EIB Complaints Mechanism
Complaint Template

This template has been created by Accountability Counsel to make it easier for communities or individuals concerned about a project, policy, or other activity of the European Investment Bank (EIB) or the European Investment Fund (EIF), collectively the EIB Group, to file a complaint with its Complaints Mechanism (CM). Fill in each section as completely as possible. If you need help, reach out to an advisor or organization you trust, or to Accountability Counsel at [accountabilitycounsel.org/advice](http://accountabilitycounsel.org/advice).

[insert date]

**Complaints Mechanism**

European Investment Bank Group

98-100 Boulevard Konrad Adenauer

L-2950 Luxembourg

complaints@eib.org

+352 437914005

### **Complaint Against European Investment Bank Group**

### We write to you to submit a formal complaint about a project, policy, or other activity of the European Investment Bank Group (EIB Group).

### **The Complainant(s)**

I am/we are: *[check the box that applies]*

* Member(s) of a group/community impacted by a EIB project, policy, or other activity
* Advisor(s) and/or representative(s) of an impacted group/community. I/we have included evidence of my/our authority to file this complaint on behalf of the impacted group/community at the end of this complaint. *[Complete Annex 1 & Section 2 below]*
* Other person(s) or organization(s) concerned about an EIB Group project, policy, or other activity.

**List of complainants:** *(at least one is required. If there are more, add additional rows or annex your own list. There is an opportunity to request confidentiality later in this document)*

| **Name** | **Email** | **Phone** | **Country of Residence** |
| --- | --- | --- | --- |
|  |  |  |  |

**Why I am/we are filing this complaint:**

| *Explain here, in summary, why you are filing this complaint (more details can be provided in the sections that follow):* |
| --- |

**(Optional) Who is represented by this complaint:**

| *If this complaint is being filed on behalf of a broader community, village, or other group of impacted people, please provide information about this broader group. Where are they located? How do they identify themselves (i.e. as Indigenous, tribe name, Afro-descendent, caste, fisherfolk, rural, urban, youth, etc.)? Include any other information that seems relevant for you. If possible, please identify or estimate the number of people that are represented by/included within this complaint.* |
| --- |

### **Advisors & Representatives**

I am/we are filing this complaint with support from advisors and/or representatives, such as a non-governmental organization, community group, or another person who is not themselves acting as complainants: (select one)

* Yes, I am/we are filing this complaint with support from advisors and/or representatives
* No, I/we do not have advisors and/or representatives

If yes, please: (i) provide the information below, and (ii) complete Annex 1 to confirm that you have authorized your representative to engage with the CM.

List of advisors/representatives:

| **Name** | **Email** | **Phone** | **Country of Residence** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

| *[Optional] If you wish, please share more information about any advisors/representatives or other organizations involved in preparing this complaint, including their connection (if any) to a group or community impacted by an EIB Group project, policy, or other activity:* |
| --- |

### **The EIB Group Project, Policy, or Other Activity Causing Concern**

The EIB Group project, policy, or other activity that I am/we are concerned about is:

| *If you are complaining about a specific EIB Group project, please describe that project, its location, and why you believe that the EIB Group is involved. If unsure, say so and describe why you suspect EIB Group involvement. You can also mention if the EIB Group project is linked to other projects in the area that are causing harm, whether or not those other projects are financed by the EIB Group. You can find information about projects on the EIB Group’s website (https://www.eib.org/en/projects/all/index), or through the DeBIT tool (*[*https://debit.datascience.uchicago.edu/database*](https://debit.datascience.uchicago.edu/database)*) or the Early Warning System (*[*https://ews.rightsindevelopment.org/*](https://ews.rightsindevelopment.org/)*) (databases you can search). You can also submit an Access to Information request for information about the project by email to* *infodesk@eib.org* *or* *info@eif.org* *or by using this contact form:* [*https://www.eib.org/en/contact-form/index.htm*](https://www.eib.org/en/contact-form/index.htm)*.* *If you are instead complaining about a specific EIB Group policy, practice, or other activity please describe that.* |
| --- |

### **Harm**

I/we understand that a person does not need to be experiencing harm in order to access the EIB Group CM. However, in my/our case, we are concerned that the EIB Groupproject, policy, or other activity has caused or will cause substantial harm to an impacted group/community/communities and/or the environment. I am/we are specifically worried about: *[check any/all that apply]*

* A lack of meaningful and inclusive consultation
* People being forced to leave their homes, shelter, or land (including problems with compensation)
* People losing their jobs or their livelihoods
* Pollution (air, soil, or water)
* Reduced access to, or availability of, water
* Harm to forests, plants, or animals
* Climate change impacts
* Other harm to the environment
* Impacts on peoples’ health and safety, or movement
* Reduced access to education
* Harm to Indigenous peoples
* Damage to cultural heritage
* Labor violations, including problematic workplace conditions, workplace injuries or deaths, exploitative or unsafe child labor, or forced labor
* Private property damage
* Public property damage
* Violence against the community (actual or feared), by security forces or others acting in the interests of the project
* Retaliation for raising concerns about this project (actual or feared)
* Gender-based or sexual violence, exclusion, or discrimination

*Note: The boxes below provide an opportunity to provide additional details about any of the harm identified above. This is also a good opportunity to identify any relevant documents that support your concerns, or to incorporate direct testimony (retelling of events witnessed) from impacted community members, workers, or other witnesses.*

| ***If relevant:*** *please add more details of any failure to meaningfully consult communities on the project here, including any failure to disclose project information in a format or language that is accessible to communities:* |
| --- |

| ***If relevant:*** *please add more details of any loss of shelter, homes, or land, compensation concerns, or other impacts on livelihoods* ***and how the EIB Group contributed to this****:*  |
| --- |

| ***If relevant:*** *please add more details of any environmental concerns here (such as air, soil, or water pollution, harm to forests, plants, or animals, climate change impacts, or other harm to the natural environment)* ***and how the EIB Group contributed to this****:* |
| --- |

| ***If relevant:*** *please add more details of any impacts on community health and safety, access to education or healthcare, or movement of people* ***and how the EIB Group contributed to this****:* |
| --- |

| ***If relevant:*** *please add more details of any private or public property damage* ***and how how the EIB Group contributed to this****:* |
| --- |

| ***If relevant:*** *please add more details of any impacts on Indigenous peoples or cultural heritage* ***and how the EIB Group contributed to this****:* |
| --- |

| ***If relevant:*** *please add more details of any impacts on specific impacts on women, girls, and sexual and gender minorities* ***and how the EIB Group contributed to this****:* |
| --- |

| ***If relevant:*** *please add more details of any impacts on specific impacts on project workers:* |
| --- |

| ***If relevant:*** *please add more details of any violence, intimidation, or retaliation towards impacted groups/communities* ***and how the EIB Group contributed to this****:* |
| --- |

| *Please add anything else you’d like the CM to know about the harm that you or others are experiencing and/or fear and how the EIB Group contributed to**this:* |
| --- |

**Prioritization of issues *[optional]***

Of the impacts/types of harm I/we have described above, the following are my/our **highest priorities** for resolution: *[we recommend that you list up to three, but you can add more if they are highly important to you and the communities or groups you represent]*

| 1.
2.
 |
| --- |

### **My/Our Concerns about the EIB Group’s Conduct**

We believe that the EIB Group has failed to act in accordance with the principles of good governance, including by not following its environmental and social safeguards. The following is a non-exclusive list of our concerns.

| *Explain, as best you can, what the EIB Group did or failed to do, to cause/contribute to your concerns?* |
| --- |

***[The rest of section 5 is optional. You may delete it and continue with section 6. Or, if you need help using it, reach out to an advisor or organization you trust, or to Accountability Counsel at*** [***accountabilitycounsel.org/advice***](http://accountabilitycounsel.org/advice)***]***

Although it is not required by the CM policy, below we have identified some of the ways in which the EIB Group has violated its environmental and social safeguards or other good governance standards:[[1]](#footnote-0) *[check all that apply]*

**Due diligence**

* The project should never have been approved because it involves activities on the EIB Group’s [Exclusion List](https://www.ifc.org/exclusionlist), it is inconsistent with EIB Group’s commitments to “[only support] operations that do not significantly harm the environment, do not impinge on the sustainable use of natural and living resources and respect human rights”, and/or because there was insufficient assurance at the time of project approval that the project could comply with the ESP and ESS (ESP, including paras. 3 & 4)
* The project’s environmental and social assessments were incorrect or incomplete (ESP; ESS 1)
* The project does not comply with applicable national and EU law, including host country obligations under international law (ESP; ESS 1-11)
* The project violates internationally recognized human rights standards and/or fails to address risks to and impacts on the human rights of workers, local communities, and other impacted groups (ESP, para 4.5; ESS 1, 2, 6, 7, 8, and 9)

**Consultation & information disclosure**

* Relevant project information was not disclosed in timely way, and in a manner (format, language, location) that is culturally appropriate and accessible to impacted group/community/communities (ESS 2)
* Impacted groups/communities were not inclusively and meaningfully consulted before or during the project (ESS 1, 2, 6, 7, 10)
* The EIB Group unjustifiably refused to disclose information to me/us

**Labor**

* The project fails to respect and protect labor rights and otherwise provide safe, healthy, and non-discriminatory work conditions (ESS 8, 9)
* The project (and/or its supply chain) is employing exploitative or unsafe child labor (EIB Group’s Excluded Activities and Sectors List; ESS 8)
* The project (and/or its supply chain) is employing forced labor (EIB Group’s Excluded Activities and Sectors List; ESS 8)

**Environment**

* The project is causing environmental pollution and waste (ESS 1, 3)
* The project unsustainably consumes energy, water, as well as other resources (such as water, forests, pasture, and fisheries) (EIB Group’s Excluded Activities and Sectors List; ESS 1, 3, 4)
* The project is not aligned with the principles and goals of the Paris Agreement (EIB Group’s Excluded Activities and Sectors List) and is contributing, and/or increasing our vulnerability, to climate change (PS 1, 3, 4, 5, and 7 and the EHSG)
* The project fails to safeguard critical and natural habitats, ecosystems, and biodiversity (EIB Group’s Excluded Activities and Sectors List; ESS 1, 4)
* The project fails to manage risks of, and/or increases vulnerability to, natural hazards or disasters (ESS 1 and 9)

**Displacement**

* People are being forcibly evicted (ESP, para. 4.5; ESS 6)
* Displacement has not been avoided or minimized, and is being carried out in a way that it is unfair, unsafe, and reducing community members’ standard of living (ESS 1, 6, and 7)

**Community health & safety & other social impacts**

* The project is causing social impacts (including impacts on peoples’ movement, health, safety, and access to healthcare and education) (ESS 1, 7, and 9)
* The project is causing damage to private or public property (ESS 1, 6, and 9)
* The project fails to protect and respect cultural heritage (ESS 1 and 10)

**Impacts on Indigenous Peoples, women, & other vulnerable or marginalized groups**

* The project is violating the specific rights and interests of Indigenous Peoples, including the right of Indigenous peoples to give or withhold Free, Prior, and Informed Consent (ESS 7)
* The project is resulting in gender-based violence and harassment (ESP, para. 4.5; ESS 1, 7, and 9)
* The project is creating gender-related risks and impacts, and/or reinforcing or exacerbating existing gender inequalities (ESS 1, 2, 7, and 9)
* The project contributed to the exclusion of, discrimination against, or disproportionate impacts on vulnerable groups (ESP, paras. 2.8-2.9; ESS 1, 2, 7, and 9)

**Violence & retaliation**

* The project failed to protect communities from violence, retaliation, intimidation and/or coercion perpetrated by security forces or other entities or individuals acting in the interests of the project (ESP, para. 4.5; ESS 1, 7, and 9)

**Benefit-sharing**

* The project failed to provide opportunities for the impacted community to equitably share in the benefits of the project (ESP; ESS 1, 2, 7, and 10 if relevant)

**Supervision & monitoring**

* The project does not have a functioning, safe, accessible, and effective project-level grievance mechanism and/or grievances raised are not responded to or managed appropriately (ESS 1, 2, 6, 7, 8, and 9)
* The EIB Group failed to properly monitor the project and supervise its client, including by responding appropriately to any issues or concerns that are raised about the environmental and social impacts of the project, and remedying any harm caused (ESP; ESS 1)

**Other**

* The EIB Group’s decisions, actions, or failures to act otherwise do not comply with the EIB’s policies and/or the principles of good administrative behavior.

### **When Did You Become Aware of These Issues?**

The EIB CM’s policy requires that a complaint is filed within 12 months of becoming aware of the issues you are raising about the EIB’s Group’s activities. Please explain when you became aware of the issues you described above:

| *[Insert an explanation of when you became aware of the issues you described above]* |
| --- |

### **Previous Attempts to Resolve These Concerns**

We understand that CM’s policy does not require us to engage with EIB Group and/or the project company before filing a complaint, however it is optional. In our case: *[check the box that applies]*

* We have previously contacted the EIB Group and/or the project company and they did not respond or we are dissatisfied with their response.
* We have not reached out to EIB Group and/or the project company because we fear retaliation/reprisals.
* We have not reached out to EIB Group and/or the project company for other reasons and do not wish to in advance of the CM process. We would prefer to engage with them through the CM process.

*Note: if you wish to engage EIB Group before filing a complaint, but do not have contact details for the relevant team, we recommend that you send your concerns to* *civilsociety@eib.org* *and ask them to forward your email to the relevant team.*

**Evidence of prior efforts:**

| *If you have previously contacted the EIB Group and/or the project company, please describe who you contacted, when, and the response. You can attach copies of that communication to the complaint, if you wish. Note that even a single email or phone call is relevant, even if they did not respond.* |
| --- |

**Barriers to communication:**

| *If you have not contacted the EIB Group or the project company, please explain why. Include any information about fears of retaliation or safety risks, any barriers to communicating with the EIB Grpup (such as distance from their offices, lack of access to phones or the internet, or language barriers), any urgency around the complaint filing, and/or any bad experiences engaging with project stakeholders in the past.* |
| --- |

**Previous complaints about the same project (if known):**

| *If you are aware of a previous complaint to CM about the same project, please explain why this further complaint process is needed:* |
| --- |

### **Security concerns and confidentiality**

We: *[check the box that applies]*

* **REQUIRE** that our identities or other details contained in the complaint are kept confidential during this process. If you check this box, the CM will not share your identity (or any other details that you identify as confidential) with anyone else outside the CM (such as with bank management, the government, or the project company), unless you want them to.
* **DO NOT REQUIRE** that our identities or other details contained in the complaint are kept confidential during this process

| *If you require confidentiality, please explain what information should be kept confidential:* |
| --- |

| *Please share any security concerns or fears of retaliation that you want to share with CM:* |
| --- |

### **What We Want to Achieve**

We are bringing this complaint because we want: *[check all that apply]*

* Disclosure of project information
* Meaningful and inclusive consultation
* A Free, Prior, and Informed Consent process for Indigenous communities
* Independent studies to confirm the harm (or not)
* Investigation into whether the bank’s policies were met (or not)
* Changes to the project to avoid future harm
* Pausing or stopping the project
* Fair, safe, and dignified resettlement
* Fair compensation for land, assets, or resources lost
* Support to improve livelihoods
* Other forms of social support (such as support for health, education, infrastructure, sanitation, safety, etc)
* Remedying environmental harm (such as addressing water or soil pollution)
* Better monitoring of project impacts
* Establishment of, or improvements to, a project-level grievance mechanism
* Changes to employment conditions
* Compensation for workplace injuries
* An opportunity to equitably share in the benefits of this project (such as access to water, power, or revenue from the project)
* Measures to restore or protect cultural heritage
* Recognition of our individual or community rights (such as recognition of our land rights)
* An apology
* Changes to bank policies or practices to avoid similar harm in the future
* Other: explain

*Note: this is a tentative list intended to provide you with an indication of our goals. It may change as the complaint process progresses, if our circumstances change, or if we obtain additional information or advice. We understand that outcomes differ case-to-case and depend on a range of factors.*

### **Temporary Project Suspension**

We understand that the CM Director has the power to make recommendations to the EIB Management Committee or the EIF Chief Executive to suspend project activities, while the CM process is underway. We understand that this recommendation is discretionary, and the final decision will be made by the EIB Management Committee or the EIF Chief Executive.

We: *[optional]*

* Request that the CM Director considers making a recommendation to temporarily suspend project activities under paragraph 6.1.4 of the CM Policy.
* Do not have an opinion, or do not request such a recommendation at this time.

| *If you are requesting temporary project suspension, please explain what “serious, irreparable harm” will occur if the project continues during the CM process:* |
| --- |

### **Complaint Pathway**

We are: *[check all that apply]*

* Interested in a dialogue or mediation process facilitated by CM, that brings the community, the company or government implementing the project, and/or the bank together in a facilitated discussion, to find solutions that everyone can agree on (known as mediation)
* Interested in a fact-finding process where CM investigates whether the bank has complied with its environmental and social policies, and whether any non-compliance has harmed the community (known as an investigation or compliance review)
* Interested in both mediation and compliance review
* Unsure what is the best complaint pathway for us and would like further advice before deciding.

| *Please share any other information you wish to share about your preferences for how this complaint is handled, including any urgency* |
| --- |

We look forward to your prompt registration of this complaint, and to receiving more information about the eligibility process.

Sincerely

| *Insert names and signatures of the complainants:* |
| --- |

**Annex 1: Representation Authority**

*Only fill out if you are filing this complaint as representatives of an impacted group/community/communities, rather than as directly impacted people.*

We are concerned about the [insert name of the EIB Group project, policy, or activity causing harm].

We hereby authorize [names of representatives] to act as our advisers and representatives in this complaint to CM about our concerns. We grant permission to the CM to communicate with us through our advisers/representatives.

This representation agreement shall continue until the complaint to CM has been resolved, or at any time that either party terminates the representation in writing.

**Signed by the directly impacted group/community/communities:**

| Name:Date:  |
| --- |
| Name:Date:  |

**Additional names can be added below, if desired:**

1. The list describes “the project’s” failures in accordance with the logic that observed non-compliance at the project level is indicative of EIB Group breaches of its due diligence and supervision obligations under its Environmental and Social Policy (ESP) and its Environmental and Social Safeguards (ESS). It also refers to the EIB Group’s overarching commitment that “The EIB shall not, to the best of its knowledge, finance directly or indirectly, projects where EIB financing is used for activities [that] are not in line with the requirements of this Policy” (ESP, para. 4.4), and to “[only support] operations that do not significantly harm the environment, do not impinge on the sustainable use of natural and living resources and respect human rights” (ESP, para. 3.2). [↑](#footnote-ref-0)