

2 September 2026

Report on the public consultation regarding the draft new EIB Group Complaints Mechanism Policy

Introduction

1. This report provides an overview of the public consultation on the draft new EIB Group Complaints Mechanism (EIB-CM) Policy.
2. As enshrined in the EIB Group Transparency Policy, the EIB Group is committed to engaging, on a voluntary basis, in formal public consultation on selected policies. Such process allows external stakeholders to participate in the preparation and review of policy documents.
3. The review of the EIB-CM Policy forms part of the EIB Group's commitment to accountability, transparency, institutional learning and access to remedy. It also reflects evolving practices among independent accountability mechanisms and relevant developments within the EIB Group's accountability framework.
4. The public consultation on the draft new EIB-CM Policy sought the views of stakeholders on all aspects of the draft and provided a valuable opportunity to further improve the policy framework of the EIB-CM.

How the consultation was organised

5. The public consultation was launched on 12 March 2026 with the publication of the draft new EIB-CM Policy and supporting documents on the EIB consultation website. Information about the consultation was disseminated via the EIB and EIB-CM websites, as well as through social media channels. In addition, notification emails were sent to a mailing list of EIB stakeholders and interested parties to inform them of the consultation.
6. Stakeholders were invited to submit written contributions until 19 May 2026. A timeline of the consultation process is provided in Annex 1.
7. Contributions could be submitted via the online consultation platform, by uploading written submissions (or files in any other format, such as video or audio recording) or by email.

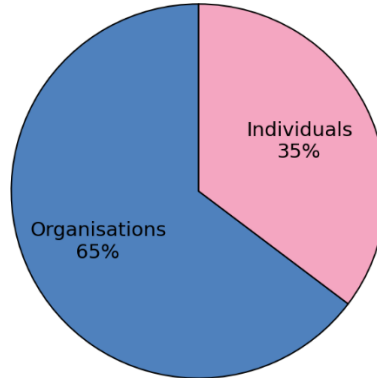
8. To facilitate broad participation, the EIB organised two online consultation workshops and one in-person consultation workshop in Brussels. The workshops were announced on the consultation webpage. In addition, invitations were circulated by email to a mailing list of EIB stakeholders and interested parties.
9. These workshops provided an opportunity for stakeholders to engage directly with representatives of the EIB-CM, seek clarifications, and present their views and suggestions. The overall goal was to create a meaningful two-way dialogue between the EIB-CM and external stakeholders on the draft new Policy.
10. The online workshops were scheduled to accommodate different geographical regions and time zones, while the in-person workshop enabled participation from Brussels or Europe-based stakeholders, including civil society organisations, European institutions and international organisations. The EIB-CM also engaged with stakeholders through bilateral exchanges.
11. Participants expressed their appreciation for the openness and transparency of the public consultation process.

Participation in the consultation process

12. The three stakeholder workshops attracted a total of 84 participants. Participants included representatives of civil society organisations, international financial institutions, academia, independent accountability mechanisms, private sector organisations and individual experts. Representatives of the European Commission and the European Ombudsman also attended.
13. The consultation generated 17 written submissions, including 13 contributions received through the online consultation platform and four additional substantive submissions received by email. A detailed account of all contributions and responses is available in the Consultation Matrix published alongside this report.
14. Figures 1 below provides an overview of the written submissions by stakeholder category.

Figure 1 – Written submissions by stakeholder category

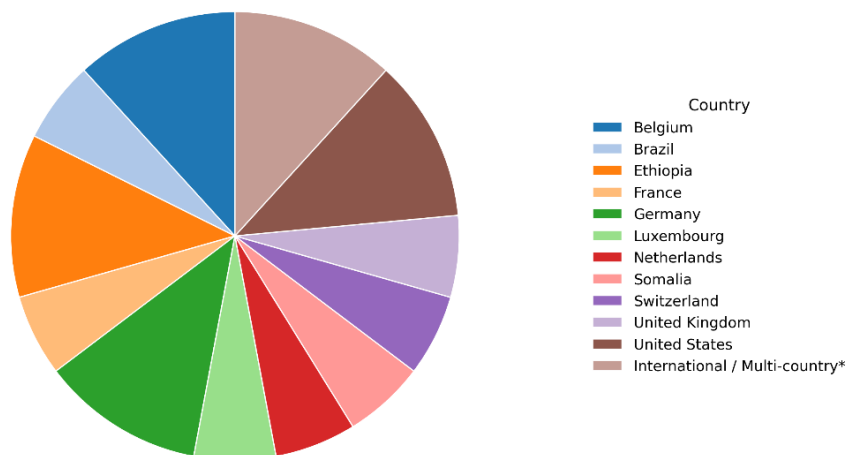
Written submissions by stakeholder category



15. The consultation attracted submissions from stakeholders located in Europe, Africa, North America and South America, reflecting the international scope of the EIB Group's activities. Figure 2 below provides an overview of the written submissions by geographical origin.

Figure 2 – Geographic origin of written submissions

Written submissions by geographic origin



Includes joint submissions and contributors whose affiliation spans multiple countries.

Summary of feedback received

16. Contributions reflected a range of perspectives, including in the areas of accountability, environmental and social sustainability, access to information and access to remedy.
17. Overall, stakeholders viewed the draft new Policy positively and considered it a significant improvement compared to the current framework.
18. In particular, they welcomed:
 - the clearer mandate,
 - stronger provisions on facilitating remedy,
 - closer alignment with international best practices and peer institutions.
19. At the same time, several contributions highlighted areas for additional attention and further improvement, notably:
 - the need for further clarification in certain areas,
 - concerns about the independence and governance structure of the EIB-CM.
20. Further, submissions stressed the importance of:
 - strengthening effectiveness, transparency and complainant consultation throughout the process,
 - enhancing the accessibility of the EIB-CM, including through outreach and awareness-raising for affected communities and civil society organisations,
 - cooperation with other accountability mechanisms,
 - the EIB-CM's role in promoting institutional learning and the sharing of good practices.

The review process following public consultation

21. The feedback from the consultation was consolidated into a Consultation Matrix, which reflects the structure of the draft new Policy and provides the responses to the comments received.
22. The EIB Group established an internal review process, involving an Inter-Directorate Review Panel (IDRP), to revise the draft new Policy based on stakeholder feedback, as appropriate.

23. The revised draft new Policy maintains the EIB-CM's ability to issue its findings and recommendations independently from the operational services. It also introduces wording on safeguarding human rights and alignment with the United Nations Guiding Principles on Business and Human Rights, clarifies the governance structure of the EIB Group, increases complainant involvement in Early Resolution and action plans, and enhances the monitoring of outcomes. In addition, the revised Policy includes further procedural details so that it may become effective upon approval by the governing bodies without the need for separately procedures.
24. The revised draft new Policy, together with this Consultation Report and the Consultation Matrix, will be submitted to the EIB Group's governing bodies for consideration and approval.
25. In line with the EIB Group Transparency Policy, the final new Policy and accompanying consultation documents will be published following approval.

Annex I – Consultation Timeline

Date	Activity
12 March 2026	Launch of public consultation
14 April 2026	Online stakeholder workshop
28 April 2026	In-person stakeholder workshop (Brussels)
30 April 2026	Online stakeholder workshop
19 May 2026	Closing of public consultation
August/September 2026	Submission to governing bodies
September/October 2026	Publication of final Policy