

The European Ombudsman

Helping you settle problems with the EU administration

Businesses, associations and organisations with a registered office in the European Union can complain to the European Ombudsman about maladministration in the EU institutions and bodies.

An information sheet for
businesses and organisations

WHAT CAN YOU COMPLAIN ABOUT?

The Ombudsman investigates complaints about maladministration, which means poor or failed administration. This occurs if an institution fails to act in accordance with the law, fails to respect the principles of good administration, or violates fundamental rights. Examples of problems the Ombudsman has dealt with are:

- o Late payment
- o Contractual disputes
- o Problems with calls for tender
- o Refusal of access to documents
- o Unnecessary delay
- o Violation of fundamental rights

WHAT CAN YOU NOT COMPLAIN ABOUT?

The European Ombudsman's mandate is limited to investigating complaints against EU institutions and bodies. The Ombudsman cannot investigate:

- o complaints against national, regional or local authorities in the Member States, even when the complaints are about EU matters;
- o the activities of national courts or ombudsmen;
- o complaints against businesses or private individuals.

But if you approach him with problems in these areas, he will do his best to advise you where to turn.

WHY COMPLAIN?

Businesses and associations frequently participate in EU projects and calls for tender, and thus have direct contact with EU institutions. If you encounter problems, you can turn to the Ombudsman. He offers free, fast and flexible services. Sometimes a telephone call from the Ombudsman's services to the institution concerned is enough to solve the problem.

WHERE CAN YOU GET MORE INFORMATION?

If you feel that the European Ombudsman might be able to help you, please visit his website for more information or contact his Office:

The European Ombudsman
1, av. du Président Robert Schuman
BP 403
FR-67001 Strasbourg Cedex
France

Tel. (33) 388 17 23 13
Fax (33) 388 17 90 62

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