



## Complaint about maladministration

Please read the section entitled 'How to complain' before filling out this complaint form.

Please continue on a separate sheet if necessary and enclose all the documents necessary to support your complaint.

1

First name: .....

Surname: .....

On behalf of (if applicable): .....

Address line 1: .....

Address line 2: .....

Town/City: .....

Postcode: .....

Country: .....

Nationality: .....

Tel.: .....

E-mail: .....

2

Against which European Union (EU) institution or body do you wish to complain?

- European Parliament
- Council of the European Union
- European Commission
- Court of Justice of the European Union (\*)
- European Court of Auditors
- European Economic and Social Committee
- Committee of the Regions of the European Union
- European Investment Bank
- European Central Bank
- European Personnel Selection Office (EPSO)
- European Anti-Fraud Office (OLAF)
- European Police Office (Europol)
- Other Union body (please specify)

(\*) Except in its judicial role.

3

What is the decision or matter about which you complain? When did you become aware of it?

4

What do you consider that the EU institution or body has done wrong?

5

What, in your view, should the institution or body do to put things right?

6

Have you already contacted the EU institution or body concerned in order to obtain redress?

This is a mandatory condition for a complaint to be admissible. Evidence that you have contacted the relevant institution or body to seek redress must be annexed to the complaint form. Otherwise, you will be informed that we cannot deal with your complaint.

☐ Yes (please specify)

☐ No

7

If the complaint concerns work relationships with the EU institutions and bodies: have you used all the possibilities for internal administrative requests and complaints provided for in the Staff Regulations? If so, have the time limits for replies by the institutions already expired?

☐ Yes (please specify)

☐ No

8

Has the object of your complaint already been settled by a court or is it pending before a court?

☐ Yes (please specify)

☐ No

9

Do you agree that your complaint may be passed on to another institution or body (European or national), if the European Ombudsman decides that he or she is not entitled to deal with it?

☐ Yes

☐ No

Date:

### Information note on data processing and confidentiality

#### Data processing

Complaints to the Ombudsman and related correspondence often contain personal data, such as names, contact details and other information relating to identifiable individuals.

There are rights and obligations under European law (Regulation 2018/1725) as to how personal data is handled by EU institutions, including the European Ombudsman. These include an individual's right to obtain access to his or her own information held by this Office. To exercise these rights or to find out more, please contact our Office or our Data Protection Officer.

If a person considers that the Ombudsman has not handled his or her personal data properly, he or she may contact the European Data Protection Supervisor.

#### Confidentiality of your complaint and information

Complainants are requested to identify clearly any document or information that they consider to be confidential immediately on sending it to the Ombudsman.

Confidentiality can only apply if there would be some adverse effect if the information were to be disclosed. It might, for example, apply to financial information, commercially sensitive information or personal information about a private individual. Confidentiality cannot always be guaranteed. In particular, if you submit to the Ombudsman documents that contain the personal data of someone other than yourself, that person will most likely be able to obtain it from the Ombudsman, exercising their data protection rights. In any event, you should expect your complaint and any supporting documents to be shared in full with the institution or body you are complaining about, so that they can properly understand it and respond to the Ombudsman.