



Европейска инвестиционна банка
Evropská investiční banka
Den Europæiske Investeringsbank
Europäische Investitionsbank
Euroopa Investeerimispank
Ευρωπαϊκή Τράπεζα Επενδύσεων
European Investment Bank
Banco Europeo de Inversiones
Banque européenne d'investissement
Banca europea per gli investimenti
Eiropas Investīciju banka

Europos investicijų bankas
Európai Beruházási Bank
Bank Ewropew tal-Investment
Europese Investeringsbank
Europejski Bank Inwestycyjny
Banca Europeu de Investimento
Banca Europeană de Investiții
Európska investičná banka
Evropska investicijska banka
Euroopan investointipankki
Europeiska investeringsbanken

Luxembourg, 10 June 2022

EIB - [REDACTED]
IG/CM/2022 – 08321/AJ/SD/OES/ml

Ref: SG/E/2021/27

Dear [REDACTED]

We refer to your letter submitted via the EIB Group Complaints Mechanism's online form on 7 December 2021, in which you expressed concerns regarding the lack of a noise assessment in the approval procedure of the EIB-financed project "Pedemontana Lombarda Toll Motorway PPP" in Italy.

The project is co-financed by the EIB and aims to design, build, operate and maintain the stretches B2 and C of the Autostrada Pedemontana Lombarda toll motorway, including the associated roads, which runs through the provinces of Milan, Monza-Brianza and Bergamo in the Lombardy Region.

On 21 December 2021, the EIB Group Complaints Mechanism acknowledged receipt of your complaint, informing you of its registration as well as the date by which you may expect a reply.

The Complaints Mechanism's task is to address complaints concerning alleged maladministration by the EIB Group. Maladministration means poor or failed administration and occurs when the EIB Group fails to act in accordance with a rule that is binding upon it¹. The EIB Group's responsibilities concerning project compliance with national and EU law are defined in its policies and procedures.²

During the initial assessment, the Complaints Mechanism reviewed your complaint, maintained regular contacts with you, held an introductory meeting with the EIB services involved, as well as requested and obtained clarifications from these services. As a result, the Complaints Mechanism found that the noise assessment you claim was not performed was in fact undertaken as part of the required environmental impact assessment for the project. The Complaints Mechanism liaised with you by letter and a telephone call on 20 January 2022, during which you expressed your concerns over not finding the document in the public domain and requested a copy of the assessment.

In light of the above, the Complaints Mechanism decided to address the matter using the "problem solving"³ approach, with a view to facilitating the disclosure of the document. Consequently, the Complaints Mechanism deems it appropriate to reply by letter, in line with the relevant procedures⁴.

¹ § 3.1 of the EIB Group Complaints Mechanism Policy available [here](#).

² § 3.3 of the EIB Group Complaints Mechanism Policy.

³ § 2.2.5 of the EIB Group Complaints Mechanism Procedures available [here](#).

⁴ In line with § 4 of the EIB Group Complaints Mechanism Procedures, the simplified procedure applies to complaints which, because of their subject, are of easy and prompt resolution. In simplified

The Complaints Mechanism has liaised with the project promoter, in coordination with the EIB services involved, with a view to providing access to this information. It follows that the promoter has made available a page on the project's website making it possible to access the environmental information via a request form⁵. In March 2022, the Complaints Mechanism sent you a link to the webpage.

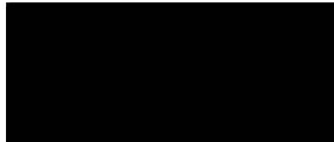
Following the submission of your request, you confirmed in May 2022 that the promoter delivered the requested information.

In light of the above, the Complaints Mechanism takes note that your concerns have been addressed. It therefore closes this case.

For further information regarding the EIB Group Complaints Mechanism, please visit: [EIB Group Complaints Mechanism overview](#).

Yours faithfully,

EUROPEAN INVESTMENT BANK



Complaints Mechanism



Complaints Handling & Admissibility

procedures, the response of the EIB Group will take the form of a letter from the Complaints Mechanism [...].

⁵ The link [Portale Trasparenza Autostrada Pedemontana Lombarda — Accesso civico](#) provides the public with the possibility of submitting a request for information/documentation by filling out a request form.