

Issue 3/2018

European Ombudsman Ombudsman Report for 2017

The European Ombudsman Report for 2017 provides an overview of tasks and activities during 2017, in terms of complaints by citizens, their main subjects as well as the follow-up / success of Ombudsman activities.

The European Ombudsman is elected by the European Parliament and is tasked with dealing with complaints by the public about maladministration in the activities of Union institutions or bodies, with the exception of the Court of Justice - from lack of transparency in decision-making or refusal of access to documents to violations of fundamental rights to contractual issues.

The Treaties stipulate that the Ombudsman shall be completely independent in the performance of his duties. In the performance of those duties he shall neither seek nor take instructions from any Government, institution, body, office or entity. The Ombudsman may not, during his term of office, engage in any other occupation, whether gainful or not.

The Ombudsman may conduct enquiries and must inform the institution or body concerned of such action, and must submit to Parliament a report on the outcome of his or her inquiries.

The European Ombudsman Ms Emily O'Reilly has presented the report for the year 2017, with the following key topics:

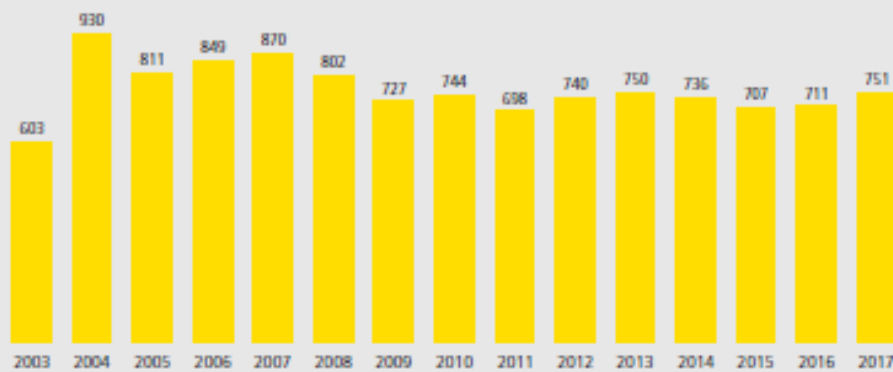
- Access to EU documents
- Accountability in EU decision-making
- Lobbying transparency
- Fundamental rights
- Ethical issues
- EU agencies and other bodies
- EU contracts and grants
- Citizen participation in EU policy-making

The cases dealt with by the Ombudsman (inquiries closed) referred to the following subject matters

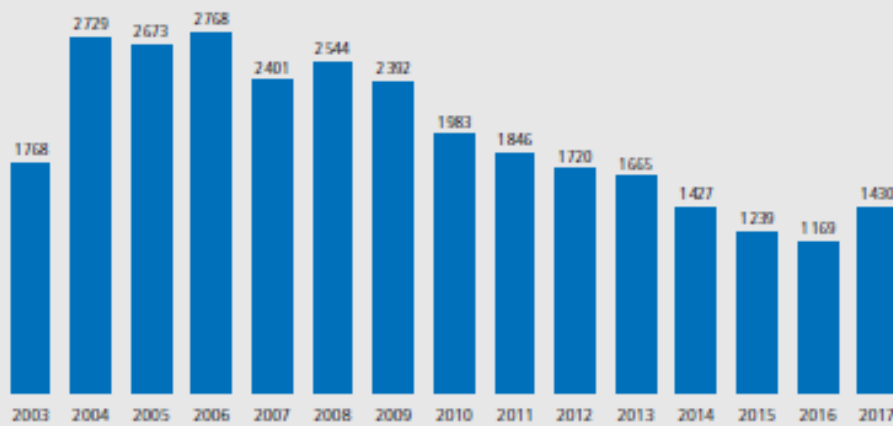
- 75 (20.6%) on transparency and accountability (e.g. access to information and documents),
- 61 (16.8%) on culture of service (e.g. citizen-friendliness, languages and timeliness),
- 60 on procedural rights (e.g. the right to be heard),
- 49 (16.5%) on proper use of discretion (including in infringement procedures),
- 44 (13.5%) on respect for fundamental rights,
- 43 (12.1%) on recruitment,
- 38 (11.8%) on good management of EU personnel issues,
- 23 (6.3%) on sound financial management (e.g. concerning EU tenders, grants and contracts),
- 16 (4.4%) on other,
- 13 (3.6%) on ethics, and
- 7 (1.9%) on public participation in EU decision-taking

(Note: total may be >100%, as some cases refer to more than one sector).

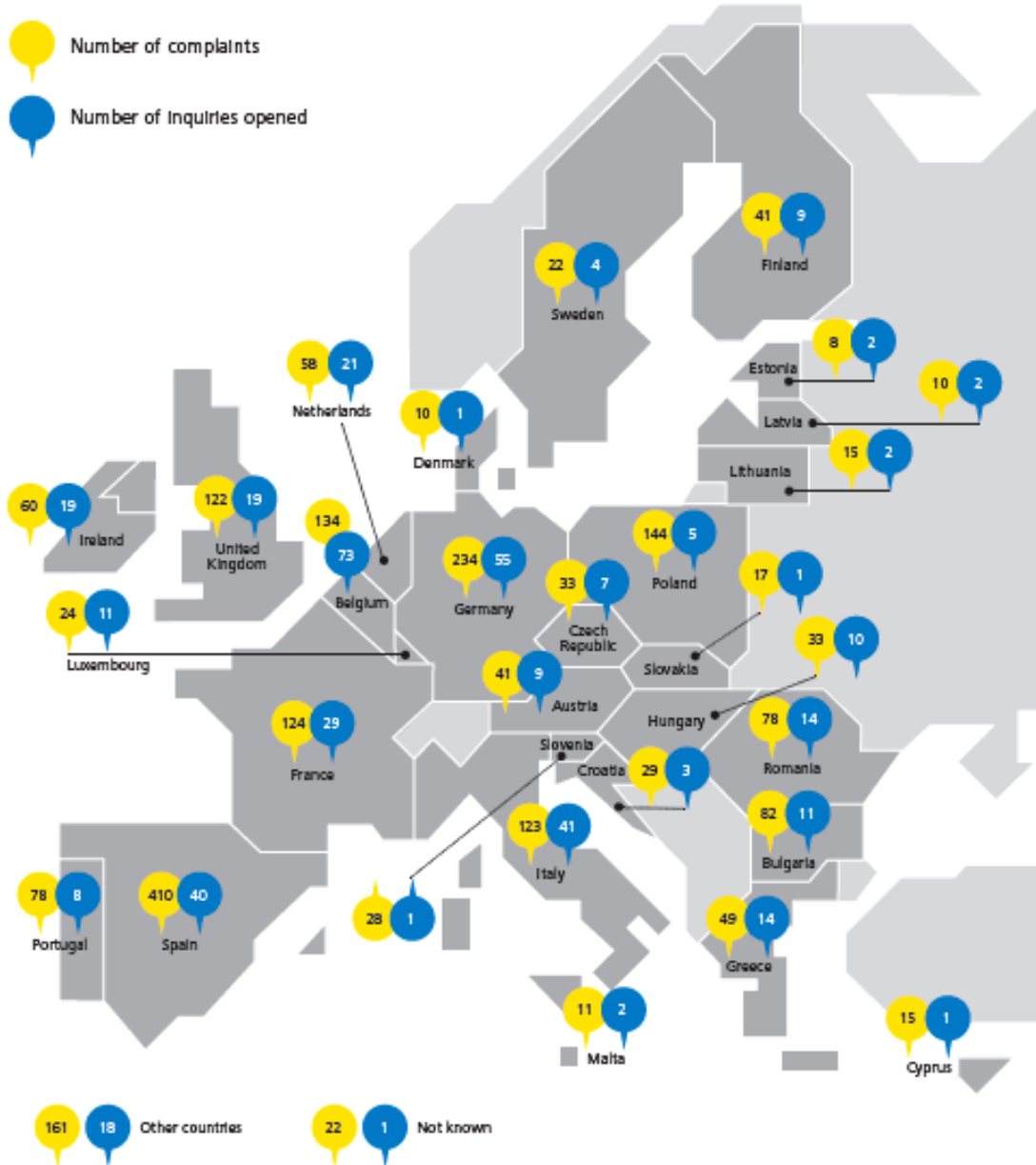
Number of complaints inside the mandate of the European Ombudsman
2003-2017



Number of complaints outside the mandate of the European Ombudsman
2003-2017



National origin of complaints registered and inquiries opened by the European Ombudsman in 2017



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Read the full Ombudsman Report, available in all EU languages:
<https://www.ombudsman.europa.eu/en/annual/en/94827>