul style="list-style-type: none"> - Datem Wetlands Project Team. - Responsible for Safeguarding Profonanpe. <p>It was requested that a record be brought indicating that the community requested that the project no longer work in the territory. The president did not return to make claims.</p>	Completed

32	Institutional	05/19/2023	Complaint	Communications e-mail	Amazonas	Entrepreneurs by Nature	The Association presents a claim for ALLEGED PLAGIARISM to a business plan that this organization developed and that was financed by Procompite Regional Amazonas 2022. They mention that they have been the first to implement the system of multiple grids in Peru, since this technology is something that has not been disseminated in our country.	<ol style="list-style-type: none"> 1. Information was requested from the Association that filed the complaint to allow an analysis of the case (project presented to Procompite, legal document of intellectual property, what they are demanding). 2. OID has been investigating the mechanisms used by other entities with cases of alleged plagiarism in order to be able to issue an appropriate response. 3. The Association sent the business plan to PROCOMPITE on the 19th day after the case was filed, so it was decided to take the case to the third level of resolution. 4. The business plan was analyzed with the objective of finding something that attributes an exclusive use of the system of multiple grids to them; however, nothing was found. 5. The proposal evaluator was asked for a technical opinion, and also found no evidence of partial or total plagiarism. 6. The case was closed due to the absence of evidence and a letter was sent in response. 	Completed
33	Institutional	06/28/2023	Complaint	Virtual inbox	Callao	Profonanpe	The complainant is requesting a response on an application, as the deadline has passed according to the timetable.	<ol style="list-style-type: none"> 1. Coordination was made with the procurement area to issue a response on the matter, and it was verified that the communication was sent to all the applicants who did not reach the minimum score. 2. The complainant was informed of this information. 	Completed
34	Humedales	07/18/2023	Complaint	On-site at the San Lorenzo Office	Datem Wetlands Project Consultant - San Lorenzo	Wetlands	During the development of the workshop on solid waste, the engineer was designated to provide logistical support to the consultants, who, not being familiar with the social, environmental and communications dynamics of the social actors in the project area, began to raise their voices and speak in an arrogant manner to the engineer, generating indignation among the team members who were present, so it was decided to no longer continue with the support we had been providing, and designating another consultant to provide support.	A discussion was held with the consultant, who was told that he could not repeat the situation and we shared the social dynamics of the social stakeholders in the project area. The consultant accepted the rudeness and the impact it caused in the community since the stakeholders did not want to participate in his workshop. This, added to the rain and other workshops that were held in parallel generated delays for the departure but did not justify the overbearing reaction of the consultant towards the local stakeholders. In addition, it has been suggested that a protocol for the relationship between external consultants and the Datem Wetlands Project Team be developed. Communication and ecosystem plan consultant.	Completed
35	Institutional	07/21/2023	Complaint	Virtual inbox	Lima	Profonanpe	The complainant requires information about his/her application process for the position of Treasury Analyst, since when he/she accesses the web page he/she does not appear, as if he/she had never applied.	<ol style="list-style-type: none"> 1. Coordination was made with the Human Resources area and it was shown that the application is in the system. 2. A response was provided with the evidence and guidance was given so that it can be viewed on the platform, which is accessible to all applicants. 	Completed
36	Institutional	08/24/2023	Complaint	On-site	Puno	GIAHS	The project team is asked to remove materials (round poles and mesh) from Fundo San Pablo in Acora, as it causes problems with the community members. This is a request that had already been made in November 2022 to the Regional Facilitator of the project in Puno and he had refused to do so.	<ol style="list-style-type: none"> 1. This was communicated to the project team by e-mail. The coordinator responded indicating that the issue had already been discussed last year with the man and had been closed, which was strange. On that occasion the project team sent a communication to the gentleman indicating that the material will be removed even though the land belongs to the community. On the other hand, the Regional Facilitator sent photos showing that there are no materials on the land indicated by the gentleman but that there are still some posts. In this regard, the project coordinator asked the regional facilitator to coordinate with the community to remove the poles from the area, despite the fact that the community members themselves decided where to install the poles (netting and poles provided by the project) in order to protect their territory and benefit from the ecosystem services of the local agrobiodiversity. 2. The project team met with the president of the community. The facilitator indicated that the materials have already been removed and that none of them are on the man's land. The president indicated that on August 31 they will hold a community assembly to agree on the removal of the poles themselves. She added that this issue is not related to the project and that it will be resolved between the community and the man (08.29). 3. Forty poles have been removed and there are still 60 more to be done in the next few days, but they do not interfere with the grazing of his cattle. These actions do not affect the land of the man. The removal will be completed in the next few days. (09.23). 	Completed
37	Institutional	10/30/2023	Complaint	Virtual inbox	Tumbes	Entrepreneurs by Nature	The association requests that the process of disbursement of funds for the sustainable tourism project that won the "Entrepreneurs by Nature" contest in 2023 be accelerated. They indicate that according to the official schedule of the contest rules, the disbursement should have been made on June 1, 2023 and the start of the project on June 12, 2023, however this has not happened as of 10/30. The organization indicated that the agreement for the initiation of the project should have been signed before the change of its board of directors in September. In addition, the organization stated that this delay generates a risk for the execution of actions in the territory due to the upcoming onset of the effects of the Phenomenon.	<ol style="list-style-type: none"> 1. A first meeting was held with OID, DIGE and the ExN project coordination to communicate the complaint. DIGE was asked to prepare a timeline to provide a more detailed response and subsequently provide a solution to the complaint. 2. OID responded electronically to the complainant, indicating that the complaint had been received and was in the process of being addressed. 3. On 22/11, a meeting was held between the association, SERNANP and Profonanpe. The process since the awarding of the winners of ExN III was explained. The representatives of the association. The association indicated that 2 days ago the agreement was signed and scanned. The head of SERNANP should confirm if it has already been sent to Lima. 3. On 11/21 the signed agreement was sent to SERNANP in Lima. 4. On 11/23 the physical agreement will be sent to Profonanpe via courier. A total of 11 agreements will arrive, including the one from the association El Bendito. 5. The OP was released on 11/28, then the regular transfer process will follow, which means that the transfer was done correctly. 6. The case was closed by informing the Association's representative that the case had been resolved, to which a satisfactory response was received. 	Completed
38	Institutional	05/20/2024	Denunciation	Virtual inbox	Lima	ASL 2	The person who filed the complaint indicated, in a document, that he has been a victim of harassment and workplace harassment by his immediate supervisor.	<ol style="list-style-type: none"> 1. On 5/20/24 a response was sent to the person who filed the complaint indicating that the characteristics and basis of the complaint will be evaluated in order to identify the instances and alternatives for solution in the short term. 2. On 5/20/24 the case was referred to Profonanpe's Compliance Office (CO) for attention as it was a case of labor harassment. 3. On 05/21/24 the safeguards team contacted HR for information and Profonanpe's CO to follow up on the case. 4. On 05/21/24 the CO contacted the person who filed the complaint to indicate as a first step that she could do remote work to avoid face-to-face contact with the reported person. In the meantime, the CO indicated that she would continue with the investigations. 5. The investigations were thoroughly carried out by the CO, determining the corresponding sanctions approximately at the end of June 2024. 	Completed

39	Institutional	10/2/2024	Complaint	Virtual inbox	Ucayali	DCI II	<p>The complainant indicated that there are invoices pending payment by the project. He also requested information on the deadlines and procedures established for making payments and an effective channel for answering queries related to payments.</p>	<ol style="list-style-type: none"> 1. On 3/10/2024 the DCI project team was informed of the case entered through Profonampe's Complaint Mechanism. 2. On 4/10/2024 a response was given to the person indicating that the corresponding inquiries would be made in order to find a solution as soon as possible. 3. On 4/10/2024 the Project Coordinator indicated that the corresponding coordinations were being made so that the process and payment guidelines could be known in the territory. 5. On 10/16/2024, the complainant was asked if the complaint had been resolved and if he was satisfied with the solution. The person indicated that he was satisfied. 	Completed
40	Institutional	10/14/2024	Complaint	Virtual inbox	Junin	ASL 2	<p>The complainant indicated that he has not been able to access the virtual platform to apply for the position of Coordinator of the Governance Component of the ASL2 Amazonian Forests project, whose closing date is 10/22/2024. He indicates that when trying to access the option to apply, the page does not allow him to enter the portal to complete the information of the call for applications and redirects him to another link.</p>	<ol style="list-style-type: none"> 1. On 10/16/2024 the complainant was informed that the resolution of her case will be managed. 2. On 10/21/2024, in coordination with Profonampe's HR, the person was informed of the steps to follow so that he/she could apply. 3. On 10/22/2024 the person indicated that they were able to solve the problem they had to apply and indicated that they were satisfied with the solution. 	Completed