

Contents

Foreword **4**

What can the European Ombudsman do for you? **6**

What are the main issues the Ombudsman deals with? **11**

- ★ Refusal of access to documents and information
- ★ Contractual disputes, problems with calls for tender, late payment
 - ★ Failure to respect fundamental rights
- ★ Complaints about the handling of infringement cases
 - ★ Grievances related to recruitment procedures
 - ★ Staff complaints

What is good administration? **25**

What has the Ombudsman achieved so far? **27**

Who else could help you? **31**