



16-01-2013

Complaint outside the mandate

To de-activate or to activate the grey scroll down lists and tick-boxes, just tick 'Form' under 'Toolbars' under 'View', then untick or tick the yellowish lock on the menu bar

Complaint reference: 29/2013/ANA

Date of registration: 14.01.2013

Confidential? yes ☐ no ☒

If EO decision to classify as confidential:

- necessary to protect the interests of the complainant ☐

- necessary to protect the interests of a third party ☐

(EO Implementing Provisions, Article 10(1))

Complaint dropped ☐

Reminders - enclosures, transfer letters or similar:

Transfer: letter to other competent body ☐

EO Brochure: ☐

EO complaint form: ☐

Info-letter to other person/body (e.g. EP, national ombudsman, SOLVIT) ☐

Other (please explain): ☐

Proposal approved by the Head of the Registry or, in his absence, the director in charge: ☒ Date: 160113

This proposal has been saved under S:\Legal\Complaint summaries\INADMIS
yes ☒



Data:

Date of summary/revised summary to Head of Registry/Director:
16.01.2013

Complainant's surname(s):

[REDACTED]

Complainant's first name(s):

[REDACTED]

'represented by' (if relevant):

Language of complaint:

EL

Country of address:

Greece

Nationality:

Greek

If natural person:

man ☒

woman ☐

and when relevant:

EU staff: ☐

MEP ☐

If organisation:

company/firm ☐

association / non-profit organisation ☐

other (specify):

Method of transmission:

direct ☒

transferred by MEP ☐

transferred by Committee on Petitions ☐

other (specify):



Summary and proposal

Complaint against:

Unknown: ☐

If the complaint is against national ☐ body/institution:

Country: **Greece**

Type: administration

If the complaint is against international ☐ body/institution:

Title: scroll-down

Other (specify):

If the complaint concerns a private entity: ☐

Country if known:

If the complaint is against an MEP: ☐

If the complaint is against none of the above, i.e. other: ☐

Facts / issues according to the complainant:

The complainant, a recently retired teacher, complains that, since his retirement in July 2012, he has not received his pension. Moreover, he complains that the pension funds he wrote to failed to give him a reply.

Reason why the complaint is outside the EO's mandate:

Not EU institution - Art. 2.1 - no EU law issue

NB1: Only one reason is recorded, therefore please choose the main one.

NB2: In cases where the complainant is 'unauthorised' - i.e. not an EU citizen, and not located in the EU - one of the other reasons must apply too. It is that other reason that you should tick, and which will be used for statistical purposes. The letter templates nevertheless foresee that we inform the complainant that s/he is 'unauthorised'.

Additional text if needed:



Advice to contact someone else:

! de-activate 'Forms' to write here !

NB: If no advice, state why

If advice to contact someone else - statistical information:

First advice: national ombudsman
other (specify):
when applicable, country: **Greece**

Second advice, if necessary: **scroll down**
other (specify):
when applicable, country:

Transfer to other competent body - analysis:

If transfer - statistical information:

scroll down
other (specify):
when applicable, specify country:

Any useful information to complainant:



Eurovoc classification:

- | | |
|---|--|
| <input type="checkbox"/> Object not identified - only use for inadmissible/outside mandate (not in the official EUROVOC list) | <input type="checkbox"/> Libel and slander |
| <input type="checkbox"/> Administrative competition [Institution/Agency/Body] | <input type="checkbox"/> Member of Parliament |
| <input type="checkbox"/> Administrative transparency | <input type="checkbox"/> Migrations |
| <input type="checkbox"/> Adoption law | <input type="checkbox"/> National implementing measure |
| <input type="checkbox"/> Aid to agriculture | <input type="checkbox"/> National/Regional Ombudsmen and similar bodies (not in the official EUROVOC list) |
| <input type="checkbox"/> Air transport | <input type="checkbox"/> OLAF |
| <input type="checkbox"/> Banking system | <input type="checkbox"/> Organisation of elections |
| <input type="checkbox"/> Border control | <input type="checkbox"/> Pay |
| <input type="checkbox"/> Child protection | <input type="checkbox"/> Payment |
| <input type="checkbox"/> Climate | <input checked="" type="checkbox"/> Pensions |
| <input type="checkbox"/> Competition law | <input type="checkbox"/> Petitions |
| <input type="checkbox"/> Construction policy | <input type="checkbox"/> Police |
| <input type="checkbox"/> Consumer protection | <input type="checkbox"/> Political parties |
| <input type="checkbox"/> Cooperation policies | <input type="checkbox"/> Pollution |
| <input type="checkbox"/> Corruption | <input type="checkbox"/> Press |
| <input type="checkbox"/> Courts and tribunals | <input type="checkbox"/> Prices |
| <input type="checkbox"/> Data protection | <input type="checkbox"/> Prisons |
| <input type="checkbox"/> Disabled person | <input type="checkbox"/> Promotion |
| <input type="checkbox"/> Disciplinary proceedings | <input type="checkbox"/> Protection of animals |
| <input type="checkbox"/> Divorce | <input type="checkbox"/> Psychological harassment |
| <input type="checkbox"/> Driving licence | <input type="checkbox"/> Public services |
| <input type="checkbox"/> Duties and rights of civil servants | <input type="checkbox"/> Racism and xenophobia |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Rail transport |
| <input type="checkbox"/> Environmental policy | <input type="checkbox"/> Real property |
| <input type="checkbox"/> Equal treatment | <input type="checkbox"/> Recognition of diplomas |
| <input type="checkbox"/> EU charter of fundamental rights | <input type="checkbox"/> Refugee |
| <input type="checkbox"/> European citizenship | <input type="checkbox"/> Research |
| <input type="checkbox"/> European Court of Human Rights | <input type="checkbox"/> Road transport |
| <input type="checkbox"/> European School | <input type="checkbox"/> Sea transport |
| <input type="checkbox"/> European symbol | <input type="checkbox"/> Sexual harassment |
| <input type="checkbox"/> Europol | <input type="checkbox"/> Social policy |
| <input type="checkbox"/> Extradition | <input type="checkbox"/> Social security |
| <input type="checkbox"/> Foreign policy | <input type="checkbox"/> Structural funds |
| <input type="checkbox"/> Fraud | <input type="checkbox"/> Subsidy |
| <input type="checkbox"/> Free movement of capital | <input type="checkbox"/> Supervision of medicinal products |
| <input type="checkbox"/> Free movement of goods | <input type="checkbox"/> Taxation |
| <input type="checkbox"/> Free movement of persons | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Freedom to provide services | <input type="checkbox"/> Terrorism |
| <input type="checkbox"/> Grant | <input type="checkbox"/> Trans-European networks |
| <input type="checkbox"/> Health care | <input type="checkbox"/> Unemployment |
| <input type="checkbox"/> Health policy | <input type="checkbox"/> Use of languages |
| <input type="checkbox"/> Humanitarian aid | <input type="checkbox"/> Visa policy |
| <input type="checkbox"/> Immigration | <input type="checkbox"/> Waste |
| <input type="checkbox"/> Insurance | <input type="checkbox"/> Working time |
| <input type="checkbox"/> Intellectual property | |
| <input type="checkbox"/> Leave | |