

## Human rights

Did you know?



The Ombudsman regards the constitutional and legal norms concerning human rights in the State of Israel as cornerstones in the investigation of complaints.

In recent years the Office of the Ombudsman has assisted complainants who were harmed by the infringement of basic rights, including the right to equality, the right to privacy, the right to freedom of expression and the rights of those involved in criminal proceedings.

## Whistleblowers

Did you know?



The Ombudsman is authorized to issue a binding order in order to protect the rights of an employee who has exposed acts of corruption in his place of employment.

Inter alia, the Ombudsman is authorized to grant an order for revocation of the employee's dismissal or for payment of special damages.

## Mediation

Did you know?



In recent years, the Office of the Ombudsman has conducted mediation proceedings in appropriate complaints. The use of mediation enables the investigation procedure to be adapted to the circumstances of the complaint and increases the chances of successfully resolving the dispute between the complainant and the public body.

Matters dealt with by the Office of the Ombudsman by mediation are, inter alia, employment relations, removal of hazards and nuisances and the conduct of public servants.

## Addresses of the offices of the Ombudsman

### Nazareth

85 Paulus Hashishi St., Hamercz Halavan  
POB 50400, Nazareth 1616202  
Tel. 04-6455050  
Fax 04-6455040

[nazeret@mevaker.gov.il](mailto:nazeret@mevaker.gov.il)

### Haifa

12 Hassan Shukri St., Hadar  
POB 4394, Haifa 3104301  
Tel. 04-8649748  
Fax 04-8649744

### Tel Aviv-Jaffa

19 Ha'arba'a St. (13th Floor)  
Migdal Hatichon  
POB 7024  
Tel Aviv-Jaffa 6107001  
Tel. 03-6843555  
Fax 03-6851512

Scan the code



for the  
Ombudsman's website

### Jerusalem

2 Mevaker Hamedina St.  
Kiryat Haleom  
POB 1081  
Jerusalem 9101001  
Tel. 02-6665000  
Fax 02-6665204

### Lod

1 Hatzionut Blvd.  
Migdal Keysar  
POB 727, Lod  
Tel. 08-9465566  
Fax 08-9465567

[lod@mevaker.gov.il](mailto:lod@mevaker.gov.il)

### Be'er Sheva

8B Henrietta Szold St.  
Rasco City Building  
POB 599, Be'er sheva  
Tel. 08-6232777  
Fax 08-6234343

[beersheva@mevaker.gov.il](mailto:beersheva@mevaker.gov.il)

## Ways of contacting the Office of the Ombudsman

**Online form** [www.mevaker.gov.il](http://www.mevaker.gov.il)

**Email** [ombudsman@mevaker.gov.il](mailto:ombudsman@mevaker.gov.il)

**Fax** 02-6665204

**Regular mail** 2 Mevaker Hamedina Street, Kiryat Haleom,  
POB 1081, Jerusalem 9101001

**Facebook** Office of the State Comptroller and Ombudsman

**At the offices of the Ombudsman** in person or by posting a letter  
in a designated postbox

This leaflet contains general information only and is not a binding text. The full and binding provisions with regard to the investigation of complaints and the authority of the Office of the Ombudsman are detailed in State Comptroller Law, 5718-1958 [Consolidated Version]



Office of the State Comptroller  
and Ombudsman

# The Office of the Ombudsman



The State Comptroller is also the  
Ombudsman and he performs this function  
through the Office of the Ombudsman

## Who may complain?

Any person, of any age



## What may be the subject of a complaint?

**An act or omission**  
which harms the complainant

or

prevents him from receiving a benefit

**if the act or omission**  
is against the law

or

is without legal authority

or

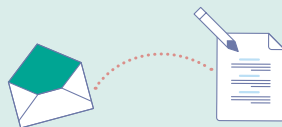
is contrary to good governance

or

amounts to excessive inflexibility  
or flagrant injustice

## What documents must be attached to the complaint?

- ✓ Contact details (telephone, e-mail address, etc.)
- ✓ Copies of correspondence with the body complained about on the subject of the complaint
- ✓ Replies received from the body complained about
- ✓ Any other relevant document



## About whom may one complain?

- Government ministries
- Local authorities
- State enterprises and institutions
- Government companies
- Other public bodies as determined by law

## Which complaints will not be investigated?

- A complaint about private bodies and private individuals
- A complaint about state bodies, such as the President of the State or the Knesset (the Israeli Parliament)
- A complaint about a judicial or quasi-judicial action
- A complaint in a matter pending in court or on the merits of which the court has made a substantive decision
- A complaint of a person serving in the IDF regular forces or reserves, a policeman or warder concerning service or discipline
- A complaint by a civil servant or employee of a body against which a complaint may be filed, in a matter concerning his service as an employee (unless the complaint deals with an act which deviates from the provisions of a statute, State Service Regulations or a collective agreement)

## Important things to know

- Before turning to the Office of the Ombudsman, it is necessary to approach the relevant body and request its response (exhaustion of proceedings)
- Filing a complaint is free of charge and does not require representation by a lawyer
- A complaint may not be filed anonymously
- A complaint may be filed in a foreign language
- Assistance is provided to people with disabilities as required

## Complaint investigation procedure

