

EXP BEI - EIB  
006722 09.DEC 14

[REDACTED]  
Luxembourg, 9 December 2014

IG/CM/LG/ad

Subject: Case SG/G/2014/04

Dear

Following the complaints form submitted to the EIB on 14<sup>th</sup> November 2014, the Buildings and Logistics department in charge of managing the switchboard service contract has proceeded to an audit as foreseen by its internal procedures.

The service provider's role, in the framework of the contract to manage the EIB switchboard, is to transfer external calls to members of staff in a specific service. <http://www.eib.org/infocentre/contact/index.htm>. This entails that the external correspondent has provided the name of the EIB Group staff member he would like to speak to.

All staff working for the EIB group, have the obligation to respect the [Code of good administrative behaviour for the staff of the EIB in its relation to public](#).

We understand the switchboard operator did ask you to formulate your request in writing and indicated an e-mail address, as foreseen in its internal procedure. However, your complaint refers to a lack of courtesy and clarity, not complying with article 9 of the code of good administrative behaviour.

Please be assured that the necessary steps have been taken by the Bank to ensure that such an incident does not occur in the future. A reminder has been formally addressed to the switchboard operators by their management. We have also requested to refer in the future to the [EIB website procedure](#) for any requests to Withdraw or modify a job application which indicates: "Should you wish to withdraw or modify your submitted application, please contact us by completing the [online form](#), indicating your applicant number, job ID and the title of the job for which you have applied".

Thank you for having brought this important issue to our attention. Please accept our apologies for this incident and the inconvenience we believe it has caused. We hope you will be assured that we have taken the correct remediation measures and trust that it is not our intention to address public inquiries differently than exposed in our code.

Yours faithfully,

EUROPEAN INVESTMENT BANK

Buildings & Logistics

Complaints Mechanism