EIB announcement and invitation - second round of public consultation on Complaints Mechanism Principles, Terms of Reference and Rules of Procedure and of its Transparency Policy, October/November 2009
Source: Isabelle Kamphuis, EVD, Agency for International Business and Cooperation of the Ministry of Economic Affairs in the Netherlands

November 5th, 2009, The Hague

The Unit International Organisations at the EVD, Agency for International Business and Cooperation of the Ministry of Economic Affairs in the Netherlands, dealing with questions about doing business with among others the EIB hereby informs you about their experience with complaints and transparency of the EIB and stated in their policy documents.

During the last four years we did not receive any complaints or transparency problems of companies or other bodies in doing business with the EIB; neither did the Department for Company Support of our Permanent Mission to the EU in Brussels receive such signs.

After read the revised versions (October 2009) of The EIB Complaints Mechanism and The EIB Transparency Policy we have the following small remarks:

- The EIB Complaints Mechanism: table of contents: Annex II: EIB’s Complaint Form: you could delete the part: NO and Date and Signature
- The EIB Transparency Policy: table of contents: Part B - Practices: we miss the elaboration on Public Consultation, that was included under Part A - Principles.