



COMPLAINTS, REPORTS, AND INQUIRIES MECHANISM

CoSMoS Project



The mechanism will be applied throughout the entire project cycle, and FMCN guarantees the confidentiality of the applicant.

1.

State the reason for your **complaint or report**



Related to:

- Prevention and detection of fraud.
- Acts of corruption or violations of the Code of Ethics.
- Disputes over institutional procurement.
- Staff-related disagreements.
- Concerns about the environmental and social aspects of the project.



2.

Choose a **communication channel:**

For complaints and reports:

- **Email:** denuncia@fmcn.org
- **Postal address:** Francisco Sosa 102, Santa Catarina, Coyoacán, CDMX, 04010
- **Phone:** 55 5611 9779
- **Mobile:** 55 3887 4612

For general inquiries:

- **Email:** info@fmcn.org

Make sure to provide us with:

- Your full name.
- A way to contact you (e.g., phone or email).
- A detailed explanation of your concern.
- Supporting evidence (if available).

3.

Attention and follow-up to your request

We will respond to you within 5 working days.

- **Does not require investigation:** We will provide you with a resolution within 20 working days.
- **Requires investigation:** We will provide you with a preliminary resolution within 20 working days, extendable until the final resolution is reached.