



EUROPEAN COMMISSION  
SECRETARIAT-GENERAL

Directorate C - Transparency, Efficiency & Resources  
SG.C.2 – Ethics, Good Administration & Relations with the European Ombudsman  
Head of Unit

Brussels,

Klaus Zinser

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**Subject: Acknowledgment of receipt of your complaint 5231 of 16 October 2018.**

Your complaint dated 16 October 2018 related to the handling of your correspondence by Ms Jour-Schroeder, Director in the Directorate-General for Justice and Consumers, was registered with the reference number Ares(2018)5707596 on 8 November 2018.

In accordance with the "Code of Good Administrative behaviour", you can expect to receive a response from the Secretariat-General of the Commission within one month from the date of receipt of this letter.

Yours sincerely,

Christian Linder