

Does your complaint concern yourself or a natural or legal person (company, association) of whom you are the representative?

The Ombudsman has no jurisdiction to deal with your complaint.

← NO

YES

What is the nature of your complaint?

1 Dispute with a public administration.

2 Legal court action.

3 Dispute with a natural or a legal person.

Do you have the dispute with the public administration in your capacity as civil servant, employee or worker?

YES

NO

The Mediator has no jurisdiction to deal with your complaint. You have to seek redress through non contentious proceedings within the administration or else take legal action before the courts.

You may bring your complaint before the Ombudsman.

Do you consider the delays in the handling of your case excessively long?

YES

NO

You may bring your complaint before the Ombudsman.

Do you consider a judgment, or any other judicial decision, unjust or erroneous?

YES

NO

The Ombudsman has to respect the judicial decision; you have to take legal proceedings (by filing of an appeal or resorting to opposition proceedings). Nevertheless the Ombudsman may intervene on the basis of the principal of equity.

Do you consider the execution of an unfavorable judgment on behalf of a public administration an excessive or unbearable burden for you?

YES

NO

You may bring your complaint before the Ombudsman.

Is a favorable judgment or court order not being executed by the public administration?

YES

NO

You may bring your complaint before the Ombudsman.

The complaint is inadmissible.