



THE PRESIDENT OF THE REGIONAL PARLIAMENT OF TYROL

In 1989 the Regional Parliament of Tyrol set up the Regional Ombudsman/-woman as a dedicated advisory and complaints point of contact for all citizens. It provides advice free of charge and unbureaucratically to anyone in matters of regional administration and indirect federal administration and accepts complaints.

The fact that the confidence of the population in this institution has steadily grown over the years is shown by the annually increasing number of contacts made by people seeking help and advice, the fields of activity of the Regional Ombudswoman being diverse and ranging from classic administrative matters to the social and disabled sectors. In addition to the extensive specialist knowledge of the office's employees, which benefits the people seeking help, it is also appreciation that is shown to the people through personal conversation. My sincere thanks to the Regional Ombudswoman Maria Luise Berger and her entire team for their dedication and commitment to the benefit of the citizens of our region.

Sonja Ledl-Rossmann

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President of the Regional Parliament of Tyrol

THE TEAM

In the Ombudswoman's office is an experienced team ready to assist you with your concerns regarding the local administration. You can make an appointment with us to discuss your matters in person. In Tyrol's other districts we are providing consultation days several times a year.

The dates of the consultation days in your district can be found on our website:

www.tirol.gv.at/landesvolksanwaltschaft



Regional Ombudswoman: Maria Luise Berger (centre)
Secretary: Patricia Schatz and Social worker: Eva Hohenegger
Legal experts: Christoph Wötzer, Harald Kefer, Kristof Widhalm and Deputy OM Josef Siegele

LANDES VOLKSANWÄLTIN

TIROLER LANDTAG

Regional Parliamentarian Ombudswoman

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English version



THE OMBUDSWOMAN

As Ombudswoman I am available for everyone seeking help. Together with my team I provide advice to you free of charge and take care of your complaints.

If an instance of maladministration is alleged, we examine it thoroughly and as quickly as possible. We are impartial and independent in all cases.

It is part of the constitutional mandate and strengthens democracy to provide citizens with an independent point of contact to support them in conflicts with the administration and to monitor administrative actions. This encourages people to have confidence in the administration and its services.

You are welcome to contact me with your problems.

Maria Luise Berger
Ombudswoman of Tyrol

AREA OF COMPETENCE

The Ombudswoman's competence includes dealing with problems in **administrative matters**, especially when Tyrolean municipalities, the Tyrolean authorities or the office of the Tyrolean Government are involved.

Examples are: social law, building and regional planning law, motor vehicle law, municipal law, agricultural law, trade law regulations and many more.

In addition, people with disabilities and their relatives receive help and information from the Disability Ombudsman at the Ombudswoman's office.

In the following and other matters for which the Ombudswoman is not responsible, we offer you orientation and, if necessary, establish contact with the competent authorities:

- Courts, police, immigration law and asylum law
- Federal offices, e.g. tax office, surveying office
- Service companies under public law, e.g. Arbeitsmarktservice (Public Employment Service)
- Health, pension and accident insurance
- Human rights
- Private insurances and financial institutions

CONTACT

In person: MON: 08:00-12:00 and 14:00-16:00
TUE-FRI: 08:00-12:00

By phone: MON-THU: 08:00-12:00 and 14:00-16:00
FRI: 08:00-12:00
0512/508-3052 and
0800/100 301 free of charge

Mail: Landesvolksanwältin von Tirol
Meraner Straße 5, 2nd floor
6020 Innsbruck

E-mail: landesvolksanwaltschaft@tirol.gv.at
Online form: www.tirol.gv.at/landesvolksanwaltschaft
Fax: 0512/508-743 055

Your submission should contain:

- Name, address, telephone number
- Which government agency does it concern?
- What is the reason for contacting us?