European Ombudsman: Code of good administrative behaviour for the officials, relations with the public. Special report

2000/2212(COS) - 06/09/2001 - Text adopted by Parliament, single reading

The European Parliament adopted the resolution by Mr Roy PERRY (EPP-ED, UK) welcoming the special report and the draft code drawn up in April 2000. (Please refer to the previous text). Furthermore, this resolution calls on the Commission to propose a regulation based on the code. The draft code, which would apply to all the institutions, bodies and agencies of the EU, has 28 articles covering issues such as equal treatment, impartiality and independence, the need to prevent abuses or power and protection of personal data. EU officials dealing with the public should act conscientiously, correctly and courteously. If errors occur, the official would be obliged to apologise and seek to remedy any negative effects resulting from the error. Any request or complaint would receive an acknowledgement within two weeks. A decision should be taken within two months of the date of receipt and indicate any available appeal procedures. A member of the public who writes to the institutions in one of the EU Treaty languages would receive a reply in that language. The House also wants the code to be publicised as widely as possible, including via the Internet. It would be reviewed 2 years after it comes into effect.