

104/2013/JN  
S2013-170153

**WALRAVENS Christophe**

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**From:** Euro-Ombudsman  
**Sent:** 25 February 2013 12:23  
**To:** [REDACTED]  
**Subject:** RE: Complaint 0104/2013/JN

Dear Mr. [REDACTED]

I am sorry that you have understood my words in a fashion you describe. I do not feel that your comments are justified and I am certain that I have not made any disrespectful comments towards you.

I appreciate that you will send your comments concerning your complaints to the European Ombudsman in the coming days.

Best regards,

Josef Nejedly

**European Ombudsman****Josef Nejedly**

Directorate A - Complaints and Inquiries Unit 1  
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**From:** [REDACTED]  
**Sent:** 25 February 2013 12:05  
**To:** NEJEDLY Josef; ASSIMAKOPOULOU Zinovia  
**Cc:** Euro-Ombudsman  
**Subject:** RE: Complaint 0104/2013/JN

Dear Mr Nejedly,

Following-up on our phone conversation just now, I would like to ask you to not address me in a condescending manner, as if I were a crazy person who is obsessively sending the Ombudsman complaints and long written submissions. I would ask you to be professional and treat me with respect

I clearly asked you if you were ready to answer any questions concerning the one-page letter from the Ombudsman that you had drafted, and you said yes and claimed that you knew its content, but then you were still not able to answer the question. I will therefore send it in writing in the coming days.

27/02/2013

Best of luck,

[REDACTED]

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**From:** Euro-Ombudsman  
**Sent:** 25 February 2013 11:50  
**To:** [REDACTED]  
**Subject:** RE: Complaint 0104/2013/JN

Dear Mr. [REDACTED]

Thank you for your email below. I apologize for the late reply which is due to my absence from the office.

Please send your comments and questions to the following email address:  
[eo@ombudsman.europa.eu](mailto:eo@ombudsman.europa.eu)

Best regards,

Josef Nejedly



**European Ombudsman**

**Josef Nejedly**  
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**From:** [REDACTED]  
**Sent:** 13 February 2013 15:09  
**To:** NEJEDLY Josef  
**Cc:** ASSIMAKOPOULOU Zinovia  
**Subject:** Complaint 0104/2013/JN

Hi Josef,

I tried to call you just now concerning the attached letter on the above renewed complaint, which I understand that you've dealt with.

When you're available, could you please call me back? I need some clarifications before I move forward with this case.

Best,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 03 January 2013 20:20  
**To:** ASSIMAKOPOULOU Zinovia  
**Subject:** RE: Verification of letters/signature concerning complaint 841/2010/RT

Dear Ms Assimakopoulou,

With reference to our exchange below, please find attached for information a renewed complaint that I have submitted today.

Best regards,

[REDACTED]

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**From:** ASSIMAKOPOULOU Zinovia  
**Sent:** 28 October 2010 16:13  
**To:** [REDACTED]  
**Subject:** RE: Verification of letters/signature concerning complaint 841/2010/RT

Dear Mr [REDACTED]

Thank you for your e-mail of 13 October. Please accept my apologies for the delay in replying.

I would like to reassure you that any further complaint you may lodge to the European Ombudsman or any comment you may submit regarding the Ombudsman's letter of 2 September 2010 will receive careful consideration.

Yours sincerely,

Zina Assimakopoulou



**European Ombudsman**

**Zinovia Assimakopoulou**

Head of the European Ombudsman's Cabinet  
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**From:** [REDACTED]  
**Sent:** 13 October 2010 13:06  
**To:** ASSIMAKOPOULOU Zinovia  
**Subject:** RE: Verification of letters/signature concerning complaint 841/2010/RT

Dear Ms Assimakopoulou,

Thank you for your e-mail.

I apologise for not answering it until now. The unfamiliar logotype next to your contact information at the end of your mail, your very long and Greek-sounding name, the fact that you started out the mail by identifying yourself as head of cabinet for no immediately apparent reason, instead of simply just saying that you were replying on behalf of the Ombudsman, as well as the pretention in the mail not to understand the purpose of my question led me to believe that one of my colleagues was playing a prank on me.

After having unsuccessfully confronted potential pranksters and having subsequently visited the web site of the Ombudsman, I have however come to realise that its visual profile has indeed changed in keeping with the logotype in your e-mail, that you are indeed listed on the web site as head of cabinet (a cabinet which however actually does seem to consist almost exclusively of people with Greek-sounding names), and that the dumbfoundedness expressed might perhaps actually be sincerely meant.

Please therefore allow me to inform you that I have introduced a complaint pursuant to Article 90(2) of the Staff Regulations against the Parliament for its failure to provide sufficient information in the context of my case. Depending of the outcome of that complaint, I might consider approaching the Ombudsman further down the road, and I intend to address his letter of 2 September 2010 in such a context.

This is a scenario which I actually consider likely against the background of the history of my case, with the Parliament and the Ombudsman throwing it back and forth to each other like a hot potato, both seemingly expecting the other to take some actual action on it or perhaps hoping that the issue would simply go away.

It does however profoundly surprise me that the Ombudsman personally stands behind the two letters in my case. I have always held the belief that an ombudsman should be a gentleman and a scholar.

Thanks again for your e-mail and apologies for the initial confusion.

Yours sincerely,

[REDACTED]

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**From:** ASSIMAKOPOULOU Zinovia  
**Sent:** 04 October 2010 15:27  
**To:** [REDACTED]  
**Subject:** RE: Verification of letters/signature concerning

complaint 841/2010/RT

Dear Mr [REDACTED]

The Ombudsman has asked me as head of his cabinet to thank you for your e-mail dated 21 September 2010, which was sent to his personal e-mail address, and to reply on his behalf.

In your e-mail you ask to be informed whether the two letters addressed to you dated 26.05.2010 and 2.09.2010 respectively "represent the position of the institution of the Ombudsman". You also ask the Ombudsman to verify the authenticity of those letters.

In response, I would first like to convey to you the Ombudsman's puzzlement as to the reasons which let you to entertain doubts in this regard. The Ombudsman confirms, however, that the pdf format documents attached to your e-mail are indeed copies of his original letters to you and that they do represent the Ombudsman's position.

The Ombudsman has also noted that you intend to reply to his letter of 2 September 2010. In this case, please be assured that your letter will receive careful consideration.

Yours sincerely

Zinovia Assimakopoulou



**European Ombudsman**

**Zinovia Assimakopoulou**

Head of the European Ombudsman's Cabinet

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**From:** [REDACTED]  
**Sent:** 21 September 2010 14:12  
**To:** DIAMANDOUROS Nikiforos  
**Subject:** Verification of letters/signature concerning complaint 841/2010/RT

Dear Mr Diamandouros,

I am a Parliament official and I have what might be considered as an unusual request. Please bear with me.

The two attached letters concern a complaint for maladministration that I made earlier this year and they both bear your signature. I do however appreciate that you are not briefed on all cases dealt with by your staff and that you do not actually physically sign all documents coming from your institution, just as this mail might not reach you personally.

Nevertheless, in order to rule out the possibility that one or several of your staff members are attempting to cover up their own maladministration in dealing with my case — perhaps by taking advantage of your internal procedures, e.g. by putting your signature on letters although they would be the only ones at the institution of the Ombudsman familiar with their content — and before I write a substantive reply to the latter letter, I would therefore ask you to **please verify whether these two letters actually do represent the position of the institution of the Ombudsman.**

Please understand that I am not asking you to personally review my case, I am merely asking your office to verify the authenticity of the two letters as representing the Ombudsman.

Yours sincerely,

[REDACTED]