

Complaint procedure

EIFO wishes to support an open company culture, where everyone can make their observations known, including making reports about conditions in EIFO. We have therefore established a complaint procedure where you can make non-anonymous reports with the intent of engaging in a dialogue with us regarding the matter.

The complaint procedure has been established in line with the UN Guiding Principles on Business and Human Rights (UNGPR) and the OECD Guidelines for Multinational Enterprises, as well as in accordance with EIFO's policy of transparency. You will find both policies on our website: Policies (eifo.dk).

You can use the complaints procedure to report matters related to EIFO, including:

- complaints about EIFO's business and/or projects in which EIFO is involved
- report violations and other matters that are not covered by EIFO's whistleblower scheme.

You make a report by sending an email to complaints@eifo.dk.

For the sake of EIFO's further investigation and handling of your report, we kindly ask you to describe the circumstances related to your report to the best of your ability when you contact us. Below you will find examples of important information:

1. Information of the reporting party (leave this part blank if you do not wish to disclose it):
 - Full name
 - Contact information
 - Preferred method of contact
2. Details of the complaint/inquiry
 - Date and time
 - Location
 - Description of the problem
 - Description of the impact
3. Supporting evidence (if relevant)
 - Documents
 - Pictures or videos
 - Witnesses
4. Previous attempts at resolution
 - Previous contact/previous attempts to resolve the issue, including dates, contact persons and responses received.
5. Desired solution
 - Expectations for the solution
6. Additional information

In order to process your complaint, it may be necessary to involve other parties. If you do not wish to share information with other parties involved in the resolution process, you shall notify us.

By collecting information from the complainant, EIFO can more effectively address concerns and work towards a satisfactory resolution.

We process your personal data in relation to your inquiry in accordance with EIFO's current personal data policy (please find link in the website footer).

We aim to provide a response to you within a reasonable timeframe. Approximately 3 months after receiving the complaint, you will receive an update on the processing of the complaint.