

Updated: 29.10.2018

European Bank for Reconstruction and Development
Project Complaint Mechanism

Request number: 2017/05

Project name: Southeast Europe Equity Fund II

Project number: 34894

Country: Regional

Step	Date	Remarks
1. Complaint received by the PCM Officer.	2 August 2017	Complaint is received by email.
2. Complaint is registered according to PCM RPs 11-13. Relevant parties are informed.	18 August 2017	
3. PCM Expert Halina Ward is appointed as Eligibility Assessment Expert for the Complaint. Her assignment will start upon receipt of Management Response to the Complaint.	13 September 2017	
4. Draft EAR received and under processing pursuant to PCM RPs.	11 December 2017	
5. Eligibility Assessment Report for a Compliance Review is sent to the relevant parties, the President and the Board of Directors pursuant to PCM RP 33.	7 February 2018	
6. Eligibility Assessment Report for a Compliance Review is publicly released and posted on the PCM website pursuant to PCM RP 33 (a).	14 February 2018	
7. <i>Ad hoc</i> PCM Expert Victor Thorpe is appointed as the Compliance Review Expert for the Complaint and his assignment will start from 5 March 2018.	21 February 2018	
8. Eligibility Assessment Report (PSI) is sent to the relevant parties, the President and the Board of Directors pursuant to PCM RP 33.	23 February 2018	

9. Eligibility Assessment Report (PSI) is publicly released and posted on the PCM website pursuant to PCM RPs.	2 March 2018	
10. Compliance Review report is sent to the Bank Management to prepare a Management Action Plan.	16 July 2018	
11. Compliance Review report and Management Action Plan are sent to the Complainant for comments.	17 September 2018	
12. Compliance Review Report, Management Action Plan (MAP) and Complainant Comments are publicly released and posted on the PCM website pursuant to PCM RP 46.	29 October 2018	