

## **European Ombudsman**

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This is an Easy-to-Read version

### **The European Ombudsman**

The European Ombudsman's name is Emily O'Reilly.

She is from Ireland.

Emily O'Reilly was Irish Ombudsman for ten years.

She was also a journalist before she became European Ombudsman.

### **What does the European Ombudsman do?**

The European Ombudsman looks at how the European Union institutions work.

Sometimes the European Union institutions make mistakes.

People can tell the Ombudsman about it – this is called a complaint.

The European Ombudsman helps people who have complaints against a European Union institution.

People with disabilities can call, write or email to the Ombudsman if they have a problem with a European Union institution.

You can also tell the Ombudsman if someone you know feels he or she is being treated wrongly by a European Union institution.

### **How to complain?**



Sometimes things go wrong with EU institutions.

Please read the following text to find out how to make a complaint.

## Complain to the institution first

- You should complain to the EU institution first so they can try to make things right for you
- It is a good idea to write down the name of the person you speak to about your complaint
- It is a good idea to write down what everybody says

## Complain to the European Ombudsman

- Write down your first name and last name
- Write down your home address, email address or telephone number
- Write down the name of the European Union institution you want to complain about

You can tell the Ombudsman if an EU institution is doing wrong, even if you don't want to make an official complaint yourself.

## How to contact the Ombudsman

You can call this number: **00 33 3 88 17 23 13**

You can send an email to: [eo@ombudsman.europa.eu](mailto:eo@ombudsman.europa.eu) [Link]

You can write a letter to:

**European Ombudsman 1 avenue du Président Robert Schuman CS 30403 67001  
Strasbourg Cedex FRANCE**

You can also follow the Ombudsman on Twitter at: [@EUombudsman](https://twitter.com/EUombudsman) [Link]

Please tell us if you would like this information in a different language or format.

If you have any questions or comments, you can email us at [eo@ombudsman.europa.eu](mailto:eo@ombudsman.europa.eu) [Link]