EIB Group and the EIB-CM

Complaint filing checklist

Required Information:

- ☐ **Format:** Submit your complaint in writing. There is no specific format required. Complaints can be submitted via letter, email or the online form (available on the EIB-CM website). Complaints must be submitted in one of the official EU languages if possible. However the EIB-CM will respond to complaints submitted in other languages, in those languages, where it can.
- ☐ **Complainant details:** Your complaint should include the name and contact details of each person or organization filing the complaint, and how they are or may be impacted by the EIB project. If you are acting as a representative of directly affected people, you should explain on whose behalf the complaint is made.
- ☐ **Project details (if your complaint relates to a project):** Name, location and any available details (e.g. sector, company name, project name). You can find information about projects on the EIB project finder or through the DeBIT tool or Early Warning System (databases you can search).
- ☐ **Actual or feared harm (if you are filing an environmental and social complaint)**:
    - If you are filing a complaint as, or on behalf of, directly affected people, explain the environmental or social harm that they are facing.
    - If you are filing a complaint as a civil society organization, explain your concerns about the environmental or social impacts about the project. If you are a civil society organization raising concerns about social impacts, explain why the directly affected people are not able to submit the complaint themselves (such as a fear of reprisals).
- ☐ **Failure to provide information (if you are filing an access to information complaint)**: Provide details of what information was not provided, when, and why you are not satisfied with that outcome.
- ☐ **Confidentiality:** Indicate if you require confidentiality of your complaint or your identity, due to fear of reprisals or for any other reasons.

Optional:

None of these optional items are required for your complaint to be accepted. However, including the following can strengthen your complaint:

- ☐ If you have tried to resolve the issue with the EIB or project promoter, describe your efforts to resolve the issue (including copies of any communication, even if they are unanswered).
- ☐ Additional material supporting the harm or feared harm: maps, photos, media reports, testimonies from members of your community, etc.
- ☐ If you believe imminent and irreversible harm may occur even as the EIB-CM process is underway, say so. While a complaint being found admissible will not automatically

suspend a project, the EIB-CM has the power to recommend specific actions to be taken by the EIB Group Board during the complaint handling process. Specific actions could include pausing funding for a project.

- ☐ Whether you prefer dispute resolution, compliance review, or both. You may also indicate whether you are open to early resolution, if you wish.
- ☐ Your preferred communication method (e.g. email or post).
- ☐ Your preferred outcomes or remedy.
- ☐ Any concerns about risks of retaliation.
- ☐ It can be helpful to explain in what ways you think the EIB Group has failed to comply with its policies or procedures. References to specific EIB policies or guidelines that were not followed are not necessary, but can strengthen your complaint.