



Ombudsman launches Annual Report for 2021

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Today, the Ombudsman is launching her [Annual Report for 2021 \[Link\]](#), 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 \[Link\]](#) 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 \[Link\]](#) could be made more accessible, how the Commission ensures Croatian authorities respect fundamental rights in the context of [border management operations \[Link\]](#), and how the European Investment Bank should improve [transparency about the projects it finances \[Link\]](#).

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 \[Link\]](#) also features the European Ombudsman's new logo – officially launched today – representing the office's mission: accountability, transparency, and trust.