



EUAA/MB/2024/056

**Management Board Decision No 159
of 24 May 2024**

on the setting up of the complaints mechanism

THE MANAGEMENT BOARD,

HAVING REGARD to Regulation (EU) 2021/2303 of the European Parliament and of the Council of 15 December 2021 on the European Union Agency for Asylum¹ (hereinafter ‘the EUAA Regulation’), and in particular Article 51(1) thereof,

WHEREAS:

- 1) Pursuant to Article 1(2) of the EUAA Regulation, the European Union Agency for Asylum (hereinafter ‘the Agency’) should contribute to ensuring the efficient and uniform application of Union law on asylum in the Member States in a manner that fully respects fundamental rights.
- 2) Article 57 of the EUAA Regulation provides that the Agency should guarantee the protection of fundamental rights in the performance of its tasks in accordance with relevant Union law, including the Charter of Fundamental Rights of the European Union, and relevant international law, in particular the Geneva Convention Relating to the Status of Refugees of 28 July 1951, as amended by the New York Protocol of 31 January 1967.
- 3) Article 51(1) and (2) of the EUAA Regulation provides that the Agency sets up a complaints mechanism to ensure that fundamental rights are respected in all of the Agency’s activities. Complaints may be submitted in writing by any person who is directly affected by the actions of an expert participating in an asylum support team, and who considers that their fundamental rights have been violated due to those actions, or by any party representing such a person.
- 4) Pursuant to Article 51(3) of the EUAA Regulation only substantiated complaints involving concrete fundamental rights violations should be admissible.
- 5) On the other hand, complaints which challenge a national authority’s decision on an individual application for international protection, as well as complaints which are anonymous, abusive, malicious, frivolous, vexatious, hypothetical or inaccurate, should be inadmissible.
- 6) Article 51(4) of the EUAA Regulation provides that the fundamental rights officer should be responsible for handling complaints received by the Agency and should do so in accordance

¹ Regulation (EU) 2021/2303 of the European Parliament and of the Council of 15 December 2021 on the European Union Agency for Asylum and repealing Regulation (EU) No 439/2010, (OJ L 468, 30.12.2021, p. 1).





with the right to good administration. For that purpose, the fundamental rights officer should review the admissibility of a complaint, register admissible complaints, forward all registered complaints to the Executive Director, forward complaints concerning experts participating in an asylum support team to the home Member State, and inform the relevant authority or body competent for fundamental rights in a Member State of a complaint. The fundamental rights officer should also register and ensure the follow-up by the Agency or the Member State concerned.

- 7) Article 51(11) of the EUAA Regulation provides that the Agency, including the fundamental rights officer, should handle and process any personal data contained in a complaint in accordance with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data² (the 'EUDPR').
- 8) In accordance with Article 4(1) and (2) of the EUAA Regulation, the Agency and the national authorities responsible for asylum and immigration and other relevant services are to cooperate in good faith, and in order to perform the tasks and obligations conferred on them by the EUAA Regulation, the Agency and the national authorities responsible for asylum and immigration and other relevant services are to exchange all necessary information in a timely and accurate manner. The Member State concerned, the Agency and the fundamental rights officer should therefore cooperate and assist each other in ensuring timely and appropriate follow-up to complaints received by the Agency.
- 9) Operational plans should include practical arrangements relating to the complaints mechanism, as provided in Article 18(2)(n) of the EUAA Regulation.
- 10) It is appropriate for the complaints mechanism to be established by means of a Management Board Decision, taking into account its strategic importance and the division of responsibilities between the Agency and the fundamental rights officer in terms of its establishment and implementation.
- 11) In accordance with Article 50(6) of the EUAA Regulation, the Consultative Forum has been consulted on the setting up of the complaints mechanism,

HAS DECIDED AS FOLLOWS:

² OJ L 295, 21.11.2018, p. 39.



CHAPTER ONE ESTABLISHMENT AND SCOPE OF THE COMPLAINTS MECHANISM

Article 1 Scope

1. The complaints mechanism referred to in Article 51 of the EUAA Regulation is established by this Decision as an administrative mechanism aimed to address written complaints received from any person, or a party representing such a person, who is directly affected by the actions of an expert participating in an asylum support team, and who considers that their fundamental rights have been violated due to those actions.
2. Complaints submitted in accordance with this Decision shall be handled without prejudice to any other administrative or judicial remedies.

Article 2 Role of the fundamental rights officer

1. The fundamental rights officer is responsible for handling complaints received under the complaints mechanism, which are submitted to the Agency or directly to the fundamental rights officer, in accordance with the right to good administration.
2. The fundamental rights officer shall be responsible for ensuring follow-up of complaints by the Agency and/or the Member State concerned as laid down in this Decision.
3. The Agency shall cooperate with the fundamental rights officer and facilitate and support them in the performance of their tasks under this Decision, as far as reasonably possible at all stages during the handling and follow-up of complaints.
4. The fundamental rights officer shall handle complaints in an independent manner.

Article 3 Definitions

For the purposes of this Decision the following definitions shall apply:

1. 'admissible complaint' means a complaint that fulfils the admissibility criteria laid down in Article 51(3) of the EUAA Regulation and Article 6 of this Decision;
2. 'Agency's operational activity' means any activity of the Agency under an operational plan as referred to in Article 18 of the EUAA Regulation;
3. 'action of an expert participating in an asylum support team' means any action, act, omission or failure to act whilst in the performance of their duties attributable to an expert deployed as part



of an asylum support team; in particular, it may include a failure to refer a request for international protection to the competent authorities;

4. 'complainant' means the person who submits a complaint or on whose behalf a complaint is submitted;
5. 'complaint' means any written communication containing allegations of fundamental rights violations and originating from the person directly affected by the actions referred to in those allegations, or from their representative, and which is brought to the attention of the Agency;
6. 'Consultative Forum' means the Consultative Forum of the Agency referred to in Article 50 of the EUAA Regulation;
7. 'expert participating in an asylum support team' means an expert deployed as part of an asylum support team in accordance with Article 20 of the EUAA Regulation, including experts deployed to asylum support teams as part of migration management support teams as referred to in Article 21 of the EUAA Regulation and experts deployed to asylum support teams from the asylum reserve pool as referred to in Article 19(6) of the EUAA Regulation. Pursuant to Article 19(1) of the EUAA Regulation, asylum support teams shall consist of experts from the Agency's own staff, experts from the Member States, experts seconded by Member States to the Agency, or other experts not employed by the Agency. Host Member State personnel shall not be considered experts participating in an asylum support team;
8. 'home Member State' means the Member State which has deployed the expert who is alleged to have violated the complainant's fundamental rights;
9. 'host Member State' means the Member State with which the Agency has agreed an operational plan under which the expert who is alleged to have violated the complainant's fundamental rights was deployed;
10. 'new evidence' means new and relevant information submitted by a complainant in connection with an inadmissible, unfounded or discontinued complaint, and which is not merely a restatement of information already submitted;
11. 'staff members' means statutory staff employed by the Agency in accordance with the Staff Regulations of Officials of the European Union (the 'Staff Regulations') and the Conditions of Employment of Other Servants of the European Union (the 'CEOS')³; other experts deployed in an Agency operational activity shall not be considered staff members of the Agency.

³ Staff Regulations of Officials of the European Union and the Conditions of Employment of Other Servants of the European Union laid down by Council Regulation (EEC, Euratom, ECSC) No 259/68, (OJ L 56, 4.3.1968, p. 1), as last amended by Regulation (EU, Euratom) No 1023/2013 of the European Parliament and of the Council of 22 October 2013, (OJ L 287, 29.10.2013 p. 15).



CHAPTER TWO SUBMISSION AND RECEIPT OF COMPLAINTS

Article 4 Submitting a complaint

1. Any person who is directly affected by the actions of an expert participating in an asylum support team, and who considers that their fundamental rights have been violated due to those actions, or any party representing such a person, may submit free of charge a complaint in writing to the Agency.
2. A complainant may be represented by any natural or legal person, acting on their behalf. In such a case, references to 'complainant' shall be read as including the representative where the context so permits. Proof of representation, such as a valid authorisation in writing, shall be required by the fundamental rights officer as to the veracity of the mandate.
3. A complaint shall be submitted in writing and may be submitted by post, through the online tool referred to in Article 23(1)(a) of this Decision, by e-mail or by any other form of written communication.
4. A complaint shall be submitted as soon as possible after the occurrence of the facts which are alleged to amount to a violation of fundamental rights and within one year from the date on which the alleged violation of the fundamental rights occurred, or from the date on which the complainant was informed or learnt about such violation, or, in cases where the complainant was prevented by any circumstance from making a complaint, from the date on which that circumstance ended.
5. A complaint may be submitted in any language.

Article 5 Receipt and recording of complaints

1. Any staff member or any expert participating in an asylum support team who receives any form of written communication from a complainant or from their representative containing allegations of violations of fundamental rights in the context of the Agency's activities shall forward such communication, including, where available, the contact details of the complainant or their representative, to the fundamental rights officer without delay.
2. The fundamental rights officer shall without delay record the communication as a complaint and assign a reference number to it.
3. Within 5 working days from the recording of the complaint, the fundamental rights officer shall send an acknowledgment of receipt to the complainant.



Article 6

Admissibility review

1. Following receipt and recording of a complaint, the fundamental rights officer shall conduct a review of its admissibility. Only substantiated complaints involving concrete fundamental rights violations shall be admissible. A complaint shall be admissible if all of the following criteria are fulfilled:
 - a) the complaint is submitted by or on behalf of a person who alleges that they have been directly affected by the actions of an expert participating in an asylum support team;
 - b) the facts alleged by the complainant in relation to the actions of that expert could be considered as a concrete violation of their fundamental rights;
 - c) the complaint is substantiated, in the sense that sufficient information has been provided in support of the claims made in the complaint which would make it possible to ascertain that the alleged violation of fundamental rights has actually taken place, without prejudice to the possibility of the fundamental rights officer to request additional information as deemed necessary;
 - d) the complaint is submitted in writing;
 - e) the complaint concerns facts which have occurred after 19 January 2022⁴;
 - f) the complaint is submitted within one year from the date on which the alleged violation of the fundamental rights occurred or from the date on which the complainant was informed or learnt about such violation, or, in cases where the complainant was prevented by any circumstance from making a complaint, from the date on which that circumstance ended;
 - g) the complainant is identified and provides their contact details, without prejudice to the right of the complainant to the confidential treatment of their complaint; and
 - h) the complaint is not abusive, malicious, frivolous, vexatious, hypothetical, or inaccurate.
2. Complaints which challenge a national authority's decision on an individual application for international protection shall be inadmissible.
3. The fundamental rights officer shall take a reasoned decision on admissibility within 30 working days from the date of recording of a complaint or, if applicable, from the date additional information has been submitted by the complainant, either on their own initiative if submitted prior to the decision on admissibility or following a request for additional information by the fundamental rights officer pursuant to Article 13. This deadline may be extended by the fundamental rights officer by an additional 15 working days in case of particularly complex complaints. If the fundamental rights officer extends the deadline, the complainant shall be informed of the extension and of the reasons thereof.
4. In accordance with the principle of good administration, any decision on admissibility taken by the fundamental rights officer shall be in writing, shall provide reasons, and shall be communicated to the complainant.

⁴ The date of entry into force of the EUAA Regulation.



Article 7

Inadmissible complaints

1. The fundamental rights officer shall declare a complaint to be inadmissible if, following the admissibility review, they consider that one or more of the requirements listed in Article 6(1) are not fulfilled. In such cases, the fundamental rights officer shall inform the complainant without delay of the reasons for the inadmissibility and shall, where possible, provide them with further options for addressing their concerns.
2. The fundamental rights officer shall forward an inadmissible complaint together with their decision on admissibility to the home Member State, if applicable, and inform the relevant authority or body competent for fundamental rights in the relevant Member State of a complaint, without prejudice to the complainant's right to the confidential treatment of their complaint in accordance with Article 20 of this Decision. Where the fundamental rights officer forwards an inadmissible complaint as laid down in this paragraph, they shall provide the contact details of the relevant authority or body to the complainant.
3. Without prejudice to Article 20 of this Decision, if the facts brought to their attention in the context of an inadmissible complaint raise serious concerns of fundamental rights violations, the fundamental rights officer shall refer the matter to the Executive Director and, where appropriate, to the Management Board. The Agency may in such cases follow-up with the competent national authorities of the host Member State.

CHAPTER THREE

HANDLING AND FOLLOW-UP OF ADMISSIBLE COMPLAINTS

Article 8

Handling of admissible complaints

1. Where a complaint is admissible, the fundamental rights officer shall:
 - a) Register the complaint and assign a registration number to it, which shall be communicated to the complainant;
 - b) Forward the complaint to the Executive Director, together with their decision on admissibility;
 - c) Inform the complainant that the complaint has been declared admissible, that it has been registered, that an assessment has been initiated, and that a response shall be provided as soon as it becomes available;
 - d) Without prejudice to Article 20 of this Decision:
 - (i) forward the complaint to the home Member State together with the decision of the fundamental rights officer on the admissibility of the complaint, if the complaint concerns a Member State expert or seconded national expert;
 - (ii) inform the relevant authority or body competent for fundamental rights in the relevant Member State(s) of the complaint.



Where a complaint is forwarded to a national authority or body, or where such authority or body is informed of a complaint, the fundamental rights officer shall provide the contact details of that authority or body to the complainant.

2. The fundamental rights officer shall provide the complainant with updates about the status and progress of their complaint at regular intervals of six months.

Article 9

Complaints against staff members of the Agency

1. Where a complaint concerns the actions of a staff member of the Agency, the Executive Director shall ensure that the Agency assesses the allegations contained in the complaint and that, if the facts as alleged are established, appropriate follow-up is given to the complaint, in consultation with the fundamental rights officer and in full compliance with the Staff Regulations and CEOS and their implementing rules.
2. The Executive Director shall report to the fundamental rights officer on the findings of any assessments and further inquiries which may have been undertaken, as well as on any follow-up measures, within six months of the complaint being forwarded to them in accordance with Article 8(1)(b) and at regular intervals of three months thereafter if necessary. That report shall outline the reasons for any decisions taken by the Executive Director in response to a complaint.
3. Where, on the basis of the Executive Director's decision on a complaint, the staff member concerned is found to have violated fundamental rights, the Executive Director shall remove that staff member from the Agency's operational activities.

Article 10

Complaints against experts from the Member States

1. Where a complaint concerns the actions of a Member State expert or a seconded national expert, after receiving the complaint from the fundamental rights officer, the home Member State shall, in accordance with Article 51(8) of the EUAA Regulation, ensure appropriate follow-up, including disciplinary measures and other measures in accordance with civil or criminal law as necessary.
2. The home Member State shall report to the fundamental rights officer on its findings and on any follow-up measures taken within six months of the complaint being forwarded in accordance with Article 8(1)(d)(i), and at regular intervals of three months thereafter if necessary. That report shall outline the reasons for any decisions taken by the home Member State in response to a complaint.
3. If the home Member State fails to submit a substantiated report to the fundamental rights officer as laid down in paragraph 2, or fails to provide an adequate response, the fundamental rights officer shall refer the matter to the Executive Director and to the Management Board. The Agency shall follow up with the home Member State if no substantiated report is received from the home Member State.



4. If, on the basis of the decision of the home Member State on a complaint, the expert is found to have violated fundamental rights, the Executive Director shall transmit a reasoned request to that Member State to remove the expert from the Agency's operational activities.

Article 11

Complaints against other experts not employed by the Agency

1. Where a complaint concerns the actions of an expert who is deployed by the Agency but is not a staff member, the Executive Director shall ensure that the Agency assesses the allegations contained in the complaint, and that, if the facts as alleged are established, appropriate follow-up is given to the complaint. That follow-up may include the taking of any measures in compliance with the public services contract in force with the expert, their employer or the entity making them available to the Agency, as well as referral to other competent authorities for the initiation of civil or criminal proceedings.
2. The Executive Director shall report to the fundamental rights officer on the follow-up measures within six months of receipt of the complaint being forwarded to them in accordance with Article 8(1)(b) and at regular intervals of three months thereafter if necessary. That report shall outline the reasons for any decisions taken by the Executive Director in response to a complaint.
3. Where, on the basis of the Executive Director's decision on a complaint, the expert is found to have violated fundamental rights, the Executive Director shall remove that expert from the Agency's operational activities, in compliance with the applicable legal and contractual framework.

Article 12

Closing of a complaint

1. After assessing the follow-up measures taken by the Agency or the home Member State in relation to an admissible complaint and after receiving their decision on that complaint, the fundamental rights officer shall prepare a final report on the complaint and shall close the case within a reasonable period, and in any case not later than three months from the date of receipt of that decision. The fundamental rights officer may include observations and recommendations in their report, which shall be transmitted to the Executive Director, the Management Board and to the relevant home Member State where applicable.
2. The closing of the complaint shall be understood as the final stage of the procedure of the handling of an admissible complaint submitted in line with these rules.
3. The fundamental rights officer shall inform the complainant in writing that the complaint has been closed and shall provide them with relevant information on the findings, follow-up and relevant decisions taken. If a complaint is rejected, the fundamental rights officer shall also inform the complainant of the possibility to submit new evidence and, where relevant and possible, of further options for challenging the decision or addressing their concerns, as well as any time-limits which



may apply. The information provided to the complainant shall be in writing and any decisions shall be reasoned.

4. Following the closing of a complaint, the fundamental rights officer shall archive the complaint and all supporting documentation.

CHAPTER FOUR GENERAL PROVISIONS

Article 13 Requests for additional information

1. The fundamental rights officer may at any stage during the handling of a complaint request clarifications and additional information from the complainant which are deemed necessary for the assessment of the complaint. The fundamental rights officer may set a reasonable deadline for the provision of such additional information by the complainant, which shall take into account the complexity of the information requested and the specific circumstances of the complainant.
2. If, within the set deadline, the complainant fails to provide the requested information, the fundamental rights officer shall proceed with the assessment of the complaint on the basis of the information available. If such an assessment is not possible, the fundamental rights officer may stay the procedure in accordance with Article 15(2).

Article 14 Joining of complaints

1. Where the fundamental rights officer considers that two or more complaints relate to the same or similar facts, they may decide at any stage during the handling of the relevant complaints to join those complaints, on condition that such joining may not of itself have a negative impact on the complainants, the experts alleged to have violated fundamental rights or the assessment of the relevant complaints.
2. The fundamental rights officer shall inform all affected complainants about a decision to join their complaints.

Article 15 Staying of complaints

1. The fundamental rights officer may, in justified circumstances, stay the handling of a complaint at any stage during its handling, in particular where a judicial body has initiated proceedings in relation to the facts and allegations which are the subject of the complaint. If the fundamental rights officer chooses to proceed with the handling of the complaint, they shall handle the complaint in a way that does not impede or hinder any relevant judicial proceedings.



2. In cases where further information is requested from the complainant, the fundamental rights officer may stay the handling of the complaint until receipt of that additional information.
3. Any decision to stay the handling of the complaint shall be reasoned and shall be communicated to the complainant.

Article 16 **Discontinuance**

1. The fundamental rights officer may, at any stage during the handling of a complaint, decide to discontinue that complaint if the complainant fails to provide any additional information within one year from the request for such information, and if the fundamental rights officer considers that the handling of the complaint in the absence of such information is not possible.
2. The decision to discontinue a complaint shall be reasoned and shall be communicated in writing to the complainant without delay by any means available.

Article 17 **Reopening of a complaint**

1. The fundamental rights officer may decide to reopen a discontinued complaint where the complainant submits the additional information requested by the fundamental rights officer or submits new evidence.
2. The fundamental rights officer shall inform the complainant in writing and without delay of any decision to reopen a complaint and of the reasons thereof.

Article 18 **Interim measures**

1. Where a complaint gives rise to a concern of an imminent risk of serious harm to the physical or mental integrity of any person or to the Agency, the Agency may take immediate measures at any stage of the procedure to prevent the occurrence of that risk, either on its own initiative or on the recommendation of the fundamental rights officer. Those measures shall remain in force until the risk subsides or ends.
2. In case the complaint involves a Member State expert or a seconded national expert, the Agency will inform the home Member State of the interim measures taken.



Article 19

Damages for violations of fundamental rights

In cases where violations of fundamental rights by members of asylum support teams give rise to damages, Articles 26 and 66 of the EUAA Regulation shall apply under the conditions set out in those articles.

CHAPTER FIVE

CONFIDENTIALITY AND PERSONAL DATA PROTECTION

Article 20

Confidential handling of complaints

1. In order to safeguard the interests of complainants, complaints received by the Agency shall be handled in a confidential manner in accordance with national and Union law, unless the complainant has explicitly waived their right to confidentiality as provided in Article 51(11) of the EUAA Regulation. Where a complainant waives their right to confidentiality, that complainant shall be deemed to have consented to the disclosure, where necessary, by the fundamental rights officer or the Agency of their identity to the competent authorities or bodies in relation to the subject of the complaint.
2. Any information on the identity of the complainant and of the experts involved, as well as on the facts outlined in the complaint, shall only be disclosed internally within the Agency on a strict need-to-know basis.

Article 21

Personal data processing

1. In accordance with Article 51(11) of the EUAA Regulation, where a complaint is submitted to the Agency, the complainant shall be deemed to have consented to the processing of their personal data by the Agency and the fundamental rights officer within the meaning of Article 5(1), point (d), of the EUDPR.
2. Where a complainant waives their right to confidentiality in accordance with Article 20(1) of this Decision, they shall be deemed to have consented to the disclosure, where necessary, of their personal data to the competent authorities or bodies of the relevant Member States in relation to the subject of the complaint.

Article 22

Cooperation with the Agency's data protection officer

1. Where a complaint concerns matters relating to the protection of personal data, the Executive Director shall involve the Agency's data protection officer.



2. Following the entry into force of this Decision, the fundamental rights officer and the data protection officer shall establish a memorandum of understanding specifying the division of tasks between them and the way in which they shall cooperate in respect of complaints received. The memorandum of understanding shall be transmitted to the Executive Director.

CHAPTER SIX FINAL PROVISIONS

Article 23 Practical arrangements

1. In order to improve the effectiveness and accessibility of the complaints mechanism, the Agency shall, in close cooperation with the fundamental rights officer:
 - (a) develop and set up a tool for the online submission of complaints;
 - (b) develop a non-mandatory standard complaint form;
 - (c) develop a non-mandatory template authorisation form for complainants' representatives;
 - (d) develop templates for informing the relevant authority or body competent for fundamental rights in a Member State of a complaint;
 - (e) develop templates for the reporting by home Member States on their findings and follow-up in relation to complaints.
2. The fundamental rights officer may involve the Consultative Forum in the implementation of the complaints mechanism, in particular in order to raise awareness of the complaints mechanism among civil society organisations and other relevant bodies operating in the field of asylum and reception, notably as regards their role in assisting, representing or providing information to complainants.
3. The Agency shall ensure, in consultation with the fundamental rights officer, that:
 - (a) in accordance with Article 18(2)(n) of the EUAA Regulation, all operational plans agreed by the Agency include practical arrangements related to the complaints mechanism, in particular to ensure the effective and timely handling and follow-up of complaints on the part of the fundamental rights officer, the Agency and the Member States;
 - (b) all experts participating in asylum support teams and EUAA personnel involved in the handling of complaints receive adequate training on the complaints mechanism and rules relevant to its implementation;
 - (c) awareness-raising activities about the complaints mechanism are carried out among potential complainants, relevant stakeholders and the general public and that relevant information and communication material relating to the complaints mechanism is produced and disseminated, in particular at operational sites;
 - (d) measures are taken, where possible, to improve access to the complaints mechanism, in particular for children, persons with low literacy skills, persons in detention and other vulnerable persons.



Article 24 Reporting

1. The fundamental rights officer shall report every six months to the Executive Director and to the Management Board on the findings and follow-up made by the Agency and the Member States concerned in response to each complaint.
2. The Agency shall include information on the complaints mechanism in its annual report on the situation of asylum in the Union referred to in Article 69 of the EUAA Regulation, including on the number of admissible and inadmissible complaints it has received, the types of fundamental rights violations involved, the operations concerned, where possible, and the follow-up measures taken by the Agency and Member States.

Article 25 Evaluation

1. Within four years from the entry into force of this decision, and every five years thereafter, the Agency shall carry out an evaluation of the functioning of the complaints mechanism in cooperation with the fundamental rights officer.
2. On the basis of the findings of an evaluation, the Management Board may consider a revision of this Decision.

Article 26 Transparency

This Decision shall be made public on the Agency's website.



Article 27
Entry into force

This Decision enters into force on the date of its adoption.

Done at Valletta Harbour

For the Management Board

Signature on file

Evelina Gudzinskaitė
Chairperson of the Management Board