

Decision of the European Ombudsman on the European Asylum Support Office's failure to comply with the statutory time limit in handling a request for access to documents

Decision

Case 703/2020/DL - Opened on 30/04/2020 - Decision on 17/06/2020 - Institution concerned European Asylum Support Office (Settled by the institution) |

Dear Ms X,

You submitted, on behalf of X, a complaint to the European Ombudsman about the failure of the European Asylum Support Office (EASO) to comply with the statutory time limit in handling your request for access to documents.

We informed EASO of your complaint and asked it to send you a reply. EASO has informed us that it has done so in the meantime.

The case is therefore closed with the conclusion that it has been settled.

Please note that this inquiry concerned exclusively EASO's failure to reply in time to your request for access to documents. If you are dissatisfied with the substance of the reply, you can lodge a new complaint with the Ombudsman. There is no need to resubmit the documents already included in your file. A reference to the present complaint number will suffice.

Yours sincerely,

Emily O'Reilly European Ombudsman

Strasbourg, 17/06/2020