



Ombudsman launches Annual Report for 2021

News - 18/05/2022

Today, the Ombudsman is launching her Annual Report for 2021 , with complaints related to transparency and accountability accounting for the biggest proportion of inquiries (29%).

The Report documents the Ombudsman's work on improving public access to documents, including by publishing a guide for the EU institutions to help them fully meet their obligations in this area. It gives details on a range of inquiries including whether Frontex's complaints mechanism could be made more accessible, how the Commission ensures Croatian authorities respect fundamental rights in the context of border management operations , and how the European Investment Bank should improve transparency about the projects it finances .

In 2021, the Ombudsman opened 338 inquiries – of which six were on her own initiative – while the average length of time for an inquiry was less than four months.

The Annual Report also features the European Ombudsman's new logo – officially launched today – representing the office's mission: accountability, transparency, and trust.