

25
years
1995 - 2020



European Ombudsman

Set up in **1995**

Handled over **57 000** complaints

Over **7 300** inquiries

The European Ombudsman is an **independent** and **impartial** institution that has been working to **promote** good EU administration for 25 years.

Individuals, businesses, associations and NGOs can turn to the Ombudsman for **help** if they encounter **problems with the EU institutions**.

Problems with the
EU administration?

The European Ombudsman
is here to help

 ombudsman.europa.eu

  @EUombudsman

Role and powers

-  Investigates **complaints** against the EU administration
-  Can open inquiries on **own-initiative**
-  Power to **inspect EU documents** and call EU civil servants to testify
-  Works with **national and regional ombudsmen** through the European Network of Ombudsmen

Main issues covered

-  **Transparency**, access to information and documents
-  Accountability and **public participation** in EU decision making
-  Problems with **EU tenders and grants**
-  Respect for fundamental and procedural rights

Some achievements

- ✓ More **transparent EU trade negotiations**
- ✓ Making public the results of clinical trials of medicines evaluated in the EU
- ✓ **Improved payment system for small businesses** receiving EU funds
- ✓ Introduced **guidelines for EU civil servants** on interacting with lobbyists
- ✓ **Effective mechanisms for asylum seekers to complain** about their treatment by the relevant EU agencies
- ✓ **Code of Good Administrative Behaviour** for EU institutions, bodies and agencies
- ✓ Award for Good Administration
- ✓ **Ethics rules** for European Commissioners strengthened
- ✓ Greater efforts by EU institutions to communicate in all 24 official EU languages