



PROVEDOR DE JUSTIÇA
Gabinete

Portuguese Ombudsman publishes English version of his 2010 Report to the Parliament

The English version of the Portuguese Ombudsman's 2010 Report to the Parliament is already available on the website of the Ombudsman, at http://www.provedor-jus.pt/restrito/pub_ficheiros/Relatorio_ar_2010ingles.pdf.

The Report was originally delivered to the President of the Parliament on 6th July 2011 and on 28th September the Portuguese Ombudsman, Alfredo José de Sousa, attended a meeting of the Parliamentary Committee on Constitutional Matters, Rights, Freedoms and Guarantees, to discuss the conclusions contained therein.

As mentioned in the Report, in 2010 the Ombudsman opened a total of 6505 cases, of which 6488 pursuant to complaints submitted by the citizens.

The majority of these complaints related to social security, public employment and justice matters.

The Ombudsman also opened 17 cases on his own initiative. Of these, 4 related to inspections regarding children's institutions, elderly homes, employment centers and detention centers for foreigners not admitted into or being expelled from Portugal.

The Ombudsman's toll-free Children's Hotline and Elderly Citizens Hotline received 856 and 2706 calls, respectively. The issues most often addressed to the Children's Hotline were conflicts in the exercise of parental responsibilities, cases of physical and psychological abuse and cases of negligence. As for the Elderly Citizens Hotline, the questions most frequently raised related to home support, health and cases of abuse.

Cabinet of the Portuguese Ombudsman, 11th November 2011