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PRESS RELEASE

Citizens' information on a tri-annual basis via www.synigoros.gr

The Ombudsman launches a new tool towards a more timely and comprehensive information of its stakeholders. Tri-annual Bulletins shall present some of the most important actions and interventions of the Independent Authority, indicative of the range of mediating and monitoring activities of its Investigators.

The bulletins will be posted every four months on the Ombudsman's website. (<https://www.synigoros.gr/?i=stp.el.tetraminiaia-deltia>), providing citizens with useful information and adding transparency to the work of the Authority. At the same time, publication of data on the entirety of citizens' complaints for the 4-month period will serve as an effectiveness indicator for the Ombudsman. This is an initiative for further accountability as well as evaluation.

In the last four months of 2018 the Ombudsman received 5.619 complaints, of which were unfounded due to lack of competence. Of the remaining 4.940, 1.039 complaints concerned quality of life issues, 1.166 concerned citizens' issues with public administration and the local authorities, 1.292 concerned social protection issues, 668 were related to human rights protection, 396 complaints were particularly concerned with children's' rights and finally 379 concerned equal treatment.

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