

# The Ombudsman's Interactive Guide

Over 100 problem-solving  
mechanisms are just a click away



European Ombudsman

# Access to justice through ombudsmen

- Ombudsmen are an alternative to the courts
- Ombudsmen exist at national/regional level in:
  - all EU Member States
  - all candidate countries
- Ombudsmen's services:
  - are accessible to everyone
  - are free of charge
  - are easy to use
  - are speedy and efficient
  - are flexible
  - offer positive-sum solutions



**European Ombudsman**

Justice in austerity: The Ombudsman's Interactive Guide  
7 December 2012

# The European Network of Ombudsmen

- Created in 1996
- Co-ordinated by the European Ombudsman
- Brings together over 90 offices in 33 European countries
- Includes committees on petitions (European Parliament and Germany)



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# The Interactive Guide

- Available in 23 languages
- User answers a series of simple questions
- User receives advice on where to turn with their problem
- The Guide signposts users to European, national, and regional problem-solving mechanisms



The screenshot shows the European Ombudsman website. The header is yellow with the logo and the text "European Ombudsman". Below the header is a blue navigation bar with links: "At your service", "Activities", "Press", "Cases", and "Resources". The main content area has a blue header with the text "The European Ombudsman investigates complaints about maladministration institutions and bodies of the European Union." Below this is a video player with the title "Tangled up in EU administration?". To the right of the video player are two buttons: "Lodge a complaint" and "Request for information", both circled in red. Below the video player are two sections: "Cases opened" and "Closing summaries of cases". The "Cases opened" section lists four cases with dates and titles. The "Closing summaries of cases" section lists one case with a date and title, and includes a small image of a flower.



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# Results

- Over 80000 citizens have received advice since 2009
  - 18000 so far this year
  - In all 23 languages
  - With direct link to appropriate redress mechanism
- Most common advice received
  - Complain to a national/regional ombudsman
  - Complain to the European Ombudsman
  - Petition the European Parliament
  - Contact Europe Direct/SOLVIT



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



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