Early Warning System

EIB-20200131

S HEERENLOO SUSTAINABLE LONG-TERM CARE

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Quick Facts

Countries	Netherlands
Financial Institutions	European Investment Bank (EIB)
Status	Proposed
Bank Risk Rating	U
Borrower	Stichting 's Heeren Loo Zorggroep
Sectors	Education and Health
Investment Type(s)	Loan
Investment Amount (USD)	$ 228.56 million
Loan Amount (USD)	$ 228.56 million
Project Cost (USD)	$ 685.68 million

Project Description

According to the EIB website, the project aims to update, replace and reorganise predominantly residential facilities for about 5 000 clients with severe intellectual disabilities. Amongst others, the works include the construction of sheltered care homes where clients live in small groups while being cared for by qualified staff around the clock. The project is expected to allow for the reorganisation of service delivery, the introduction of better living conditions and improve efficiency and effectiveness in order to respond to the actual needs of clients with severe intellectual disabilities.

Investment Description

- European Investment Bank (EIB)

Contact Information

No contact information provided at the time of disclosure.

ACCESS TO INFORMATION

You can submit an information request for project information at: https://www.eib.org/en/infocentre/registers/request-form/request-form-default.htm

ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address: complaints@eib.org, by completing the online complaint form available at the following address: http://www.eib.org/complaints/form via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check: http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at: http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces