



European  
Ombudsman

# THE EUROPEAN OMBUDSMAN AND YOU

## HOW IT WORKS

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### Who can turn to the European Ombudsman? Citizens, businesses, and associations

- With complaints against an **EU institution**, **office**, or **agency**
- Who have **already tried to solve** the problem with the EU body concerned
- When the issue is **not more than two years old**
- When the matter is **not already before a court**

### The Ombudsman can help **with**

- **Unfair treatment** by EU bodies
- Refused **access to documents**
- Lack of **transparency** in decision making
- Undisclosed or improper **lobbying**
- Problems with **EU tenders**, **contracts**, or **grants**
- An **unresponsive** EU institution, office, or agency

### What can the Ombudsman do?

- **Investigate** your complaint
- Help find a **solution**
- Issue **recommendations** to EU bodies
- Proactively look into **systemic issues** in the EU administration

### How to contact the Ombudsman?

- Contact the Ombudsman in one of the **24 official EU languages**
- Fill out the **easy online complaint form**

[www.ombudsman.europa.eu](http://www.ombudsman.europa.eu)

