



May 22, 2018

Linda Oduor-Noah  
Project manager  
East African Centre for Human Rights (EACHRights)

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**Re: CAO Complaint regarding Bridge International Academies (IFC Project Number: 32171) in Kenya**

Dear Complainants:

This letter confirms that your complaint received and dated April 16, 2018 is eligible.

1. The complaint pertains to a project that IFC and/or MIGA is participating in, or is actively considering.
2. The issues raised in the complaint pertain to CAO's mandate to address environmental and social impacts of IFC/MIGA projects<sup>1</sup>.
3. The complainant is, or may be, affected by the environmental and/or social impacts raised in the complaint.

As per CAO's Operational Guidelines, the project affected people (teachers and parents) are recognized as complainants while NGOs may play a supporting role in the CAO process with the complainants' agreement.

CAO will now begin an assessment of the complaint. The CAO assessment period is limited to a maximum of 120 working days, but may be completed sooner. Gina Lea Barbieri, Principal Ombudsman, Dispute Resolution, manages the team that will be conducting the assessment of this complaint. Ms. Nokukhanya (Nox) Ntuli, Specialist Ombudsman, Dispute Resolution, will be in touch with you regarding the process moving forward.

The purpose of the assessment is to work with you and other relevant stakeholders to clarify the issues raised, to gather information on how the situation is perceived, and to help you determine which function of CAO you would like to pursue.

Although a complaint may meet our eligibility criteria, this does not imply any judgment on the part of CAO on the merit of the issues raised in the complaint.

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<sup>1</sup>Issues of fraud and corruption are outside CAO's mandate. Issues of that nature should be filed directly with the Integrity Vice Presidency (INT) of the World Bank Group. For further information, see: <http://www.worldbank.org/integrity>

**The CAO team will set up a phone call with you shortly to explain the CAO process and plan next steps. Please provide us with the best number and email address on which you can be contacted.** As requested, we will treat your information as confidential and will not disclose your identity unless we have received your explicit agreement to do so.

Please indicate whether CAO has permission to share the complaint with other relevant parties and to post information on our public website at [www.cao-ombudsman.org](http://www.cao-ombudsman.org). Please let us know if you prefer that any information in the complaint be kept confidential.

Sincerely,



Osvaldo L. Gratacós  
Vice President  
Compliance Advisor Ombudsman