

I CAN NOT COMPLAIN

Do you have complaints about your government?

Come to the National ombudsman's consultation hour!

Consultation hours

Walk-in:

Monday, **November 10**

From 18:00 - 21:00

Public library

Tuesday, **November 11**

From 10:00 - 12:00

Auxiliary home

Wednesday, **November 12**

15:00 - 18:00

Public library

By appointment

From **November 10 - November 13** (please call 318 1288 or email a.dorn@nationaleombudsman.nl or g.vonmaltzahn@nationaleombudsman.nl)

Who or what is the National ombudsman?

We are an independent and impartial organization that defends your interests, and you can talk to us about complaints regarding the government. The office of the National ombudsman has 170 employees. Two of our staff members will be on Statia to listen to any grievances you may have: Armin Dorn and Gaby von Maltzahn.

What sort of complaints can be submitted during the consultation hour?

All complaints about administrative authorities and their civil servants. Is your government listening to you? Are your letters being answered? Have you been treated respectfully, honestly and in a reliable manner? We would like to hear your experience, and we will try to find an acceptable solution.

Please note that the National ombudsman cannot be of any help with complaints about established laws, rules or regulations, nor about any issue that could be or is being heard for an appeal or that already has seen a verdict on the same.

What will be done about your complaint?

If your problem is straightforward, we will try to solve it. If your relationship with the administrative authority has deteriorated, we will try to open a dialogue.

If your complaint is more complicated, we will explore the issue more deeply. We will always assist you to the best of our abilities.

We look forward to seeing you during consultation hours!

Please visit www.nationaleombudsman.nl/bes for more information.



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