

## **Business continuity at the European Ombudsman during COVID-19 measures**

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In response to efforts to limit the spread of COVID-19, the European Ombudsman's Office has introduced 100% teleworking (remote working) for all staff members from 16 March. This is in line with the measures introduced by other EU institutions and the host Member States in which the two offices of the Ombudsman are located.

Under the measures in place, the Ombudsman's Office aims to ensure business continuity. There should be no disruption to our core service provision, in particular for complainants and those seeking assistance from the Ombudsman.

Complainants should continue to use our online complaint-handling system:

<https://www.ombudsman.europa.eu/en/make-a-complaint> [Link].

All standard contact channels to the Ombudsman's Office remain open and functional during this period: <https://www.ombudsman.europa.eu/en/contacts> [Link].

While the Ombudsman's Office will endeavour to deal with all complaints as quickly as possible, and in line with the applicable time limits, please be advised that this may not be possible in all cases.

For more information on the wider EU response to COVID-19, please consult the European Commission's dedicated webpage:

[https://ec.europa.eu/info/live-work-travel-eu/health/coronavirus-response\\_en](https://ec.europa.eu/info/live-work-travel-eu/health/coronavirus-response_en) [Link].

Please follow the advice of the relevant public authority in your area.