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Press Release

The Ombudsman's Annual Report 2020 to the Speaker of Parliament

The Ombudsman Mr. Andreas Pottakis submitted the Annual Report of the Greek Ombudsman for 2020 to the Speaker of the Parliament Mr. Konstantinos Tassoulas today at noon.

The Independent Authority's Annual Report is the mirror of the Ombudsman's operation and codifies the problems of maladministration, as evidenced by the complaints of citizens / residents from all over the country.

For 2020, 18,491 complaints were submitted to the Ombudsman. As Mr. Pottakis noted, this number is the highest since the establishment of the Independent Authority and confirms the upward trend recorded in the submission of complaints for the last five years. In fact, the percentage of increase of the complaints submitted in the year 2020, reaches 9% in relation to the number of complaints of 2019.

The significant increase observed, especially during the last year, can be attributed to a significant degree to the appearance of the COVID-19 pandemic and the problems created due to it in the relations between the citizens and the Administration.

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