



CEDEFOP

European Centre for the Development
of Vocational Training

Acting Director

Thessaloniki, 18 July 2012
DIR/CFL/TBG/mbk/2012/245

Mr P. Nikiforos Diamandouros
European Ombudsman
1, avenue du Président Robert Schuman
F – 67001 Strasbourg Cedex

Subject: Report of the Ombudsman's following his visit to Cedefop, OII/4/2012/CK

Thank you for your report dated 27 April 2012 containing your findings and recommendations following your visit to the centre on 22 February 2012.

Cedefop is committed to maintain an administrative culture of service. Please find attached Cedefop's action plan following-up on your recommendations and the status of these actions.

With kind regards,

Christian Lettmayr
Acting Director

On his behalf,


Thierry Bernard-Guêlle
Head of Resources

cc: *Mr G. Bausewein, Ms G. Mandersheid, Ms M. Fuchs,
Mr G. Paraskevaïdis, Mr S. Antoniou.*

DRAFT ACTION PLAN					
Number	Ombudsman's suggestions	ACTION PLAN	STATUS	TARGET DATE	RESPONSIBLE
1	In addition to its commitments to create a dedicated page for access to documents requests and to produce an annual report on its handling of such requests, Cedefop could consider adopting formal procedures to deal with requests for access to documents. Such procedures should include both initial requests and confirmatory applications. In that way Cedefop would be able to comply with the deadlines set out in Regulation 1049/2001. The participation of the legal advisor to the handling of requests for access to documents would be most appropriate and advisable. The Ombudsman would be happy to assist Cedefop in providing further training about access to documents and the application of Regulation 1049/2001.	To comply with the Regulation 1049/2001, a dedicated page for access to public document requests will be created and will be available in EN, DE and FR. This page will provide immediate access to Cedefop's "most requested documents" and will include a request form for users to complete in such cases where the document being sought is not listed. The workflow for dealing with such requests will be integrated to the pre-existing ISO certified procedure for the Reference Desk workflow: annual reporting will, as a result, be automated following this new procedure. Any requests that necessitate legal advice will be forwarded to the Legal advisor in compliance with current procedure.	IN PROGRESS	01 January 2013	Communication, Information and Dissemination Area
2	The Ombudsman encourages Cedefop to make at least the homepage of its website, as well as information on its functions and language policy, available in all 23 Treaty languages. By greeting citizens who visit the website in their own language and explaining its functions to them, Cedefop would demonstrate clearly that it recognises that all citizens of the European Union have a legitimate interest in its work.	Cedefop's official website's static information (e.g. Mission, themes, etc.) and navigation menu will be provided in EN, DE and FR. Cedefop is studying the potential migration to a new technological solution for its Web portal. Possibilities for a multilingual website providing information in the 23 official languages will be explored on the new platform. This deployment may be possible at the earliest in 2014 (Budget availability).	IN PROGRESS	01/08/2012	Communication, Information and Dissemination Area
3	With a view to further improving the information provided to candidates in selection procedures, the Ombudsman encourages Cedefop to inform candidates of all the possibilities available to them to challenge a decision excluding them from a competition. The possibilities of external challenge are the right to complain to the Ombudsman and the right to bring an action for annulment before the EU courts.	Candidates will be informed on the right to have recourse to the Ombudsman. Text to this effect will be included in all relevant documents and communications.	IMPLEMENTED	15 July 2012	Human Resources Service
4	The Ombudsman suggests that Cedefop reconsider its position regarding disclosure of the names of selection board members.	Cedefop has carefully considered the suggestion but has concluded that, on balance, it is preferable not to disclose the names of the selection board members.	NA		Human Resources Service
5	Cedefop could consider informing tenderers about the possibility to seek redress by submitting a complaint to the Ombudsman.	Unsuccessful tenderers will be informed on the possibility to have recourse to the Ombudsman. Text to this effect will be included in all relevant documents and communications.	IMPLEMENTED	17 July 2012	Procurement Service
6	The Ombudsman encourages Cedefop to take all necessary measures to ensure that a Staff Committee will be elected to represent the interests of the staff.	Elections were held on the 6 June and the elected staff committee assumed its responsibilities on the 12 June 2012.	IMPLEMENTED	12 June 2012	Directorate