

Indicative cases of the Ombudsman's intervention:

- Unauthorized construction of buildings
- Delays in issuing building permits
- Illegal interventions in environmentally protected areas (national parks, ravines, sea shore, archaeological site, forest areas)
- Long term liens on private property for urban planning or archaeological sites
- Process of characterising forest land
- Licensing, establishment and operation of infrastructure works (landfill sites, renewable sources sites, water supply networks and sites, water refinery centres, biological treatment installations, sewage networks)
- Air pollution caused by industries
- Noise pollution (caused by transport networks, night clubs, etc.)
- Placement and operation of mobile phone antennas
- Soil contamination (such as by toxic waste)
- Determination of sea shore and beach zone
- Access denial to environmental information

How to file a complaint

You only need to send a simple application to the Ombudsman

This application is submitted :

- in person at the Greek Ombudsman Office
(Monday to Friday from 8.30 to 14.00)
- by post at Hadziyanni Mexi 5, 115 28 Athens
(Athens Hilton area)
- via fax at 0030-210-7292129

What should a complaint include

- a brief description of the problem
- the state service involved
- which actions have been taken already and their outcome
- all evidence or information that might help in investigating the problem
- a specific claim
- your contact details and signature.

For more information:

- You can contact our telephone switchboard at :
0030 210 7289600
(Monday to Friday from 8.30 to 14.00)
8011125000
(automatic answer free of charge around the clock)
- Visit our site www.synigoros.gr



The Greek Ombudsman for the Environment and Quality of Life



The Greek Ombudsman investigates **issues related to the environment** and **quality of life** and mediates to protect citizen rights, fight maladministration and assure legality.

The Greek Ombudsman can offer assistance in cases of:

- Violation of the environmental and urban planning legislation
- Degradation of the natural environment
- Illegal interventions to the urban and cultural environment
- Degradation of quality of life

which relate to state services, law entities of the public sector, local governments or social utility companies.

But can NOT offer assistance when:

- More than 6 months have elapsed since you discovered an act or failure to act by a public service
- You have not addressed already your claim to the competent public service in writing,
- A case is pending before the court
- A case is related to actions taken by the courts, the Legal Council of the State, independent authorities, or religious public law entities
- A case is related to foreign affairs policy and international relations of the Ministry of Foreign Affairs
- You require legal assistance and/or counselling

What does the Ombudsman for the Environment and Quality of Life?

Investigates possible violation citizen's right to a clean environment.

While investigating, the Ombudsman:

- Carries out on-site investigations
- Visits all competent public services
- Submits queries and asks for information on the case
- Reviews national/european legislation and case-law as well as its application by the public administration

In case a violation is established, the Ombudsman:

- Asks for the decision or measure in question to be revoked
- Submits recommendations to the services involved
- Asks for fines and other sanctions to be imposed
- Presents suggestions on legislation and other organisational issues
- Collaborates with other inspectorate authorities related to the protection of the environment
- Issues special reports with findings and recommendations and submits them to the competent ministers
- Compiles special reports on issues of major interest which are submitted to the Prime Minister

Citizen complaints related to the urban, cultural and natural environment are investigated by the **Department of Quality of Life.**

Why you should file a complaint with the Greek Ombudsman?

The Greek Ombudsman for the Environment and Quality of Life has:

Experience

Twelve years of operation (1998-2010) – 25,000 cases handled

Knowledge

Substantial intervention in cases of maladministration or failures of act, violations or infringements of rights

Efficiency

Following the Ombudsman's intervention, a high percentage of the cases investigated are being solved

The Greek Ombudsman offers:

- Services free of charge
- Simple and well organised procedures followed while your presence is not required
- Highly specialised and educated personnel