



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



Receipt of the complaint

Is the Office of the Ombudsman authorized to investigate the complaint?



Transfer to mediation

Investigation of the complaint

- Supplementation of the complainant's details
- Factual and legal examination of the complaint
- Request for response from the body complained about

The Office of the Ombudsman may request from any person or body information and documents that are likely to assist in the investigation of the complaint; Investigation of the complaint is not bound by rules of procedure or laws of evidence



Notice to the complainant of lack of authority

(for example, a body about which it is not possible to complain to the Office of the Ombudsman; no direct harm; the matter is pending in court)

Completion of the investigation without a decision

(for example, the complaint was rectified; the complainant withdrew his complaint; it became evident that the Office of the Ombudsman does not have authority to investigate the complaint)

Decision



The complaint is justified

Notice to the complainant

Notice to the body complained against about the defect and the manner in which it must be rectified

Monitoring the rectification of the defect



The complaint is not justified

Notice to the complainant and the body complained about concerning the findings of the investigation

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

Haifa
12 Hassan Shukri St., Hadar
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Tel. 04-8649748
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POB 599, Be'er sheva
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Scan the code



for the

Ombudsman's website

Ways of contacting the Office of the Ombudsman

Online form www.mevaker.gov.il

Email 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]