

COMPLAINTS MECHANISM

SG/E/2026/05

**CORRIDOR VC
MEDAKOVO – POPRIKUSE
(BOSNIA AND HERZEGOVINA)**

DISPUTE RESOLUTION REPORT

30 JUNE 2026



SG/E/2026/05

CORRIDOR Vc MEDAKOVO–POPRIKUSE (BOSNIA and HERZEGOVINA) Dispute Resolution Report

Complaint confidential: No

External distribution

Complainant

Promoter

Publication on the Complaints Mechanism website

Internal distribution¹

Inspector General

Relevant EIB services

Disclaimers

This report is based on the information available to the EIB Group Complaints Mechanism up to 28 May 2026.

In case of discrepancies between language versions, the English version prevails.

¹ In addition, the Complaints Mechanism will inform the Management Committee in its regular reporting about the issuance of the Dispute Resolution Report.

The EIB Group Complaints Mechanism

The EIB Group Complaints Mechanism (the Complaints Mechanism) is a public accountability tool that handles complaints from members of the public who are, or feel, affected by decisions, actions or omissions by the European Investment Bank (EIB). One of the main objectives of the Complaints Mechanism is to ensure the right to be heard and the right to complain. The Complaints Mechanism is not a legal enforcement mechanism and will not substitute the judgment of competent judicial authorities.

For admissible complaints regarding environmental and social impacts, the work of the Complaints Mechanism starts with an initial assessment phase. During this phase, the Complaints Mechanism determines if further work is necessary and whether the complaint shall proceed to a compliance review or a collaborative dispute resolution process. The objective of the latter is to resolve the dispute by (i) achieving a better and common understanding, (ii) improving the degree of trust between the parties, and (iii) seeking to identify a common agreed solution.

Complainants that are not satisfied with the EIB reply to their complaint may file a complaint of maladministration against the EIB with the European Ombudsman².

For more information on the Complaints Mechanism please visit:
<https://www.eib.org/en/about/accountability/complaints/index.htm>.

² Available at: <https://www.ombudsman.europa.eu/en/home>. For more information see [EIB Group Complaints Mechanism policy dated November 2018](#), Section 4.5.

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EXECUTIVE SUMMARY

In January 2026, the Complaints Mechanism received a complaint from a family affected by the Corridor Vc project in Bosnia and Herzegovina. The complaint concerns adverse social impacts of the project. The facilitated dialogue enabled the promoter and the complainants to establish a channel of communication and to agree on practical arrangements concerning the expropriation process and impact of the construction works moving forward. Since a final settlement agreement was reached, the Complaints Mechanism closes the case and will monitor the implementation of the agreement's action points.

This report provides the parties to the dispute resolution process, the EIB, and the interested public with information about the general outcome of the process. It also describes the complaint received and the work carried out by the Complaints Mechanism.

1 PROJECT

- 1.1 On 9 September 2020, the EIB Board of Directors approved the financing of the Corridor Vc Medakovo-Poprikuse project (the **project**) in Bosnia and Herzegovina (BiH) for an amount of up to €340 million.³ The finance contract was signed by Bosnia and Herzegovina on 28 December 2020. The project is being carried out by the state-owned motorway development company Javno Preduzece Autoceste FBiH d.o.o. (**JPAC**).
- 1.2 The project consists of the construction of a 35 km new motorway section on Corridor Vc in northern BiH, extending from Medakovo to Poprikuse via Ozimica. It will form part of the Pan-European Motorway Corridor Vc, linking Hungary and eastern Croatia to BiH and the Adriatic Sea.

2 COMPLAINT

- 2.1 On 22 January 2026, the Complaints Mechanism received a complaint from a family owning plots of land and a house near the construction of the motorway (the **complainants**). The complaint raises concerns about the negative social impacts of the project. The complainants' house and land have been expropriated and court proceedings regarding the compensation amount are ongoing.
- 2.2 The complainants presented the following concerns, summarised by the Complaints Mechanism on the basis of the written complaint and further discussions with the complainants:
 - i. **Adequacy of compensation.** The complainants consider that the compensation offered for their land and house is inadequate. They note that the proposed amount is lower than the valuation provided by the Municipality expert and consider it insufficient to enable them to buy comparable land and housing in their town. They acknowledge that the determination of compensation is currently subject to court proceedings.
 - ii. **Timing and impact of the upcoming construction works.** The complainants have received official notification that the construction works could start imminently. Since they have not yet received compensation for their land and house, they are concerned that the construction works would start close to their house (the project boundaries are located six meters from their doorstep) before they are able to relocate. They reside in the house with their children and grandchildren and worry about the impacts of the construction on their living conditions.

3 INITIAL ASSESSMENT

- 3.1 The Complaints Mechanism carried out an initial assessment to understand the issues raised by the complainants and to determine the way forward.
- 3.2 Given the willingness of the complainants and the promoter (the **parties**) to collaborate in view of reaching mutually acceptable solutions, the Complaints Mechanism proposed to proceed with a collaborative dispute resolution process as described in the initial assessment report. The parties voluntarily agreed to exclude the topic of the adequacy of the compensation from the dispute resolution process, as this topic is subject to ongoing court proceedings.

³ More information on the project is available at: [CORRIDOR VC MEDAKOVO - POPRIKUSE](#).

4 DISPUTE RESOLUTION PROCESS

- 4.1 The collaborative dispute resolution process between the complainants and the promoter was facilitated by the Complaints Mechanism with the support of a local facilitator and an interpreter, collectively referred to as the facilitation team.
- 4.2 In addition to several separate online meetings, the facilitation team conducted a joint dialogue session between the complainants and the promoter in April 2026. Before the joint session, the facilitation team met with the parties online to prepare them for the dialogue, ensure they understood the process and foster a constructive and safe environment for the dialogue.
- 4.3 During the dialogue, the parties discussed and reached agreement on key concerns related to the timing for construction and practical arrangements related to the upcoming construction works and expropriation process.
- 4.4 Regarding the timing for the construction works, JPAC indicated that the contract with the contractor for that section of the motorway had not yet been signed, and committed to informing the complainants once signed. JPAC also explained that they would maintain communication with the complainants and inform them about key events relevant to the works in the vicinity of their house, as well as any mitigation measures that may be relevant to them. JPAC encouraged the complainants to inform JPAC and the supervision engineer of any difficulties after works commence (should the complainants remain in the house), so that additional mitigation measures could be considered as needed.
- 4.5 Regarding the expropriation process, the parties discussed the timing for the compensation amount to be received by the complainants. The complainants expressed that their goal is to vacate the house as soon as possible once they have received compensation. However, they also explained that the timing of their relocation would depend on the availability of adequate houses on the market. JPAC confirms that removal of the property is not planned before the completion of the complainants' relocation process, or before the conditions for vacating the property have been met in accordance with the applicable expropriation procedure.

5 OUTCOMES

- 5.1 The Complaints Mechanism thanks the parties for their participation in the dispute resolution process. The facilitated dialogue enabled the parties to improve their communication and agree on practical arrangements moving forward. Given the parties reached final agreement, the Complaints Mechanism closes the complaint and will monitor the implementation of the actions agreed between the parties.
- 5.2 As referred above, the parties voluntarily agreed to exclude the topic of adequacy of compensation from the scope of the dispute resolution process, as this topic is subject to ongoing court proceedings. The EIB Services will continue to monitor the project's compliance with the EIB Environmental and Social Standards, including compliance of the compensation process, as per the applicable procedures. The Complainants retain their rights to challenge the result of the compensation determination process.