Indicative cases of the Ombudman's intervention:

- Unauthorized construction of buildings
- Delays in issuing building permits
- Illegal interventions in environmentally protected areas (national parks, ravines, sea shore, archaeological site, forest areas)
- Long term liens on private property for urban planning or archaeological sites
- Process of characterising forest land
- Licensing, establishment and operation of infrastructure works (landfill sites, renewable sources sites, water supply networks and sites, water refinery centres, biological treatment installations, sewage networks)
- Air pollution caused by industries
- Noise pollution (caused by transport networks, night clubs, etc.)
- Placement and operation of mobile phone antennas
- Soil contamination (such as by toxic waste)
- Determination of sea shore and beach zone
- Access denial to environmental information

How to file a complaint

You only need to send a simple application to the Ombudsman
This application is submitted:

- in person at the Greek Ombudsman Office (Monday to Friday from 8.30 to 14.00)
- by post at Hadziyanni Mexi 5, 115 28 Athens (Athens Hilton area)
- via fax at 0030-210-7292129

What should a complaint include

- a brief description of the problem
- the state service involved
- which actions have been taken already and their outcome
- all evidence or information that might help in investigating the problem
- a specific claim
- your contact details and signature.

For more information:

- You can contact our telephone switchboard at:
  0030 210 728960 (Monday to Friday from 8.30 to 14.00)
  8011125000 (automatic answer free of charge around the clock)
- Visit our site www.synigoros.gr

The Greek Ombudsman for the Environment and Quality of Life
The Greek Ombudsman investigates issues related to the environment and quality of life and mediates to protect citizen rights, fight maladministration and assure legality.

**The Greek Ombudsman can offer assistance in cases of:**

- Violation of the environmental and urban planning legislation
- Degradation of the natural environment
- Illegal interventions to the urban and cultural environment
- Degradation of quality of life

which relate to state services, law entities of the public sector, local governments or social utility companies.

**But can NOT offer assistance when:**

- More than 6 months have elapsed since you discovered an act or failure to act by a public service
- You have not addressed already your claim to the competent public service in writing,
- A case is pending before the court
- A case is related to actions taken by the courts, the Legal Council of the State, independent authorities, or religious public law entities
- A case is related to foreign affairs policy and international relations of the Ministry of Foreign Affairs
- You require legal assistance and/or counselling

**What does the Ombudsman for the Environment and Quality of Life?**

**Investigates possible violation citizen's right to a clean environment.**

**While Investigating, the Ombudsman:**

- Carries out on-site investigations
- Visits all competent public services
- Submits queries and asks for information on the case
- Reviews national/european legislation and case-law as well as its application by the public administration

**In case a violation is established, the Ombudsman:**

- Asks for the decision or measure in question to be revoked
- Submits recommendations to the services involved
- Asks for fines and other sanctions to be imposed
- Presents suggestions on legislation and other organisational issues
- Collaborates with other inspectorate authorities related to the protection of the environment
- Issues special reports with findings and recommendations and submits them to the competent ministers
- Compiles special reports on issues of major interest which are submitted to the Prime Minister

Citizen complaints related to the urban, cultural and natural environment are investigated by the Department of Quality of Life.

**Why you should file a complaint with the Greek Ombudsman?**

**The Greek Ombudsman for the Environment and Quality of Life has:**

**Experience**

Twelve years of operation (1998-2010) - 25,000 cases handled

**Knowledge**

Substantial intervention in cases of maladministration or failures of act, violations or infringements of rights

**Efficiency**

Following the Ombudsman's intervention, a high percentage of the cases investigated are being solved

**The Greek Ombudsman offers:**

- Services free of charge
- Simple and well organised procedures followed while your presence is not required
- Highly specialised and educated personnel