



## **FACT SHEET ELECTION DAY COMPLAINTS**

As a part of the regular complaints process conducted in accordance with the Independent High Election Commission (IHEC) regulations and procedures, any voter or political entity agent has the right to submit a complaint related to the polling and count processes.

Observers can submit reports to their official authorities to explain their complaints and reference can be made in observer final reports. Observers, however, can not submit formal complaints related to the polling and count processes.

Any voter or political entity agent willing to lodge a complaint must do so by way of the official **Complaint Form 110**. This Form will be available on election day at the polling centres, IHEC Governorate Election Offices (GEO) and the IHEC National Office in Baghdad, and following election day at the IHEC GEOs and National Office in Baghdad.

### **How do I submit a complaint?**

On election day, any complainant can request and obtain **Complaint Form 110** and a **Complaints Envelope** labelled with “Complaint” from the **Polling Centre Coordinator, Polling Station Manager or IHEC Official at the GEO or National Office (“the Election Official”)**. The Complaint Form contains one original and three carbonated coloured copies. The Complainant must complete Form 110 and include:

- **The name, address and contact information of the complainant - mandatory;**
- **If possible the name, address and contact information of the person or entity alleged to have committed a violation of a law or regulation or procedure;**
- **In addition, the details of the event alleged to be a violation, such as date, time, place;**
- **A list of any possible witnesses and their contact details.**

Once issued with Complaint Form 110, the Election Official will inform the complainant of the procedures to follow to complete and submit the complaint.

### **Complaints are confidential**

The complainant must fill out the Complaint Form 110, date and sign it. The complainant will keep the last copy and will insert the original and two remaining copies into an A5 Complaints Envelope, along with any supporting documentation if available. If the complainant desires so, s/he can ask the Polling Station Manager or Centre Coordinator to write his/her comments on the Complaint Form. **The complainant seals the envelope before submitting it** to the Election Official. The Election Official stamps, dates and signs the submitted Complaint Envelope across the seal.

### **A complaint must be submitted within three days from the time and date of the alleged violation**

**Complaints may be submitted electronically**, by way of attaching a scanned copy of a completed Complaint Form to an email and sending it to the official IHEC complaints e-mail address found on the IHEC website at [www.ihec.iq](http://www.ihec.iq)