

Decision of the European Ombudsman in the above case on how the European Commission dealt with the United Kingdom's alleged failure to deal appropriately with an applications under the EU Settlement Scheme

Decision

Case 947/2020/TM - Opened on 13/07/2020 - Decision on 13/07/2020 - Institution concerned European Commission (No maladministration found) |

Dear Mr X,

On 30 May 2020, you submitted a complaint to the European Ombudsman against the European Commission. Your complaint concerns the manner in which the Commission assessed your complaint concerning the United Kingdom's alleged failure to deal appropriately with your applications under the EU Settlement Scheme. On 29 June 2020, you informed us that the issue was causing distress to you and your family.

We appreciate your difficult situation, however, after a careful analysis of all the information you have sent, we regret to inform you that there was no maladministration by the Commission.

On 7 October 2019, the European Commission informed you that it has no legal powers or means to establish the facts underlying your case, and therefore, it could not take a position on your complaint. The Commission also informed you that it is not an appeal body, and that it cannot intervene in individual cases.

Nevertheless, the Commission suggested that you follow the advice of the United Kingdom's Home Office and contact the Metropolitan Police to clarify the situation. The Commission also advised you to seek legal advice and provided the relevant contact details of a legal clinic. The Commission informed you of the possibility to use the means of redress available at national level.

The Commission's replies [1] are reasonable and appropriate. It has given you a clear explanation as regards why it could not help you further. We have therefore closed the case.

Although we understand you will be disappointed with this reply, we nevertheless hope you find these explanations helpful.



Yours sincerely,

Marta Hirsch-Ziembińska Head of Inquiries and ICT - Unit 1

Strasbourg, 13/07/2020

[1] The Commission replied on 12 September 2019, 7 October 2019, 27 November 2019 and 18 May 2020.