

SELECTION NOTICE FOR POLICY OFFICER – ENERGY RETAIL MARKETS AND INNOVATION

Reference number: ACER/2024/10

Position (job title):	Policy Officer – Energy Retail Markets and Innovation
Department / Team:	Gas, Hydrogen and Retail
Function Group / Grade for external publication:	Temporary Staff AD7
Function Group / Grade for internal, interagency publication:	Temporary Staff AD6 - AD7
Contract duration	5 years (with possibility of renewal)
Location:	Ljubljana, Slovenia
Possible starting date:	December 2024
Closing date for applications:	25 September 2024, 14:00 Ljubljana time

1. ABOUT THE AGENCY

The European Union Agency for the Cooperation of Energy Regulators (hereinafter referred to as “ACER”) is a European Union (“EU”) body, legally established by Regulation (EU) No 2019/942¹ and operational since 2011. ACER is central to the integration and well-functioning of the EU's electricity and natural gas markets.

1.1 Our purpose

Our overall purpose is achieving a transition of the European energy system in line with the political objectives set at leaders’ level, reaping the benefits of increased energy market integration across Europe, and securing low-carbon supply at least possible cost for European businesses and citizens.

The Agency promotes:

- More competitive, integrated energy markets, offering consumers more choice,
- An efficient energy infrastructure and network, enabling energy to move freely across borders, the integration of renewable sources, and therefore ensuring a higher degree of security of supply,
- A monitored and transparent energy market securing consumers fair prices and limitation of market abusive behaviours.

In this respect, ACER:

¹ Regulation (EU) No 2019/942 of the European Parliament and of the Council of 05 June 2019 (recast).

- Complements and coordinates the work of the national energy regulatory authorities (NRAs),
- Participates in the development of European network rules,
- Takes, under certain conditions, binding individual decisions on terms and conditions for access and operational security for cross-border infrastructure, on cross-border cost allocation for Projects of Common Interest and on terms and conditions or methodologies for the implementation of network codes,
- Gives advice on broader energy related issues to the European institutions,
- Monitors the internal markets in electricity and natural gas and reports on its findings,
- Monitors trading in wholesale energy products to detect and deter market abuse and ensure the integrity and transparency of EU wholesale energy markets in accordance with REMIT i.e., Regulation (EU) 2024/1106 of the European Parliament and of the Council of 11 April 2024 amending Regulations (EU) No 1227/2011 and (EU) 2019/942 as regards improving the Union's protection against market manipulation on the wholesale energy market.

1.2 ACER's evolving role

ACER is on a significant growth trajectory, marked by an expanding number and array of tasks in the recent years. Our role as a collaborative agency within the framework of the EU's NRAs remains at the heart of our mission, complimented by a range of tasks that span various aspects of the EU energy system, encompassing monitoring of energy flows, wider system needs, and so much more.

ACER is currently at a critical point, playing a key role in advancing EU energy market integration and bolstering market integrity and transparency; efforts that strike us as more crucial than ever. Our goal is to contribute with our capacities, insights, and creativity as an EU energy regulatory agency to a transition of the energy system that is affordable, secure, and decarbonised – a transition that takes place at the pace set by leaders across the EU.

ACER has been entrusted with additional responsibilities under the "Clean Energy for all Europeans" legislative package as well as the recently adopted legislative packages focusing on Gas Decarbonisation, REMIT reform, and Electricity Market Design, aiming to bring transformative changes and further evolving the European energy landscape.

1.3 Who we are

ACER currently employs around 175 staff (statutory and non-statutory) and has an approved annual budget of € 32,602,073 in 2024. With the new responsibilities being assigned to its mandate, the Agency anticipates a significant growth in the forthcoming years both in terms of financial and human resources, expecting more than 200 staff by 2025 and significantly more in the years after that.

Accordingly, earlier this year ACER was reorganised to accommodate these new tasks and growth, with the Agency now comprising seven Departments: Coordination, Operations and Legal; Electricity; Energy System Needs; Gas Hydrogen and Retail; Market Information and Transparency; Market Surveillance and Conduct; and REMIT Investigations (the latter, effective as of 2025). In addition, two wider, cross-organisational teams report directly to the Director, namely Strategy Delivery & Communications and HR & Facility Management. An updated ACER organigram is available [on our website](#).

1.4 Our ongoing journey of progress

ACER offers a dynamic and motivating workplace, where diversity is celebrated and where people's commitment and achievements contribute to build an organisation that is better than the sum of its parts. We strive towards becoming an innovative and engaging workplace, by committing continuously to invest in learning and development opportunities and by focusing on staff well-being and work-life balance.

We invest heavily in the professional development of staff, support a 'low on hierarchy, high on impact' organisational culture, prioritise personal relations and support an active constructive feedback culture, emphasising the positives whilst not shying away from addressing the negatives.

Looking ahead, as a growing agency we recognize the importance of focusing on cross-organizational issues, encompassing both work practices and our broader work culture. We find this essential to maintain a cohesive, collegial work culture ("one ACER"), which is reinforced as we welcome a significant number of new colleagues joining our agency in the coming years.

At ACER we believe in fostering a high-impact, high-performance type of environment, built on strong mutual trust, empowerment, personal responsibility, psychological safety, and teamwork at all levels.

2. WHAT WE LOOK FOR

2.1 The profile

We are seeking a curious, dynamic and multifaceted expert in the area of energy retail ready to advance our energy retail monitoring in the ever-evolving context of energy transition. We welcome candidates who will be able to prove interest and passion in energy retail, energy communities, renewable communities, as well as in commercial and industrial decarbonisation options focusing on energy efficient solutions and services, while using sound and multidisciplinary methodologies to explore the landscape of the retail transformation.

We look for candidates with good communication skills to manage and develop our stakeholder relations in the field of energy retail as well as our extensive regulatory cooperation. We expect from the selected candidate to dedicate time to propagate novel approaches and best practices related to energy retail across the regulatory and institutional framework of the European Union. We will appreciate all candidates, while showing some greater preference towards those who can also demonstrate managerial acumen which we intend to gradually employ in the context of our growing department.

We are committed to continually enhancing our operational processes, which may involve modifying or reallocating specific responsibilities. It is imperative that our Policy Officer – Energy Retail Markets and Innovation exhibits flexibility, openness to change, and the ability to adapt to evolving roles in our organisation.

2.2 Competencies

All staff working at ACER share the following **core competencies**:

- **Cooperating**: working with others towards achieving work goals;
- **Delivering quality results**: focusing on achieving results while applying relevant processes and procedures to meet quality standards;

- **Communicating:** sharing relevant information clearly and concisely, sharing useful information with others as appropriate;
- **Problem solving:** having the ability to identify and raise issues or concerns and seeking to anticipate problems a positive and helpful manner;
- **Being service oriented:** complying with ACER's rules and procedures, providing support and delivering services with a view to provide added value;
- **Self-development and knowledge sharing:** ability to share knowledge to support team effectiveness, while seeking feedback to enhance own performance;
- **Valuing diversity:** welcoming and working respectfully, inclusively and effectively with people from diverse backgrounds, while demonstrating respect and understanding of different points of view.

The jobholder will be required to have the following **specific / functional competencies**:

- **Managing projects:** managing efficiently the day-to-day planning, organisation and control of the resources to complete specific project goals, applying the appropriate levels of programme and project management methodologies.
- **Having Technical Expertise:** demonstrating depth of knowledge and skill in retail markets and its functioning (including commercial practices, understanding retail business models, consumer behaviours), applying technical knowledge to execute his/her tasks and solve a range of problems, developing technical solutions to new or highly complex problems that cannot be solved using existing methods or approaches;
- **Being Knowledgeable of the Energy Market:** having in-depth and up-to-date knowledge of the functioning and the integration of the EU energy market with an in-depth knowledge in energy retail;
- **Managing Data:** being able to develop systematic design and collection of data to analyse and interpret complex bulky information in an efficient and effective manner along with the ability of possessing good understanding of qualitative and quantitative analytical methods and model relevant indicators.

2.3 The position

Main responsibilities

We are committed to promote the dynamic evolution of the energy markets and to steer consumers' contribution to the decarbonisation of the energy system. In doing that, we promote the development of local energy markets showcasing service and commercial innovation, advocating on the one hand competition in these markets, free choice of suppliers, limited barriers to entry while highlighting the need for deep service innovation, access to local markets for alternative services, and consumer participation. Next to competition and innovation, our policies will seek the protection of vulnerable users and advocate the fair treatment of all users.

The Policy Officer will:

- Drive the activities of energy retail market monitoring² for electricity and natural gas with a view to fulfil the objectives above;

² Currently our energy retail monitoring follows the areas below, which we intend to refine and develop further:

- supply competition and price formation in energy retail markets, with some case studies on supplier innovation;
- prosumer models, community sharing, demand-response and consumer participation;
- the reduction of regulatory barriers for new market entrants and smaller actors, including citizen energy communities and renewable energy communities,

- Focus in particular on retail price evolution and price formation, demand data and consumer behaviours (both commercial, industry and households), supply innovation and competition with the aim of identifying best practices in this evolving area in the EU Member States.
- Propose and implement continuous improvements to the annual monitoring on energy retail markets, aligned with the evolution of the retail markets, and drawing on the best practices available in the European Union to inspire this development further ahead.
- Apply a varied set of measurement methodologies, data collection approaches, interdisciplinary approaches to support his/her work.

The Policy Officer – Energy Retail Markets and Innovation may be required to work in other areas of ACER, according to needs and priorities, as determined by the Head of the Department or the Director. The Policy Officer – Energy Retail Markets and Innovation may be required to deputise for the Head of the Department, provided that a suitable candidate is found in this selection.

3. WHAT WE OFFER

3.1 What you can expect in the role

The Policy Officer – Energy Retail Markets and Innovation will become part of a growing department, which has multiple areas of activity, whereas on the one hand, closely follows the gas market design, the decarbonisation of the natural gas markets, the uptake of emerging hydrogen, and on the other hand, the evolution of the energy retail markets for both electricity and gas. We are diverse, young and motivated team of approximately 20 people coming from 10 different Member States. You will have a possibility to develop your knowledge and competencies through both on-the-job and specialised training relative to your profile and benefit from the ACER's Mentoring Scheme.

3.2 Work-life balance

At ACER, we are committed to providing a healthy work-life balance, by offering the possibility of hybrid working arrangements that allow you to balance your professional and personal life effectively. With flexible working hours, you can tailor your schedule to suit your preferences, making it easier to manage your commitments both in and outside of work. We believe that a harmonious work-life balance is essential for everyone's well-being and productivity.

3.3 Conditions of employment

Pursuant to Article 2(f) of the CEOS, the successful candidate will be appointed by the Director as a Temporary Staff in Grade AD 7 for a period of 5 years, which may be renewed.

Pay and welfare benefits: The pay of staff members consists of a basic salary, allowances and other benefits. Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to expatriation allowance (16% of the basic salary),

-
- the strengthening of positive market developments and innovations that engage consumers and identify barriers to develop local markets for electricity and decarbonise natural gas,

Empowering retail consumers with the necessary tools to enhance their contributions towards achieving sector decarbonization goals, with a specific focus on promoting active participation in demand response strategies.

household allowance, dependent child allowance, education allowance, pre-school allowance, reimbursement of removal costs, daily subsistence allowance, installation allowance and other benefits. Salaries are exempted from national tax; a Union tax is paid at source.

Additional benefits:

- Annual leave entitlement of two days per calendar month plus additional days for age, grade, 2,5 days' home leave if applicable, and in addition up to 19 ACER holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance.

Estimation of monthly basic salary, with specific allowances where applicable:

Grade/Step	Monthly basic salary (gross)	Estimation of monthly net salary, including specific allowances ³
AD 7, Step 1	7,261.98	6,901.20

3.4. Why Slovenia?

Slovenia's breathtaking nature attracts many outdoor enthusiasts. From well-marked hiking trails and extensive cycling routes to challenging rock-climbing opportunities in the Julian Alps, the country provides ample opportunities for outdoor exploration. Water sports, including kayaking on the Soča River and windsurfing along the Adriatic coast, are popular pursuits. Additionally, winter sports enthusiasts flock to ski resorts such as Kranjska Gora. The country's expansive cave systems, including the renowned Postojna Cave, offer spectacular opportunities, while paragliding provides a unique aerial perspective of Slovenia's stunning terrain.

Location: Slovenia's central location in Europe makes it convenient for travel to other European countries. Ljubljana's proximity to other major European cities can be advantageous for business travel or personal exploration. Ljubljana is surrounded by beautiful natural landscapes, including parks, forests, and mountains. You can take advantage of outdoor activities such as hiking, cycling, or simply exploring the picturesque surroundings. The Ljubljana Marshes, Tivoli Park, and Šmarna Gora are popular destinations for outdoor enthusiasts.

Quality of life: Ljubljana is known for its high quality of life. It's a relatively small and safe city with a charming old town, green spaces, and a vibrant cultural scene. For individuals looking for a good work-life balance, Ljubljana is an attractive option. You can enjoy a fulfilling career while still having plenty of time to pursue hobbies, travel, and socialise.

Cultural diversity and exploration: Ljubljana is a culturally diverse city with a rich history. For someone interested in experiencing different cultures and meeting people from various backgrounds, Ljubljana can offer a welcoming environment. Ljubljana is rich in history and culture, with museums, galleries, and historical landmarks scattered throughout the city. You can explore these cultural attractions at your own pace and delve into Slovenia's rich heritage.

³An estimation of net salary, including the deduction for tax, correction coefficient (87.8% for Slovenia) and social security, adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance).

Please note that allowances depend in any case on the personal situation of the candidate.

Family friendly: Moving to Ljubljana, Slovenia to work at the Agency offers a unique blend of professional advancement and an exceptional quality of life. Ljubljana, the charming capital of Slovenia, provides a welcoming and family-friendly environment with its rich cultural heritage, picturesque surroundings, and excellent infrastructure.

Kindergartens and Schools: All levels of education are offered by both public and private institutions in Slovenia. Private kindergartens and schools offer program in English, French and German besides Slovenian. Parents at ACER are free to enrol their children in a kindergarten of their choice. ACER also provides a contribution to the kindergarten fees for establishments in Ljubljana area.

An **Accredited European School** operates in Ljubljana as of September 2018 to allow dependent children of all ACER statutory staff (including Slovene nationals) to attend a (tuition-free) European-type multilingual education. The school successfully established all of the Primary school levels (P1-P5), Secondary levels are currently available from S1 to S6, with the final S7 level being opened in September 2024/2025, when the first European Baccalaureate will be obtained.

In addition, in case the appropriate education level is not yet available for a child in the accredited European School, up to a certain ceiling, the Agency contributes to the tuition cost of each dependent child attending another international school in Ljubljana area. There are several international schools in Ljubljana (Ljubljana International School, French International School, Vector Academy, etc.). Some Slovenian public schools also offer a program in English as well as the International Baccalaureate program.

Ljubljana stands out as an excellent destination for families due to a combination of factors that cater to their needs and well-being. Firstly, the city's manageable size ensures convenience and accessibility to essential services such as schools, healthcare facilities, and recreational areas. Families can find a range of educational options, including international schools, which offer high-quality education and smooth integration for expatriate children. The city's safe and pedestrian-friendly streets make it an ideal environment for families to explore together, whether it's visiting parks, museums, or participating in community events.

4. REQUIREMENTS

4.1 Eligibility criteria

Candidates will be considered eligible for the selection phase on the basis of the following formal criteria to be fulfilled by the deadline for applications:

- 1) To have a level of education which corresponds to completed university studies of at least four (4) years, attested by a diploma

or

have a level of education which corresponds to completed university studies of at least three (3) years attested by a diploma and professional experience of at least one (1) year;

(Only study titles that have been awarded in the EU Member States or Norway, Iceland and Liechtenstein or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration.)

- 2) By the closing date for applications candidates must, after obtaining the qualifications mentioned in point 3.A.1, have acquired at least six (6) years of appropriate

professional experience⁴;

- 3) To have a thorough knowledge of one of the official languages of the European Union⁵ or Norway, Iceland and Liechtenstein and satisfactory knowledge of a second of these languages (level B2 of CEFR⁶) to the extent necessary to perform their duties;
- 4) To be a national of a Member State of the European Union, Norway, Iceland or Liechtenstein;
- 5) To be entitled to their full rights as a citizen;
- 6) To have fulfilled any obligations imposed by the applicable laws concerning military service;
- 7) To be physically fit to perform the duties linked to the post⁷.

4.2. Selection criteria

The following criteria will be assessed when selecting the candidates for the interviews:

Essential criteria (*minimum 0 and maximum 3 points per criterion*)

- 1) By the deadline for applications, having acquired relevant professional experience in the fields of economics, decision theory and behavioural economics, statistics and/or energy engineering with focus on retail.
- 2) Proven modelling and analytical capabilities in one or more of the following areas:
 - a. Consumer behaviours from the perspective of economic, sociological and psychological theories;
 - b. Local energy markets, platforms and demand-side flexibility and/or
 - c. Regulatory and competition knowledge in the field of energy retail.
- 3) Professional experience and understanding of the energy transformation with a focus on:
 - a. retail service innovation, comprising household, commercial and industrial actors and/or
 - b. evolution of energy communities and flexibility markets as well as renewable communities.
- 4) Proven ability to draft technical, policy, research and other reports and studies on topics related to energy retail or wholesale, targeting different stakeholders ranging from general public to academia or policy makers.
- 5) Project management experience related to all the phases/stages of the project life

⁴ Professional experience is considered only from the time the candidate obtained the diploma required for being eligible. At a later stage, the candidate will be asked to provide supporting documents confirming the length and the level of his/her professional experience.

⁵ The languages of the EU are Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, and Swedish.

⁶ Language levels of the Common European Framework of Reference: <http://europass.cedefop.europa.eu/resources/european-language-levels-cefr>

⁷ Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order for the Agency to be satisfied that he/she fulfils the requirement of article 28(e) of the Staff Regulations of the Officials of the European Union.

cycle.

- 6) Experience in handling and analysing large amounts of data acquired in academic and/ or professional environment and ability to use a variety of methodologies deemed useful in the area of energy retail.
- 7) Proven professional experience in stakeholder management related to retail markets.

Advantageous (*minimum 0 and maximum 1 point per criterion*)

- 1) PhD or further studies in an area relevant to the post.

Candidates are invited to briefly explain in their application form in which positions they acquired their knowledge and professional experience in the specified areas.

5. SELECTION AND APPOINTMENT

The Selection Process will be organised in several consecutive stages:

SCREENING AND SHORTLISTING: A Selection Committee will evaluate all the valid applications against the eligibility and the selection criteria. The group of the highest scoring Applicants, meeting all the eligibility and essential criteria and scoring at least 15 out of the total 22 points for the selection criteria listed in 4.2. above, (hereinafter referred to as “Candidates”), shall be invited for a written examination and an oral interview.

WRITTEN EXAMINATION: testing the technical knowledge required for the post. The highest ranking among the Candidates scoring more than 50% on the written test will be invited to the oral interview with the Selection Committee. The number of invited Candidates shall be, as a minimum, six.

ORAL INTERVIEW: focusing on the following aspects:

- a) Specific competencies and knowledge with reference to the selection criteria of the present selection notice;
- b) General aptitudes to the extent necessary for the performance of the duties in accordance with article 12.2 of the Conditions of Employment of Other Servants (CEOS).

ESTABLISHMENT OF RESERVE LIST: The final score of each Candidate is the sum of the scores obtained on the written examination and the oral interview. All candidates achieving the overall qualifying mark of a minimum of 70% will be placed on the reserve list. The reserve list will be valid until 31/12/2025. Its validity may be extended by decision of the Director.

All candidates will be informed about the outcome of the procedure. Recruitment will be subject to budgetary availability and assignment of posts by the Budgetary Authority.

As part of our selection process, candidates will be asked to provide references from their former or current employments; for senior management positions, this would entail reference from a former or current superior, peer colleague, working at the same hierarchical level, and from a subordinate colleague.

6. EQUAL OPPORTUNITIES

The Agency applies an equal opportunities policy and accepts and treats applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language,

religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

ACER celebrates diversity! We are convinced that diversity is a strength in the workplace and that its harnessing will improve our productive environment, where everyone feels valued, where their talents are being fully empowered, and in which organisational goals are met.

The Agency is fully committed to the provision of equality of opportunity for all its employees through its employment practices, policies and procedures. ACER undertakes to provide a working environment that is sensitive to differences in racial or ethnic origin, religion or belief, disability, age, sexual orientation and gender. The Agency's way of working is based on a model of best practice whereby all employees can reach their full potential.

To this purpose, ACER applies a policy of equal opportunities and takes great care to avoid any form of discrimination in its selection and recruitment procedure: the Agency ensures that no employees nor job applicants is treated inequitably due to gender, marital or parental status, age, sexual orientation, disability, ethnicity, colour, citizenship/nationality or religious belief.

The Agency's premises are set to accommodate needs of persons with disabilities: ACER constantly makes sure to arrange what candidates, visitors and staff consider necessary to enable them to take part in the activities of the Agency.

The Agency offers a complete set of family support measures, from parental and family leaves to kindergarten and school support, better to foster the performance of duties for colleagues with caring responsibilities.

Work opportunities at ACER are open to nationals of the 27 European Union Member States. Currently the Agency employs staff from 26 different nationalities.

7. DATA PROTECTION

The purpose of processing the data that candidates submit is to manage their application(s) in view of possible (pre)selection and recruitment at the Agency. Personal data is processed by and accessible to authorised Agency's personnel. In some cases, an external expert, equally bound by the same data protection principles, may assist the Agency in the selection of candidates.

The Agency adheres to and is regulated by Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

The Agency is supervised by EDPS (<http://www.edps.europa.eu>). For any further enquiries, candidates may contact the Data Protection Officer at DPO@acer.europa.eu. Candidates are invited to consult the privacy statement, which explains how the Agency processes personal data in relation to recruitment and selections, available on the Agency website.

8. HOW TO APPLY?

For applications to be valid, candidates must submit the following documents **in PDF, Word, JPEG or similar format**:

- A complete and detailed curriculum vitae in English;

- **Fully completed Application form** (Application forms that are incomplete, will not be taken into consideration)

Applications must be sent by e-mail by 25 September 2024, 14:00h Ljubljana time.

Applications should be sent by email to SELECTIONS-ACER-2024-10@acer.europa.eu with the following **subject line: ACER-2024-10 NAME SURNAME**

Applications that are not complete or that are received after the deadline are considered as non-valid.

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience etc.) should not be sent at this stage but must be submitted at a later stage of the procedure if requested.

In order to facilitate the selection process, all communications to candidates concerning this selection will be in English.

Under no circumstances should candidates approach the Selection Committee, directly or indirectly, concerning this recruitment. ACER reserves the right to disqualify any candidate who disregards this instruction.

If at any stage in the procedure it is established that any of the information a candidate provided is incorrect, the candidate in question will be disqualified.

For more information on the selection procedure, please consult [ACER's website](#).

9. APPEALS

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within three months from the date of notification to the following address:

Human Resources Management
European Union Agency for the Cooperation of Energy Regulators (ACER)
Trg Republike 3
1000 Ljubljana – Slovenia

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may request judicial review of the act. The appeal must be lodged within three months from the date of notification to the following address:

Registry
The General Court
Rue du Fort Niedergrünewald
L-2925 Luxembourg
Luxembourg

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint about maladministration pursuant to Article 228(1) of the Treaty on

the Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based on, to the following address:

The European Ombudsman
1, Avenue du Président Robert Schuman - BP 403
F-67001 Strasbourg Cedex
France

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union. Please note also that under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.