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Ευρωπαϊκή Τράπεζα Επενδύσεων
European Investment Bank
Banco Europeo de Inversiones
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Eiropas Investīciju banka
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Európai Beruházási Bank
Bank Ewropew tal-Investment
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Banco Europeu de Investimento
Banca Europeană de Investiții
Európska investičná banka
Evropska investicijska banka
Euroopan investointipankki
Europeiska investeringsbanken

Counter Balance
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Rue d'Edimbourg 26
B-1050 Bruxelles

Attention: Mr Xavier Sol, Director

Luxembourg, 21 July 2017

SG/CG/CS/2017-874/ohs/hd

EIB – Corporate Use

Subject: Your letter of 28 June 2017 with reference: "The public consultation on the review of EIB Complaints Mechanism is flawed"

Dear Mr Sol,

Thank you very much for the above-mentioned letter addressed to Mr Werner Hoyer, President of the European Investment Bank (EIB), regarding the ongoing review of the EIB Complaints Mechanism Policy. President Hoyer has asked us to respond and we would be grateful if you could share our response with the other signatories of the letter.

We have taken note that the three issues raised in your letter are related to the ongoing public consultation process, and are pleased to address them in the order they are raised in your letter.

As you know, and in line with your recommendations, the EIB Group has decided to submit the review of its Complaints Mechanism Policy to an inclusive and transparent public consultation process which is open to all stakeholders, including civil society. Within this context, the Bank has welcomed the active participation of many of the organisations signing your letter to the consultation meeting in Brussels on 29 June 2017 and is looking forward to receiving your written contributions on the draft revised policy by 29 September 2017.

As this is a review of an existing Policy which was subject to two rounds of public consultation in 2009, the EIB considers that the proposed calendar will be sufficient to allow for meaningful and constructive input from external stakeholders. Naturally, the Bank remains open to extending the public consultation process on the basis of the comments that will be received as part of the public consultation process, and taking into account the impact that such an extension would have in terms of effectiveness, time and resources. It is important to point out that, irrespective of the formal reviews and public consultation processes, the EIB always remains open to stakeholder input regarding its policies and practices at any given time.

We are pleased to inform you that all of the recommendations, as well as the conclusions of the External Quality Review report on the EIB Complaints Mechanism have been published on the EIB website as part of the background documentation for public consultation. For the sake of completeness, we have also included the Bank's preliminary comments on these recommendations and indicated in which articles of the proposed new Policy they have been taken into account, therefore providing stakeholders with all the relevant information on this internal report carried out in 2015.

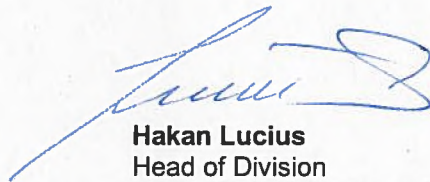
Please state our references in all future correspondences

The EIB's draft internal Procedures, implementing the draft revised EIB Group Complaints Mechanism Policy, as well as the current Operating Procedures, have also been published on the EIB website as background documentation for the public consultation, and stakeholders are welcome to provide comments on them as part of their contributions to the public consultation on the revised policy. As one of the EIB's key accountability instruments, the EIB Complaints Mechanism is a unique and well-functioning mechanism based on the EU model and on the fundamental principles of accountability. We can assure you that both the process and the content of the ongoing revision of the EIB Complaints Mechanism Policy aim at maintaining and, where possible, reinforcing the mechanism's efficiency and credibility while reflecting the lessons learned from its 9 years of operation.

We hope you find this information useful and, as indicated above, encourage you and the other organisations signing the letter to address any specific comments on the content of the Policy to the EIB as part of the formal public consultation process.

Yours sincerely,

EUROPEAN INVESTMENT BANK



Hakan Lucius
Head of Division



Olivia Saunders
Civil Society Officer

Corporate Responsibility Department
Secretariat General

Copies Emily O'Reilly, European Ombudsman
Cecilia Wikström, Chair of the Petitions Committee, European Parliament
Jonathan Taylor, EIB Vice-President responsible for the Complaints Mechanism
Felismino Alcarpe, Head of EIB Complaints Mechanism