



Европейска инвестиционна банка
 Evropská investiční banka
 Den Europæiske Investeringsbank
 Europäische Investitionsbank
 Euroopa Investeeringispank
 Ευρωπαϊκή Τράπεζα Επενδύσεων
 European Investment Bank
 Banco Europeo de Inversiones
 Banque européenne d'investissement
 An Banc Eorpach Infheistíochta
 Europska investicijska banka
 Banca europea per gli investimenti

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

Luxembourg, 4 February 2025

Ref: Complaint SG/A/2024/02

Dear,

We refer to our e-mail of 4 December 2024, in which we informed you that the Complaints Mechanism of the European Investment Bank Group (EIB-CM) had registered your complaint with the reference SG/A/2024/02 and had initiated a review of your complaint.

The EIB-CM deals with complaints concerning alleged maladministration by the European Investment Bank Group (EIB). Maladministration means poor or failed administration, and it occurs when the EIB fails to act in accordance with a rule that is binding upon it¹.

Your complaint concerns an alleged lack of EIB's response to three emails sent by you to the EIB requesting information in relation to the Zero Carbon Lithium project (2020-0749). Considering the content of your complaint, the EIB-CM deemed it appropriate to reply by letter, in line with § 4 of the EIB-CM Procedures².

In your complaint, you alleged that you did not receive any replies from the EIB to three emails that you sent to different email addresses of the EIB on 25 August 2024, 9 September 2024 and 4 October 2024³.

Following the receipt of your complaint, the EIB-CM liaised with the relevant EIB services in order to understand the reasons of the failure to reply. As a result, the relevant services performed several checks on the EIB mailboxes to which your emails had been addressed and found that the referred emails had never reached any of the mentioned mailboxes, due to a technical issue⁴. The EIB-CM takes note that the responsible EIB technical services took the necessary actions to address this issue and to ensure that any future emails sent from the email address which you have used do reach the EIB relevant mailboxes.

¹ § 3.1 of the EIB Group Complaints Mechanism Policy. For more details about maladministration, see Section 3 of the EIB Group Complaints Mechanism Policy.

² § 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 the case of simplified procedure, the response of the EIB Group will be a letter from the EIB-CM [...].

³ The email address used to submit the complaint differs from the email address used to send the three emails of August, September and October 2024.

⁴ Due to a technical configuration, the emails from the email address used were identified as potentially harmful or spam and automatically blocked by the systems in place without any notification about incoming communications.

Following your complaint, the EIB-CM also forwarded your emails to the addresses that you had intended to reach. We take note that, on 19 December 2024, the EIB relevant services provided you with a reply on your questions.

In light of the above, the EIB-CM considers that all necessary actions have been taken in order to address the reported issues. Therefore, the EIB-CM will proceed to the closure of the complaint with a friendly solution.

We remain at your disposal should you have any questions or requests for clarification regarding this case.

Yours sincerely,

EUROPEAN INVESTMENT BANK

Available remedy:

Complainants that are not satisfied with the outcome of the handling of the complaint by the EIB-CM may file a complaint of maladministration against the EIB Group with the European Ombudsman⁵.

⁵ Available at: <https://www.ombudsman.europa.eu/en/home>.