



How the European Border and Coast Guard Agency (Frontex) deals with requests for public access to documents, in particular how it communicates with those requesting access

Case 1261/2020/PB - Opened on 01/10/2020 - Recommendation on 21/06/2022 - Decision on 15/12/2022 - Institution concerned European Border and Coast Guard Agency (Maladministration found) |

Case 1361/2020/PB - Opened on 01/10/2020 - Recommendation on 21/06/2022 - Decision on 15/12/2022 - Institution concerned European Border and Coast Guard Agency (Maladministration found) |

The complainants raised a series of concerns with how the European Border and Coast Guard Agency (Frontex) deals with requests for public access to documents, including difficulties with Frontex's dedicated online portal for access to document requests and conditions Frontex applies to documents that it discloses.

Based on her inquiry, the Ombudsman proposed as a solution that Frontex should end its practice of imposing conditions on complaints regarding documents it discloses. She also proposed that it make disclosed documents available under applicants' accounts in its portal for at least two years, and that it send replies by email. However, Frontex did not commit to



implementing these proposals. The Ombudsman thus made a series of recommendations to Frontex concerning these three issues.

While Frontex implemented some of the Ombudsman's suggestions made in the context of the inquiry, it rejected her recommendations. The Ombudsman therefore closed the inquiry with a finding of maladministration.