



## European Ombudsman

**Emily O'Reilly**  
European Ombudsman

Mr David Nicholson

ask+request-1136-5c87a377@asktheeu.org

Strasbourg, 03/04/2014

Dear Mr Nicholson,

On 24 March 2014, referring to previous correspondence with my Office's Head of Registry, you made a number of requests (our reference INC2014-003585).

Your first request was formulated as follows:

*"[...] in your reply above you state that "In fact, the Head of Registry of the European Ombudsman (a post I currently happen to occupy) is not involved in the handling of any of the Ombudsman's inquiries. Therefore, I would have to forward, here internally, any requests relating to inquiries"*

*1/ Yes, please forward internally my request and kindly ask your services to provide me with the documents."*

Please note that this request does not allow us to provide you with any meaningful response. You initially asked for information or documents relating to our Head of Registry's involvement in inquiries. You were then informed that the Head of Registry is not involved in inquiries. It is therefore not clear what you refer to when you ask us *"to provide me with the documents"*.

If you would like to request public access to concrete information or documents, please be more specific.

Moreover, in order to assist the proper functioning of the website [www.asktheu.org](http://www.asktheu.org) - an online initiative that I very much support - please submit your possible future request as a separate, i.e. new, request. This will create a new identifier on that website, and will greatly assist to maintain the quality of the records of that website and of the related records of my own Office.

You also made the following two requests for public access to documents:

*"2/ you state that the Head of Registry of the European Ombudsman (a post you currently happen to occupy) is not involved in the handling of any of the Ombudsman's inquiries. I would like to access additional information on this statement*



and also on this letter of Euro Ombudsman  
<http://www.asktheeu.org/en/request/1183/response/4129/attach/3/OUT2014%20003065.pdf> which says that Head of registry has some decisional tasks. I would like to access more details.

3/ New Request - List of cases dismissed by Head of registry as inadmissible (number, subject, year, any other relevant information)".

In response to the first of these two requests, I send you two documents.

The first document is the job description of the Head of Registry, which was adopted following a 2012 project, carried out with the *European Foundation for Quality Management*, that intended to clarify and write down the specific responsibilities of all the managers at the European Ombudsman Office.

The second document is a decision that lays down the responsibilities of the Head of Registry in relation to the handling of complaints that are outside the European Ombudsman's mandate.

The two above-mentioned documents will hopefully help you to understand why your final request for information cannot be met. The Head of Registry is not only not involved in the handling of inquiries, he is also not involved in the handling of complaints that are rejected for lack of admissibility or for lack of 'grounds' for opening an inquiry. The Head of Registry is **exclusively** involved in the handling of the complaints that are strictly outside the mandate of my Office. That is to say, complaints that are not against an EU institution or body, complaints that do not concern possible maladministration by the EU institutions, and complaints that concern the judicial rather than the administrative work of the EU courts.

If the above-mentioned documents and information still leave you with doubts as to the role of the Head of Registry of the European Ombudsman, it could be useful for you to clarify matters in a telephone conversation with a member of my services. Please do not hesitate to ask us to call you on any given number.

I wish you good receipt of the documents.

Yours sincerely,

Emily O'Reilly

Enclosure:

- Job description of the Head of Registry of the European Ombudsman
- Decision of the European Ombudsman on the handling of complaints that fall outside the Institution's mandate