

## Your right to good administration

The Austrian Ombudsman Board supports you whenever you feel that you are not being treated correctly by an administrative authority. The Austrian Ombudsman Board also protects and promotes human rights.

**citizen-friendly** Anyone can reach the Austrian Ombudsman Board quickly and easily.

**free** Complaints can be submitted and are handled at no charge.

**independent** The Ombudspersons are completely independent in the performance of their duties. They review every admissible complaint, make enquiries on their own and inspect all relevant files. They push for a solution of any maladministration that is found and provide information about the result of their efforts.

It is the Austrian Ombudsman Board's responsibility to ensure that everyone is treated fairly and equally by the administrative authorities and that human rights are complied with.

## Contact

Address Singerstraße 17  
P.O. Box 20, A-1015 Vienna

Telephone **Cost-free service number**  
0800 - 223 - 223

E-mail [post@volksanwaltschaft.gv.at](mailto:post@volksanwaltschaft.gv.at)

Fax 01 515 05 - 190

Internet [www.volksanwaltschaft.gv.at](http://www.volksanwaltschaft.gv.at)  
An electronic complaint form is available on our website.

### Information service

We are available weekdays from 8:00 am to 4:00 pm to address your concerns and assist you in submitting your complaint.

### Consultation days

The members of the Austrian Ombudsman Board regularly hold consultation days enabling you to have a personal consultation close to your place of residence. Advance registration is required. Information about currently planned consultation days is available on our website or from our information service, which can be reached under the cost-free service number.

### The Austrian Ombudsman Board on TV

Current cases are presented each Saturday in the TV-show "Bürgeranwalt" on ORF (Austrian Broadcasting Corporation).

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VOLKSANWALTSCHAFT

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## The Austrian Ombudsman Board

- ... is an independent monitoring and control body. Its responsibilities are stipulated in the Austrian Constitution and the Ombudsman Act.
- ... controls the public administration and investigates complaints made by citizens. It protects and promotes compliance with human rights.
- ... makes concrete recommendations about how the authorities can remedy errors or their effects.
- ... proposes improvements to legislation in its reports to Parliament and the Diets.
- ... represents - together with its Commissions - the "National Preventive Mechanism" (NPM) in accordance with provisions of the United Nations and investigates whether human rights are preserved in facilities where people are deprived of their liberty.
- ... monitors - together with its Commissions - institutions and programmes for persons with disabilities.
- ... monitors and investigates - together with its Commissions - the exercise of direct administrative power and compulsion.

## This is how you can obtain justice

... when you have a problem with authorities.

- There are no formal requirements for submitting your complaint to the Austrian Ombudsman Board.
- Submissions are possible in writing, by phone or in person. You can also use the electronic complaint form on our website. All contact information is available on the back page.
- Your complaint should contain the following information:
  1. Who is filing the complaint?  
(name, address and telephone number)
  2. Which authority is at issue?
  3. What is the reason for the complaint?
- The more concrete your information, the more promptly your complaint can be handled.

## In which cases the Austrian Ombudsman Board cannot help you?

In the event of disputes between private persons or between private persons and companies. The Austrian Ombudsman Board does not represent individuals as legal counsel and it does not review court decisions or judgements.

## The members of the Austrian Ombudsman Board

### Werner Amon, MBA Ombudsman

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E-Mail [vab@volksanwaltschaft.gv.at](mailto:vab@volksanwaltschaft.gv.at)



Taxes, fees, duties, administration of the judiciary, public prosecution, national defence, building legislation, regional planning and housing, regional and municipal roads, communal or municipal transport services and cemetery administration.

### Mag. Bernhard Achitz Ombudsman

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Fax +43 (0)1 515 05 - 160  
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Health, pension, and accident insurance, labour-market, social and health administration, youth welfare, infrastructure, animal welfare and veterinary matters.

### Dr. Walter Rosenkranz Ombudsman

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Police, immigration, asylum, preservation of cultural heritage sites, agriculture, forestry and water management, nature conservation, trade, operational facilities and plant operating permits, nursery schools, schools, universities, traffic and agrarian matters, municipal taxes and levies.