



## Decision concerning how the European Parliament Citizens' Inquiries Unit replied to a request concerning social security in Latvia (Complaint 1953/2021/LM)

Decision

**Case** 1953/2021/LM - **Opened on** 23/11/2021 - **Decision on** 23/11/2021 - **Institution concerned** European Parliament ( No maladministration found ) |

Dear Mr X,

On 2 November 2021, you made a complaint to the European Ombudsman against the European Parliament Citizens' Inquiries Unit (Ask EP). We understand that you are dissatisfied with how Ask EP replied to your request related to social security in Latvia and more specifically to the amount of pension that you receive.

In your complaint to the Ombudsman, you contend that Ask EP's reply was not satisfactory, nor helpful.

After a careful analysis of all the information submitted to us, we have decided to close our inquiry with the following conclusion:

**There was no maladministration by the European Parliament in this case.**

Ask EP replied to you within two days and provided you with appropriate and correct information. Ask EP explained to you in a clear manner that the European Parliament cannot assist you on matters that fall within the responsibility of national authorities, such as social security systems, including pension schemes. Ask EP explained that the role of the EU regarding social security is to ensure that citizens keep their pension rights if they move within Europe. Ask EP further provided you with advice on where to turn at national level.

Ask EP thus replied to you in accordance with its role [1], which is to provide information about the European Parliament, its positions and activities, organisation and rules, powers and procedures. Ask EP cannot provide legal advice or adopt political positions.

Although we understand you will be disappointed with this reply, we nevertheless hope you find these explanations helpful [2].

Yours sincerely,



Tina Nilsson Head of the Case-handling Unit

Strasbourg, 23/11/2021

[1] <https://www.europarl.europa.eu/forms/en/ask-ep>

[2] Full information on the procedure and rights pertaining to complaints can be found at <https://www.ombudsman.europa.eu/en/document/70707>