

## 'The European Ombudsman: Could he help you?' : now available in 21 languages

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The European Ombudsman, **P. Nikiforos Diamandouros**, has published his "Could he help you?" brochure and complaint form in the 21 Treaty languages. According to Mr. Diamandouros, "Citizens with a grievance want to be able to resolve their problems quickly and easily. The 'Could he help you?' brochure has proved very useful in the past in guiding those who want to use the Ombudsman's services. Now that it is available in all 21 Treaty languages, I am confident that we will be better able to serve citizens who have a problem with the Union's institutions."

The brochure, which outlines the European Ombudsman's role and explains who can complain and how, is available on the Ombudsman's website at:

<http://www.ombudsman.europa.eu/media/en/default.htm> [Link]

The complaint form can be filled out online or downloaded from:

<http://www.ombudsman.europa.eu/form/en/default.htm> [Link]

### Background

The European Ombudsman investigates complaints about maladministration in the institutions and bodies of the European Union. Any citizen of the Union or any natural or legal person residing or having its registered office in an EU Member State can lodge a complaint with the Ombudsman by mail, fax or e-mail. Complaints submitted by e-mail now constitute over 55% of the total number of complaints received by the Ombudsman.

*Copies of the new publication 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)*