



Emily O'Reilly

European Ombudsman

Mr Arne Semsrott

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Strasbourg, 15/12/2022

Subject: Decision on issues related to how the European Border and Coast Guard Agency (Frontex) communicates with citizens in relation to its access to documents portal (Joined Cases 1261/2020 and 1361/2020)

Dear Mr Semsrott,

After careful analysis of all the information you provided in this case, we have decided to close the inquiry with the following conclusion:

Frontex's decision not to offer citizens the possibility of communicating fully with it by email in relation to their requests for public access to documents is maladministration.

Yours sincerely,

Emily O'Reilly
European Ombudsman

Enclosure: Decision on complaints 1261/2020 and 1361/2020 (joined cases)