



# The European Ombudsman and you

## How it works

EN

### WHO can turn to the European Ombudsman?

Citizens, NGOs, associations, businesses, universities, journalists...

- With complaints concerning an EU institution, office or agency
- Who have already tried to solve the problem with the EU body concerned
- When the issue is not over two years old
- Where there is no other legal action underway

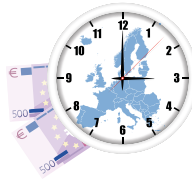


### WHAT can the Ombudsman do?

- Follow-up your complaint with the EU body
- Help find a fair solution to your problem
- Issue recommendations to EU bodies
- Inspect EU documents

### The Ombudsman can help WITH

- Unfair treatment by EU bodies
- Problems with EU tenders/contracts
- Late payments from EU funds
- Refused access to documents
- Delays in dealings with EU bodies
- Undisclosed or improper lobbying



### HOW to contact the Ombudsman?

- You can contact the Ombudsman in the 24 official EU languages
- Fill out the easy online complaint form [www.ombudsman.europa.eu](http://www.ombudsman.europa.eu)

