

0104/2013/JN	NOTE ON TELEPHONE CONVERSATION WITH THE COMPLAINANT
Institution (<i>Specify</i>)	European Parliament

CONFIDENTIAL

Date of note : 25 February 2013

Date of call : 25 February 2013

BACKGROUND

On 29/01/2013, the complainant was informed by the EO that there were insufficient grounds for an inquiry to be opened in the case. (NB Previously the complainant had already submitted two other complaints relating to the same issue as well as FC which received extensive responses from the EO.) On 13/02/2012, the complainant sent an email to JN asking him to call him back in order to obtain some clarifications. On 25/02/2012, JN replied by email apologizing for the delay and asking the complainant to submit his comments and questions in writing to the address eo@ombudsman.europa.eu. The complainant immediately called JN by phone.

REMARKS ON THE CONTENT OF THE CALL

Despite JN's instructions in the above email of 25/02/2012, the complainant wished to discuss the case orally. JN let the complainant express himself as it was not clear what his questions would be. As it became clear that he wanted to challenge and discuss the substance of the EO's decision in the case, JN tried to politely explain to him that it would be better if he could send the EO his comments in writing because JN could not discuss the content of a decision. The complainant then became offensive. He spoke loudly and JN could hardly make any comments. He said that he understood that many "crazy" people turn to the EO but that he was not one of them and that JN should not treat him as such and address him in a condescending manner. JN replied that JN "neither said nor implied any such thing" but the complainant probably did not hear that due to his own comments. Immediately following the telephone conversation, the complainant sent an email in which he complained that JN addressed him in a condescending manner as if he were a crazy person.