

## European Ombudsman publishes new leaflet for citizens

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The European Ombudsman, **P. Nikiforos Diamandouros**, has published a leaflet for citizens entitled "*At a glance*". This short publication explains what the European Ombudsman can and cannot do and gives examples of complaints he has resolved. It is available in the 21 Treaty languages, plus Bulgarian, Romanian and Turkish - the languages of the three candidate countries.

The leaflet provides answers to questions such as "What complaints can he deal with?", "What if he cannot handle the complaint?", "What outcome can be expected?" and "Who else could help me?"

According to Mr. Diamandouros, "This leaflet should help improve awareness among the general public of the role of the European Ombudsman. Given the high number of complaints I receive that fall outside my mandate, I want to ensure that citizens know exactly where to turn with their complaints and queries about EU issues."

### **Background**

The European Ombudsman investigates complaints about maladministration in the institutions and bodies of the European Union. Around 70% of complaints submitted to the Ombudsman fall outside his mandate. In an effort to increase the number of complaints that fall within his mandate, the Ombudsman has stepped up efforts in recent months to provide clear and targeted information to citizens.

"*The European Ombudsman: At a glance*" is available on the Ombudsman's website at:  
<http://www.ombudsman.europa.eu/glance/en/default.htm> [Link]

*Copies of the leaflet can be obtained by contacting Mrs Dace Picot-Stiebrina, Assistant to the Communications Sector of the European Ombudsman (tel.: + 33 (0) 3 88 17 40 80, e-mail: [dpicot@europarl.eu.int](mailto:dpicot@europarl.eu.int)).*