

I CAN NOT COMPLAIN

Do you have complaints about your government?

Visit one of the consultation hours!

Consultation hours

Walk-in:

Monday, **March 9**

From 16:00 - 19:00

Public library

Tuesday, **March 10**

From 15:00 - 17:00

Auxiliary home

Wednesday, **March 11**

16:00 - 19:00

Public library

By appointment

March 9 – March 12 (please call 318- 5855 or email a.dorn@nationaleombudsman.nl or s.pfeifer@nationaleombudsman.nl)

Who or what is the National ombudsman?

We are an independent and impartial organization that defends your interests. You can talk to us about all the complaints regarding the government.

Two of our staff members will be on Statia to listen to any grievances you may have: Armin Dorn and Stefan Pfeifer. Visit the consultation hour or make an appointment.

This year, Reinier van Zutphen was appointed to the position of National ombudsman. He will be replacing Alex Brenninkmeijer.

Van Zutphen is expected to be sworn in by the President of the House of Representatives by the end of March and he will be able to take up his duties as National Ombudsman soon after that.

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

Do you feel your government is not listening to you? Are your letters not being answered? Are you not receiving sufficient information? Is your government not acting respectfully, honestly and in a reliable manner? Tell us your experience, and we will try to find an acceptable solution. Please note that the National ombudsman cannot accept complaints about established laws, rules or regulations, nor about any issue that is currently being heard for an appeal or that already has seen a verdict on the same. The National ombudsman will treat only complaints about administrative authorities and their civil servants.

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 can explore the issues 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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