November 4, 2025

Call for Expressions of Interest for Dispute Resolution and Mediation Professionals from the Western Balkans

Summary

The Complaints Mechanism (CM) of the European Investment Bank (EIB), the World Bank Dispute Resolution Service (DRS), and the Independent Complaints Mechanism (ICM) of DEG, FMO and Proparco, are looking for experienced dispute resolution/mediation professionals from the Western Balkans region to participate in a mediator workshop to be held in the region in May/June 2026.

Background

Independent Accountability Mechanisms (IAMs) of International Finance Institutions have a mandate to receive and address complaints from individuals or communities raising concerns related to environmental and social impacts of bank-funded projects. The ICM serves as the IAM for DEG, FMO and Proparco while the CM is the IAM for the EIB. Additionally, DRS is the dispute resolution arm of the Accountability Mechanism, the IAM for the World Bank (IBRD/IDA). A detailed description of the mandate, functions, and procedures of each IAM can be found in Accountability Mechanism Policy[1], ICM Policy[2] and CM's Policy[3].

DRS, ICM, and the CM (the **organizers**) have a mandate to facilitate the resolution of complaints through dialogue and mediation processes.

The organizers are collaborating to identify and screen suitable candidates:

- to participate in a mediator workshop in the region, which will offer a deep dive into the specificities of mediating disputes arising in the context of development projects; and
- for possible collaboration on future dispute resolution cases in each institution.

Purpose

The organizers are looking for trained and experienced mediation/dispute resolution/facilitation professionals to participate in a mediator workshop to be held next year in the region. Please note

[1] https://thedocs.worldbank.org/en/doc/f5512e68981022094d6f6bf622c20a62-0490092025/original/2025-Accountability-Resolution.pdf
[2] Independent Complaints Mechanism
[3] https://www.eib.org/en/publications/complaints-mechanism-policy.htm

that being included in the workshop does not imply a guarantee of employment with the IAMs involved.

Selection criteria:

- Proven understanding of and ability to apply core mediation and facilitation principles (formal mediation training is not required but desirable).
- Proven hands-on experience mediating/facilitating dialogue in multi-party disputes/conflicts.
- Experience with public or private sector development projects and experience working with local communities is highly desirable.
- Strong organizational and project management skills, including coordinating logistical and operational activities as well as report drafting skills.
- Strong diplomatic, interpersonal and teamwork skills, and sensitivity to work in a multicultural environment.
- Ability to communicate in English is required.

We are looking for mediators based in the Western Balkans countries – *Bosnia and Herzegovina, Croatia, Montenegro, Albania, Serbia, the Republic of North Macedonia, Kosovo.* We will also accept candidacies from mediators based in neighboring countries if they have extensive work experience in the aforementioned countries.

Application Process

Please send an expression of interest with your CV/resumé and cover letter in English to cm-dispute-resolution@eib.org by **November 24, 2025**. Please indicate "*Response to Western Balkans call for expressions of interest*" in the subject of your email.

After reviewing applications, the organizers will contact suitable candidates regarding the next steps in the selection process.