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Press release

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Annual Report 2019

The Catalan Ombudsman demands the safeguard of social rights, the sustainability and the defence of freedoms in the face of growing vulnerability, climate change and the erosion of civil rights

- During 2019, 10,543 complaints from 22,993 people have been filed, 8,843 queries were processed and 222 ex officio actions were initiated. And, overall, 26,358 files have been processed and more than 30,000 people have been served
- Due to the increasing number of complaints related to social emergency situations, the Ombudsman calls for immediate action which effectively responds to the more than 1,300 coexistence units concerned
- The protection of the biodiversity of spaces in urban, infrastructure or extractive projects has led to a thousand complaints
- In the same year that the Pact against school segregation was signed, several of the actions envisaged have already been implemented
- Regarding migrant children and adolescents in transit without family, a strategy for these migrant adolescents and young people in the different municipalities of Catalonia must be urgently deployed
- The Catalan Ombudsman has finalized its first Equality Plan for the period 2019-2022 in the field of gender equality

The Catalan Ombudsman, Rafael Ribó, accompanied by the two deputies, Jaume Saura, and M. Jesús Larios, today delivered to the President of Parliament, Roger Torrent, the annual report of the institution for the year 2019.

On year 2019, complaints and ex officio actions on the protection of social rights again constituted the largest block of actions, with 32% of those initiated during the year. In the field of education, mainly due to complaints about access to centres and pre-enrolment, and in the field of health, because of waiting lists and issues regarding the rights and duties of patients, there has been an increase in complaints over the previous year. The most significant increase, however, was in residential emergency situations, often of families with children.

On the other hand, territorial policies, which include environment, urbanism and mobility, account for about 30% of the complaints initiated by the Catalan Ombudsman during 2019. In addition, consumer rights represent around 10% of the complaints and more than 20% of the queries received during this financial year.

Wide acceptance of the Catalan Ombudsman's resolutions and improved satisfaction with the Catalan Ombudsman's performance

Of the actions completed, irregularities were detected in 49.3% of cases, and in 37.7% of them the problem was solved without the need for a resolution by the Catalan Ombudsman.

With regards to the acceptance of the Catalan Ombudsman's resolutions, and following the trend of previous years, it is remarkable that in 98.7% of cases in which an irregular performance of the Administration was detected, the Catalan Ombudsman recommended or suggested measures, which were fully or partially accepted.

Another important fact worth noting is the efficiency of the Catalan Ombudsman, measured in resolving problems and compliance with resolutions that have previously been fully or partially accepted by the Administration. In this sense, in 63.7% the problem was solved or the resolutions of the Catalan Ombudsman were fulfilled, while in 36.2% of cases they were still being implemented.

In terms of the level of satisfaction with the service received, one third of the respondents are very satisfied or satisfied. The average grade obtained, with a scale of 0 to 10, was 6.76 and substantially improves that of the previous year, which was 6.1.

As a result of the implementation of the electronic office, 65% of the users who answered the satisfaction survey stated that they had used it, and 85.2% were satisfied or very satisfied with its operation.

Actions of the Catalan Ombudsman processed during 2019 by matters

	Complaints		AO		Queries		Total	
	N	%	N	%	N	%	N	%
Social Policies	5.222	30,92	427	68,21	2.826	31,96	8.475	32,15
Education and research	1.464	8,67	131	20,93	486	5,50	2.081	7,90
Childhood and adolescence	1.095	6,48	240	38,34	499	5,64	1.834	6,96
Health	1.290	7,64	14	2,24	696	7,87	2.000	7,59
Social services	1.188	7,03	19	3,04	817	9,24	2.024	7,68
Labour	82	0,49	3	0,48	277	3,13	362	1,37
Discrimination	103	0,61	20	3,19	51	0,58	174	0,66
Public Administration and taxation	3.843	22,75	42	6,71	1.642	18,57	5.527	20,97
Public Administration	3.267	19,34	28	4,47	1338	15,13	4.633	17,58
Taxation	576	3,41	14	2,24	304	3,44	894	3,39
Consumer Affairs	1.806	10,69	20	3,19	1.858	21,01	3.684	13,98
Territorial policies	4.984	29,51	40	6,39	1.271	14,37	6.295	23,88
Environment	2.672	15,82	26	4,15	467	5,28	3.165	12,01
Housing	492	2,91	4	0,64	525	5,94	1.021	3,87
Urbanism	1.820	10,78	10	1,60	279	3,16	2.109	8,00
Public safety and justice	988	5,85	89	14,22	612	6,92	1.689	6,41
Culture and language	46	0,27	8	1,28	35	0,40	89	0,34
Others					599	6,77	599	2,27
Total	16.889	100,00	626	100,00	8.843	100,00	26.358	100,00