



EIB Group

Complaints Mechanism

An instrument of
public accountability



STEP 1: Complaint

Who can complain?

Anyone who feels affected by the EIB Group's activities.

What can I complain about?

You may contact us about actions or decisions that you feel the EIB Group has failed to carry out or carried out in an unfair way. You may complain about access to information, the environmental and social impacts of projects, recruitment, etc. Your complaint can involve any aspect of the planning, implementation or impact of EIB projects.

You must submit your complaint within one year after you learned about the issue.

Is my information confidential?

The EIB Complaints Mechanism, known as EIB-CM, cannot process anonymous complaints. However, your personal information will not be shared with others without your written consent.

The content of your complaint (such as the allegations) will be considered public, unless you request confidentiality. Your complaint cannot result in retaliation, abuse or any kind of discrimination. The EIB Group has zero tolerance towards reprisals.

How do I complain?

In **writing** through the online complaint form or by email, fax or post to the EIB-CM's address (see the contact details) or any EIB Group external office.

You may submit your complaint in any of the official EU languages. The EIB-CM endeavours to deal with complaints submitted in the official national languages of the country where the project is located.



The complaint form is available online:
<http://www.eib.org/complaints/form>

STEP 2: Registration

How will I know if my complaint is admissible?

The EIB-CM will acknowledge the receipt of your complaint within 10 working days.

If your complaint is inadmissible, the EIB-CM will inform you of the reasons.

If your complaint is admissible, the EIB-CM will give you more information about the handling process and explain when you may expect to receive a response.

STEP 3: Handling process

What is expected of me at this stage?

The handling process varies according to the type of complaint, the procedures applied, the initial assessment, and the complexity of the allegations or facts revealed.

The EIB-CM may contact you for additional information. The EIB-CM may undertake a fact-finding mission.

Mediation: If all parties involved agree, the EIB-CM can organise mediation. This could involve the participation of national authorities or EIB Group services.

You may request mediation.





STEP 4: Outcome

What are the possible outcomes?

- Problem solved
- Recommendations made to the EIB Group's management
- Corrective actions suggested
- No further action
- Allegations dismissed

How will I know the outcome?

The EIB-CM will inform you of the outcome in an official response. The timeframe for the response depends on the complaints-handling process and may be 25 to 240 working days from the date of communication of admissibility. *See the flowchart for more details.*

What happens next?

The EIB implements mitigation actions and recommendations, if these are included in the response. The outcome of cases will be published on the [EIB's website](#), subject to confidentiality.

If you are not satisfied with the outcome, you may file a complaint against the EIB Group with the European Ombudsman.

STEP 1: Complaint

STEP 2: Registration

Acknowledge receipt
10 working days

Within the scope?
Admissible?

No →

Case closed
If possible, advise on
other remedies

Yes ↓

STEP 3: Handling process

Standard
procedure

Simplified
procedure

Prevention
procedure

Extended
procedure
"E" & "F"
complaints*

Inquiry
40 working
days

Transfer to EIB
Group services

Initial
assessment
60 working
days

STEP 4: Outcome

Conclusions
report
140 working
days

Letter
25 working
days

Complainant
informed
in writing

Conclusions/
mediation
report
240 working
days

Follow up and monitoring

* E refers to environmental and social impacts of projects and F refers to governance of financed operations

The **EIB Group** consists of the European Investment Bank (EIB) and the European Investment Fund (EIF).

The **European Investment Bank** is the European Union's lending arm. The EIB provides finance and expertise for sustainable projects that contribute to EU policy. The EIB's shareholders are the EU Member States.

The **European Investment Fund** helps small and medium-sized enterprises (SMEs) by improving their access to funding through a wide range of financial intermediaries. Its majority shareholder is the EIB, while the remaining equity is held by the EU and other public and private financial institutions.

The **European Ombudsman** is an independent body that holds the EU administration to account. The Ombudsman investigates complaints about maladministration in EU institutions, including the EIB Group. Anyone who has encountered problems with the EU administration, and has unsuccessfully tried to resolve the problem with the institution, can submit a complaint to the Ombudsman.



EIB Group Complaints Mechanism

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More information is available at www.eib.org/complaints