



**European Bank**  
for Reconstruction and Development

# PROCUREMENT COMPLAINTS FORM

## INSTRUCTIONS FOR COMPLETION AND SUBMISSION FORM

- This form should only be used to submit **complaints** to EBRD in relation to **procurement processes** for public sector projects governed by the **Procurement Policies and Rules**.
- Please enter your text directly into the required fields. Do not submit page 1 of this complaint form.
- When you have **completed and signed** the form, it can be submitted to the EBRD's **Procurement Policy and Advisory Department (PPAD)** by email to [ProcurementComplaint@ebrd.com](mailto:ProcurementComplaint@ebrd.com). Please attach all relevant supporting documents to your email. Include in the subject of your email "**Procurement Complaint**" so that the email can easily be identified in case it is received in the spam inbox.
- Failure to complete the form or to provide relevant supporting documents will delay the procurement complaint review process and may ultimately lead to a rejection of the procurement complaint by EBRD without a substantive review of the procurement complaint.
- For more information on procurement complaints, please refer to <https://www.ebrd.com/work-with-us/procurement/project-procurement-complaints.html>.

## OTHER TYPES OF COMPLAINTS

- Allegations of **Prohibited Practices** (fraud, corruption, coercion, collusion, misuse of EBRD resources or EBRD assets, theft, obstruction), **environmental and social concerns** in relation to EBRD-financed projects / contracts, or **complaints** about the **procurements conducted by the Bank directly** should be submitted as per below.
- Anyone, who suspects the occurrence of **Prohibited Practices** in relation to an EBRD-financed contract, can submit directly to **EBRD's Office of the Chief Compliance Officer** by email to [whistleblowing@ebrd.com](mailto:whistleblowing@ebrd.com). For more information on the reporting of Prohibited Practices, please refer to the following link: <https://www.ebrd.com/who-we-are/our-values/investigating-fraud-and-corruption.html>.
- If your complaint considers **environmental and social concerns** in relation to an EBRD-financed project and your engagement with the Client or EBRD did not address your concerns, the EBRD provides the option of submitting a request to the **Independent Project Accountability Mechanism (IPAM)**. The mandate of IPAM is to independently review Project (environmental, social and information disclosure) issues that the Requesters believe to have caused (or to be likely to cause) them harm. You can find more information by visiting: [Independent Project Accountability Mechanism webpage](#). The webpage includes information on how to [submit a Request](#) and the [Project Accountability Policy](#) which details the process followed when IPAM receives a complaint.
- Complaints about the **procurement** of contracts for goods, works, services or consultancy services that are contracted **by the Bank** directly are handled under the **Bank's Corporate Procurement Policy** and can be submitted with the Bank's **Procurement Operations & Delivery Department (PODD)**. For more information, please refer to <https://www.ebrd.com/procurement/corporate-procurement.html>.



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## PROCUREMENT COMPLAINT

### SECTION 1: COMPLAINANT INFORMATION

Legal Name of Complainant	
Registered Address (Street and number, City, Province / State, Country)	
Email address	
Phone number	
Full Name of representative of Complainant with power of attorney to submit the Procurement Complaint to the EBRD (Please attach relevant Power of Attorney as Annex I)	

### SECTION 2: PROJECT INFORMATION

Project Country	
Project Name and Project Number	
Name and address of the Client or Implementing Agency (e.g. Purchaser / Employer)	

### SECTION 3: PROCUREMENT INFORMATION

Contract name and identification number	
Contract description	
Type of Contract (tick/select the applicable item)	<input type="checkbox"/> Goods <input type="checkbox"/> Works <input type="checkbox"/> (Consultancy) Services <input type="checkbox"/> Any other <p style="text-align: right;">(please clarify)</p>



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#### SECTION 4: PROCUREMENT COMPLAINT INFORMATION

Date of Procurement Complaint	
Date of Request for Debriefing submitted to the Client	
Debriefing provided by the Client ( <i>please provide copies of relevant communication</i> )	<input type="checkbox"/> Yes, on [ <i>include date of debriefing</i> ]  <input type="checkbox"/> No
Description of Procurement Complaint  <i>(Description can also be provided separately. If so, please attach it as Annex 2 to this Procurement Complaints Form)</i>	
Relevant sections or paragraphs from the applicable procurement documents and / or the Procurement Policies and Rules	
List of supporting documentation ( <i>To be attached as Annex 3</i> )	



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## SECTION 5: SIGNATURE SECTION

I, the undersigned, certify that the information provided in this form and in the supporting documents is complete, true and accurate. I understand that a misrepresentation in relation to or an omission to provide full disclosure of the information as required by this form may result in the rejection of the submitted procurement complaint by the EBRD without a substantive review of the procurement complaint.

Name and title of representative:	
Duly authorised to sign for and on behalf of:	
Signature	
Date	



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## **ANNEX 1 – POWER OF ATTORNEY**

*(please attach a copy)*



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## **ANNEX 2 – DESCRIPTION OF PROCUREMENT COMPLAINT**

*(please provide a document with a description of the procurement complaint, if not provided on  
page 3 of the form)*



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## **ANNEX 3 – SUPPORTING DOCUMENTS**

*(please submit any relevant documents supporting the procurement complaint)*