

EIB and 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, or the official national language of the country of the project.
- ☐ **Complainant details:** Your complaint should include the name and contact details of each person or organization filing the complaint. If you have a representative, include signed written authorization providing authority for the representative to represent you.
- ☐ **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).
- ☐ **Description of “maladministration”:** Explain how the EIB’s decisions, actions, or failures to act went against its own policies or good administrative behavior
- ☐ **Timing:** Complaints must be submitted within one year from the date when the issues described in the complaint could reasonably be known.
- ☐ **Confidentiality:** Indicate if you require confidentiality of your complaint or your identity, due to fear of reprisals or for any other reasons.
- ☐ **Preferred outcome:** Describe your preferred outcomes or remedy.

Optional:

Including the following can strengthen your complaint:

- ☐ References to specific EIB policies or guidelines that were not followed.
- ☐ Indicate whether you prefer dispute resolution, compliance review, or both.
- ☐ Additional supporting material: maps, photos, media reports, communication with the bank or company (even if they are unanswered) etc.
- ☐ Your preferred communication method (e.g. email or post).
- ☐ Any concerns about risks of retaliation.
- ☐ If you have tried to resolve the issue with the EIB or project promoter, provide evidence showing your efforts to resolve the issue.
- ☐ Description of harm you are experiencing or anticipate.