



## European Asylum Support Office (EASO) accepts Ombudsman's suggestions on how it reacts to problems concerning interviews with asylum seekers

**Case 1139/2018/MDC - Opened on 23/07/2018 - Decision on 30/09/2019 - Institution concerned** European Asylum Support Office ( Maladministration found ) |

The European Ombudsman welcomed the positive response by the European Asylum Support Office (EASO) to the suggestions in her inquiry on how EASO reacts when problems concerning interviews with asylum seekers are brought to its attention.

The complaint concerned, among other things, the conduct of those involved in interviewing an asylum seeker in Greece, who was subsequently deported.

The Ombudsman found that EASO's failure to address adequately and in a timely way the serious errors it had uncovered in this case constituted maladministration. While the specific maladministration in this case could no longer be remedied, to avoid similar problems in the future, the Ombudsman suggested that EASO seek to inform the national authorities, immediately and systematically, if it discovers that significant errors have been made during interviews with asylum seekers. The Ombudsman urged EASO to deliver on its commitment to set up a complaints mechanism as a matter of priority.

In its reply, EASO outlined the progress it has made towards setting up a complaints mechanism. It also gave an overview of existing and recently introduced measures to improve how it engages with national authorities where problems are brought to its



attention as well as to address challenges in relation to the work and supervision of interpreters.