



European Ombudsman

Emily O'Reilly
European Ombudsman

Ms Dillon

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Strasbourg, 10/02/2014

Dear Ms Dillon,

On 7 February 2014, you made the following request (reference INC2014-003240):

"Under the right of access to documents in the EU treaties, as developed in Regulation 1049/2001, I am requesting documents which contain the following information:

-The dated version of this document

<http://www.ombudsman.europa.eu/en/atyourservice/dissatisfied.faces>

or info about who promoted the dissatisfaction procedure, the current Ombudsman or the previous Ombudsman.

-Implementing internal rules for dissatisfaction procedure."

Please note that we do not hold a document that is separate from the section of the website accessible through the above link. However, I can inform you that this section was added to the website on 14 November 2013.

With regard to your question about who promoted the new procedure, I can inform you that my predecessor included the introduction of a complaint procedure in relation to the European Ombudsman's own activities in the Annual Management Plan for 2013. You can find that document through the following link:

<http://www.ombudsman.europa.eu/en/resources/strategy/amp.faces/en/>



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The relevant action is mentioned on page 7 (Part 4.1, third bullet point).

Work to prepare for implementing this action was carried out in the summer of 2013. As you may be aware, I took up my duties as European Ombudsman on 1 October 2013. On 23 October 2013, I approved the internal procedures that had been drawn up for the new procedures. The text for the website was finalised and sent for translation at the same time.

Please find enclosed a copy of the document containing the internal procedures, which corresponds to the final element of your request.

Yours sincerely,

Emily O'Reilly

Enclosure:

- Copy of 'Internal procedures for handling requests for review and service complaints'