

# OFFICE MEMORANDUM

**DATE:** July 24, 2012

**TO:** Ms. Meg Taylor, Compliance Advisor Ombudsman, CCAVP

**FROM:** Oscar Chemerinski, Director, CM2DR



**EXTENSION:** 36703

**SUBJECT:** IFC Response to Ombudsman Assessment Report: Complaint Regarding Concerns about IFC's Harmon Hall Project (#29763), in Mexico

Thank you for providing us with the Ombudsman Assessment Report regarding the operations of Harmon Hall in Mexico supported by IFC Project Number 29763. We appreciate your team's efforts in conducting the assessment and working with the parties to chart a process for the resolution of the concerns raised by the complainants.

We are pleased to note the full cooperation of Harmon Hall's management with your team and its willingness to engage in a mediation process with the complainants.

IFC remains committed to work closely with your office in any way it can to ensure that the mediation process achieves its intended outcome.

Cc: Rashad Kaldany, Paolo Martelli, William Bulmer