

European Ombudsman

Emily O'Reilly European Ombudsman

> Mr Arne Semsrott

at.de

Strasbourg, 20/02/2020

Complaint 104/2020/EWM

Subject of case: Decision of the European Ombudsman on the European Border and Coast Guard Agency's refusal to deal with a request for public access to documents based on procedural grounds

Dear Mr Semsrott,

On 15 January 2020, you submitted a complaint against the European Border and Coast Guard Agency's refusal to deal with a request for public access to documents.

Having reviewed the situation and subsequent developments, I have decided to close my inquiry with the following conclusion:

Frontex has settled the complaint by processing the complainant's request for public access to documents.

As a suggestion for improvement, the Ombudsman encourages Frontex to respond to requests for public access to documents via online portals where this is the express wish of the applicant or the means by which the request has been received, unless there is very good reason (which should be explained) for it not to do so.

Please note that this inquiry concerned exclusively Frontex's initial handling of your request for access to documents. If you are dissatisfied with the substance of their reply to that request, you can lodge a new complaint with the Ombudsman. There is no need to resubmit the documents you have already sent us. A reference to the present complaint number will suffice.

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Yours sincerely,

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Emily O'Reilly European Ombudsman

Enclosure: Decision on complaint 104/2020/EWM