



European Ombudsman

Emily O'Reilly
European Ombudsman

Ms Ana Gomes MEP

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Strasbourg, 22/03/2018

Complaint 521/2018/MDC

Dear Ms Gomes,

On 7 March 2018, you submitted a complaint to my Office concerning certain events subsequent to the conference on 'The Israeli Settlements in Palestine and the European Union' which you hosted at the European Parliament on 28 February 2018. Your complaint is against the European Commission/European External Action Service.

I am sorry to have to tell you that, for the reasons set out below, I am unable to deal with your complaint at this stage.

In dealing with complaints, I have to follow certain rules¹. One of these rules² is that the complainant must first have contacted the EU body concerned and allowed it a reasonable opportunity to reply to whatever the issue may be. In this way, the EU body will have an opportunity to deal with the problem at an early stage and without the need to involve the Ombudsman.

It appears from the information you have sent us that, although you have contacted the European Commission and the European External Action Service on the matter, you have not given them sufficient time to reply. Unfortunately this means that, from a technical point of view, I cannot deal with your complaint at this stage³.

¹ These are set out in the Treaty on the Functioning of the European Union and in the Statute of the European Ombudsman.

² Set out in Article 2(4) of the Statute of the European Ombudsman.

³ Information on the review procedure can be found on the Ombudsman's website:

<http://www.ombudsman.europa.eu/en/resources/otherdocument.faces/en/70669/html.bookmark>



If you do not receive a satisfactory response from the institutions within a reasonable time⁴, you may make a new complaint to my Office. If it is the case that you feel it necessary to make a new complaint on the same issue, it will be enough to refer to the case reference number 521/2018/MDC and provide an update on the situation. All of the material already provided will be readily available in our complaint management system. However, if you are making a new complaint on the matter, please let us know whether you have received a reply from the European Commission/European External Action Service and, if you have, please explain why you do not regard that reply as settling the matter to your satisfaction.

Thank you for having contacted my Office.

Yours sincerely,

Emily O'Reilly
European Ombudsman

⁴ Article 17 of the European Code of Good Administrative Behaviour provides that:

"1. The official shall ensure that a decision on every request or complaint to the institution is taken within a reasonable time-limit, without delay, and in any case no later than two months from the date of receipt. The same rule shall apply for answering letters from members of the public ...

2. If a request or a complaint to the institution cannot, because of the complexity of the matters which it raises, be decided upon within the above mentioned time-limit, the official shall inform the author as soon as possible. In such a case, a definitive decision should be communicated to the author in the shortest possible time."