



Information about the respondent

1. You are replying: *

- As a private individual
- On behalf of an organisation

2. How old are you? *

- 15-24
- 25-39
- 40-54
- 55-64
- 65+

3. What is your gender? *

- Male
- Female
- Other/ prefer not to indicate

4. What is your nationality? *

Austrian
Belgian
British
Bulgarian
Croatian
Cypriot
Czech
Danish
Dutch
Estonian
Finnish
French
German
Greek
Hungarian
Icelandic
Irish
Italian
Latvian
Lichtensteiner
Lithuanian
Luxembourgish
Maltese
Norwegian
Polish
Portuguese
Romanian
Slovak
Slovenian
Spanish
Swedish
Other

5. What is your highest level of education? *

- Below secondary school
- Secondary school
- Non-university tertiary education / vocational school
- Bachelor's degree
- Masters or Ph.D.
- Graduate or professional degree from vocational school
- Prefer not to indicate

6. What is your current occupation? *

- Student
- Employed in national public sector/ civil servant
- Employed in private sector
- Employed in the non-governmental sector
- Employed in academic/research institution
- Employed or work for an EU institution or agency
- Employed by international organisation (other than EU)
- Self employed
- Unemployed or temporarily not working
- Unable to work
- Retired

7. Have you studied, worked or lived in an EU Member State other than your country of origin? *

Yes

*

No

8. e-mail address (optional) *(if you give your consent to receive the results of the consultation, and/or to be contacted)*

9. Full name (optional)

10. How many employees does your organisation have? *

- 1-9
- 10-49
- 50-249
- 250-499
- 500 or more

11. Please indicate the type of organisation *

- Private company
- National, regional or local public authority
- International or European public authority
- Non-governmental organisation
- Academic institution
- Media
- Consumer organisation/ industry association/ trade union
- Consultancy/law firm/ think tank
- Other private body
- Other public body
- Other, please specify

*

12. Where is your organisation primarily based? *

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- United Kingdom
- Non EU

13. Does your organisation operate in more than one country? *

- Yes
- No

14. Is your organisation included in the Transparency Register? *

- Yes
- No

15. Field of activity or sector (optional)

16. e-mail address (optional) *(if you give your consent to receive the results of the public consultation, and/or to be contacted)*

17. Name of the organisation (optional)

18. Please choose from one of the following options concerning the use of your contribution: *

- My/our contribution can be published directly with my personal/organisation information (I consent to publication of all information in my contribution in whole or in part including my name/the name of my organisation, and I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication). Note that your answers may be subject to a request for public access to documents under Regulation (EC) No 1049/2001.
- My/our contribution can be published directly provided that I/my organisation remain(s) anonymous (I consent to publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) provided that this is done anonymously. I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication. I am aware that I am solely responsible if my answer accidentally reveals my identity.
- My/our contribution cannot be published directly but may be included within statistical data (I understand that my contribution will not be published directly, but that my anonymised responses may be included in published statistical data, for example, to show general trends in the response to this consultation).

Administrative law | European Parliament

19. Have you or your organisation had direct experience of dealing with the administration of the European Union? *

- Yes, I (or my organisation) has had direct experience(s) of dealing with the EU administration
- No, I (or my organisation) has never had direct experience of dealing with the EU administration

20. How many times have you (or your organisation) dealt directly with the EU administration? *

- 1
- 2-5
- 6-7
- 8-10
- more than 10 times

21. Please indicate with which EU institutions, bodies or agencies you had contact(s) and what is your general evaluation of this specific direct experience?

*(More than one choice of institution is possible; please indicate, however, only institutions with which you have had direct experience. If you have not had direct experience, please mark 'No direct experience') **

	Very positive	Positive	Negative	Very Negative	No direct experience
Council of the EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European Anti-Fraud Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European Commission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European External Action Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European Ombudsman	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European Parliament	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European Personnel Selection Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EU Agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="Enter another option"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. If you have had contact with the administration of more than one EU institution, body or agency, did you experience any substantial differences in how different institutions handle citizens' / companies' requests (including timeframe, procedural rights, etc.)? *

- Not applicable, I have had contact with only one institution
- No, there were no differences in how different institutions dealt with requests/complaints
- Yes, there were differences in how different institutions dealt with requests/complaints

23. If yes, please explain

24. Why did you contact an EU institution, body, office or agency? *

- Access to documents
- EU competition law including state aid, cartels, mergers or any other anticompetitive behaviour of undertakings
- EU Staff Regulations
- Execution of contracts/ commercial interest/ contractual disputes
- Infringement proceedings (other than competition law)
- Issues related to the award and implementation of tenders or grants
- Issues related to calls for tender
- Personnel selection procedures, including EPSO competitions
- Request concerning transparency register
- Request for authorisation or a certificate
- Request for general information
- Violation of fundamental rights
- Other

25. If other, please specify *

26. Please specify the EU policy area concerned by your contact with the EU institution (e.g. environment, health and food safety, consumer protection, agriculture, budget).

27. In general, how long did it take from the first contact with the EU administration until you received a final answer? *

- Less than 1 month
- Between 1-2 months
- 3-5 months
- More than 6 months
- More than 1 year
- I have never received an answer
- I do not remember

28. How would you in general evaluate your direct experience with the EU administration? *

- Very positive
- Rather positive
- Experience is mixed
- Rather negative
- Very negative
- I don't know

29. You have indicated that you have had contact with the EU administration but your experience was negative or mixed. Why? What were the main problem(s) you directly experienced? (max. 5 choices)

- I could only find very general information and I could not easily understand the correct procedural steps that I needed to take and whom to contact in order to solve my issues or concerns
- I could not find or easily locate information in my language or there were language inconsistencies
- I had difficulties in identifying the service responsible
- I had difficulty in finding information
- I had difficulty in reaching the responsible service and/or finding contact data for my type of concern
- I had difficulty with the access to electronic services (outdated web pages/ broken links/ wrong re-direction/ etc.)
- I did not receive any reply
- I felt that my specific questions were not answered by the responsible service
- I received only a very general reply which did not answer my question/request/concern
- The procedure was too long
- I felt that my right to be heard was not respected by the responsible service handling the case
- I felt that the responsible service dealing with my issue was not knowledgeable/ competent
- I felt that the responsible service dealing with my issues was not impartial and fair
- I felt that the whole procedure was not objective because I received inconsistent information and advice from a responsible service
- I have received conflicting information from different services dealing with my file
- I was not sufficiently informed about each procedural step and the timeframe for handling my file
- The grounds for the decision regarding my request/complaint were not clearly explained by the responsible EU service. Therefore, I could not understand the reasons and the legal grounds for the reply I received.
- I did not receive an acknowledgement of receipt and indication of the responsible service which would deal with my request.
- I did not receive any information on the possibilities of appealing the decision received.
- I did not receive a reply to my request in the EU language of my choice.
- I felt that communication with the responsible service was not easy or polite.
- I find the procedure applicable to my request/ concern/ issue excessively complex. For example, too many procedural steps, too many documents required, etc.
- I received a reply that my request/complaint was sent to the wrong EU administration, but I did not receive any information as to which service is competent to deal with my issue, nor was my request/complaint automatically transferred to the competent service/institution.
- Other

30. If other, please specify *

31. You have indicated that you have had direct contact with the EU administration and your experience was positive or mixed (max. 5 choices). *

- I could easily find information about the responsible service and the procedural steps to take.
- I could easily reach the responsible service and/or find contact data for my type of concern.
- I could easily understand the correct procedural steps I needed to take and whom to contact in order to solve my issues or concern.
- I could easily find information in my language.
- I had no difficulty with access to electronic services (outdated web pages / broken links/ wrong re-direction/ etc.)
- I received a timely reply and was informed about each procedural step.
- I received a sufficiently detailed answer to my question/request/concern.
- The reply I received answered the specific questions I had asked and/or provided the specific information I had requested.
- The procedure was concluded within a reasonable time.
- I felt that my procedural rights were fully respected by the responsible service handling the case.
- I felt that the procedure was objective because I received detailed information and advice from the responsible service.
- I felt that the service dealing with my issue was impartial and fair.
- I felt that the service(s) dealing with my issue was knowledgeable/ competent.
- I received clear and consistent information from different services dealing with my file.
- I was sufficiently informed about each procedural step and the approximate timeframe for handling my file.
- The grounds for the decision regarding my request/complaint were clearly stated by the responsible EU service. Therefore, I could fully understand the reasons and legal grounds for the reply I received.
- I felt that communication with the responsible service(s) dealing with my issue was easy and polite.
- I found the procedure applicable to my request/ concern/ issue simple and well explained.
- I received a reply that my request/complaint had been sent to the wrong EU service and I received information about which service was competent to deal with my issue.
- I received a reply to my request in the EU official language of my choice
- I received an acknowledgement of receipt and indication of the responsible service that would deal with my request.
- I received information on the possibilities of appealing the decision received.
- Other

32. If other, please specify *

33. Based on your direct experience how would you evaluate on a scale of 1 (very problematic) to 6 (not problematic) the following elements of the provision of services by the EU administration? *

	1	2	3	4	5	6
Administrative burden: costs for citizens or companies to obtain the service (i.e. number of procedural steps, time spend by a person on the total procedure)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costs incurred for obtaining information: costs for citizens or companies related to obtaining information concerning the procedure necessary to obtain the service (i.e. time spent on searching the information or hiring help for finding the correct information)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delay costs: costs for citizens or companies related to the length or delay in providing an administrative service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operational incoherence costs: costs for citizens or companies related to the operational or regulatory inefficiencies of EU administration in providing the service (i.e. multiple agencies, institutions or bodies responsible for the same/similar type of inquiry that provide potential conflicting outcomes; necessity to submit the same/similar documents/ papers numerous times)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Based on your direct experience, on the scale 1 to 6 (1 very difficult - 6 very easy) How easy/difficult were the following 4 stages of the EU's administrative proceedings?

Please mark each stage on the scale of 1 to 6. If your interaction did not cover all four stages of administrative proceedings please mark, 'not applicable'. *

	1	2	3	4	5	6	Not applicable	Do not know
Initiation of the administrative procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of the administrative procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conclusion of the administrative procedure (including remedies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of corrections of errors, rectification and withdrawal of the administrative acts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. Optional: please explain or provide additional details about your direct experience at the different stages of administrative proceedings.

36. A number of EU legal acts and policy documents guarantee certain procedural rights to citizens and companies in EU administrative proceedings. Based on your experience, do you see any problems/shortcomings related to the functioning of the EU administration and/or application/enforcement of EU rights and principles? *

- Yes, I think certain right(s) or principle(s) requires further reinforcement at EU level
- No, I do not see any issues with the current functioning of the EU administration, and therefore nothing needs to be reinforced
- Other

37. If other, please specify *

38. A number of EU legal acts and policy documents guarantee certain procedural rights to citizens and companies in EU administrative proceedings. Based on your experience, please mark the most important rights or principles that, in your opinion, require further reinforcement at the EU level (max. 5 issues). *

- Anti-discrimination
- Data protection rules (including the obligation to grant access to one's file)
- Impartiality, independence and objectivity
- Obligation to act with objectivity
- Obligation to be proactively transparent in EU decision making
- Obligation to comply with contractual rights
- Obligation to deal properly with issues related to lobbying
- Obligation to deal properly with requests for information
- Obligation to deal properly with requests for public access to documents
- Obligation to give reasons for decisions
- Obligation to make an appeal available
- Obligation to make full and timely payments
- Obligation to properly deal with revolving door situations
- Obligation to properly deal with whistleblowing situations
- Obligation to properly deal with issues of conflicts of interest
- Obligation to protect rights of persons with disabilities
- Obligation to respect language rights
- Obligation to respect legitimate expectations
- Obligation to respect other rights and duties resulting from the Charter of Fundamental Rights and not covered by the above list
- Obligation to respect other rights and duties resulting from the Staff Regulations and not covered by the above list
- Obligation to respect the right to be heard
- Obligation to take a timely decision
- Obligation to transfer to the competent service
- Obligation to transmit a decision to interested parties
- Respect of courtesy
- Respect of fairness
- Respect for the principle of proportionality
- Other

39. If other, please specify *

40. Optional - Please explain why in your opinion those issues require reinforcement?

41. You have indicated that you have had no contact with the EU administration. Why? *

- I am not aware of what the EU administration actually does
- I do not trust the EU administration
- I had a situation where I wanted to contact EU services but I did not know how to do it
- I had a situation where I wanted to contact EU services but I was discouraged by colleagues or friends because of a negative experience they had had. I felt it would be a waste of time
- There was no need, but if such a situation occurs I do not know how to contact the EU administration
- There was no need, but if such a situation occurs I know how to contact EU administration
- Other

42. If other, please specify *

43. Optional: This is the end of section I on direct experience.

If you would like to share any further details or observations on your direct experience with the EU services or provide more detailed explanations to the answers to the questions above, please provide it here

44. Based on what sources of information do you form your opinion regarding EU services/administration? (max. 3 options) *

- Direct experience
- Experience of friends or colleagues
- Information from mass media (newspapers, TV, etc.)
- Information from social media
- Information from various internet sources
- Professional interests (i.e. I work for the EU institutions; I am an academic studying EU institutions; I work for an organisation that closely follows the work of the EU institutions)
- Other

*

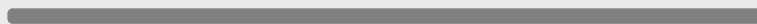
45. Generally speaking, what is your impression of the functioning of the EU services/administration in relation to the provision of services to citizens and companies? *

- Very good
- Rather good
- Rather bad
- Very bad
- Don't know

46. In your opinion, how easy or difficult is it to contact and receive information from the EU administration?

Scale (1 very difficult; 2 difficult; 3 neither difficult nor easy; 4 easy; 5 very easy) *

1 very difficult



5 very easy

47. In your opinion, do citizens and companies have the same/similar standards of protection of rights and administrative procedural guarantees (for example, time limits to request information or submit a complaint; right to access to the file, type of remedies available) across all EU institutions/agencies? *

- Yes, I think all EU institutions and agencies have similar standards and procedural guarantees
- No, I think each EU institution and agency has established different standards and procedural guarantees
- I do not know

48. Based on your view on how the EU administration should work, please rank in the order of importance the following 11 rights and principles

(1 most important - 11 less important)*

Drag items from the left-hand list into the right-hand list to order them.

Accountability	
Culture of service	
Ethics	
Good management of personnel issues, including recruitment	
Proper use of discretion (including in infringement procedures)	
Public participation in EU decision-making	
Respect for fundamental rights	
Respect for procedural rights, such as, for example the duty to state grounds for a decision	
Responsiveness	
Sound financial management	
Transparency	

49. In your opinion, has the function of the EU administration improved in the last 5 years? *

- Completely disagree/ rather disagree Neutral Completely agree/ rather agree I do not know

50. In general, do you know what services the administration of EU institutions and agencies provide to citizens and companies? *

- Yes, I know very well (professionally involved) what services are provided to citizens and companies
- Yes, I have a general idea of what services are provided to citizens and companies
- No, I have only a very vague idea of when citizens or companies may come into contact with EU institutions or agencies
- No, I do not know what EU institutions or agencies do for citizens or companies
- Other

51. If other, please specify *

52. In general, how familiar do you feel with each of the following instruments and rights related to the EU administrative procedure? *

	extremely familiar	very familiar	not very familiar	not at all familiar	don't know
Access to European Parliament, Council and Commission documents by the general public (Regulation 49/2001)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European Code of Good Administrative Behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European Parliament Resolution of 9 June 2016 on an open, efficient and independent European Union administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The right to lodge a complaint with the European Ombudsman	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The right to submit a petition to the European Parliament	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

53. Please read the statements below related to the EU administration and EU administrative procedure and, based on your knowledge, indicate whether you think it is correct or not correct. If you do not know, please mark accordingly. *

	Correct	Not correct	Don't know
Any citizen or resident of the European Union, as well as any company, organisation or association with its headquarters in the European Union may submit a petition to the European Parliament on a subject which comes within the European Union's fields of activity and which affects them directly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Currently, in the EU there is no legally binding code of administrative procedure applicable to all EU institutions, bodies, offices and agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EU administrative procedural rights and applicable rules are included in a variety of EU binding and non-binding legal instruments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 'European Code of Good Administrative Behaviour' developed by the European Ombudsman and endorsed by the European Parliament is binding on European institutions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Charter of Fundamental Rights of the European Union provides a fundamental right to good administration.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The European Ombudsman is the main non-judicial EU body charged with the task of addressing possible instances of maladministration by the EU administration.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

54. Optional: This is the end of section II on general attitudes, perceptions and knowledge about EU administrative law and procedures. Please provide here any other observations, comments or suggestions or explain in more detail the answers you gave to the questions in this section.

55. Generally speaking, do you think that the EU should take additional measures to reinforce EU admin procedure? *

- Yes, the EU should take further measures in the area of EU administrative procedure
- No, the EU should not take any further measures in the area of EU administrative procedure
- I do not know

56. You have indicated that you support further additional measures in the area of EU administrative law. In your opinion, what additional measures should be taken by the EU to help citizens and organisations? *

	Yes	No	I do not know
Measures to enforce citizens' right to good administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measures to guarantee minimum procedural standards equally applicable across all EU institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measures to simplify EU administrative rules and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="Enter another option"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

57. In your opinion, how can the EU best reinforce the functioning of the EU administration? *

- The EU should adopt a new law that would provide minimum general standards applicable to all EU administrative procedures. Those general standards may be complemented by sectorial standards/rules as and when needed (for example, in the area of competition law or public procurement).
- The EU should adopt a new law that would set fully harmonised standards applicable to all EU administrative procedures and sectors of EU law.
- The EU should adopt a non-binding code of conduct applicable to all EU institutions and agencies.
- The EU should not adopt any new rules but rather focus on technical solutions simplifying access of citizens and companies to the EU-administration, i.e. for example introduce more e-services.
- The EU should not adopt any new rules but try to improve already existing legislation.
- Other

58. If other, please specify *

59. Why do you think the EU should take action in the area of EU administrative law? *(Please select max. 3 issues that you consider most urgent/ important) **

- To improve accessibility of the EU administration for the most vulnerable groups of citizens (i.e. citizens with reduced mobility, citizens with impaired hearing or vision, older people).
- To improve availability and openness of the EU administration for citizens and companies (for example, to have clear information on which EU agency/institution/ service need to be contacted and how this agency could be contacted; the type of services provided by the EU agency/institution/ service).
- To improve linguistic accessibility of the EU administration for citizens and companies (to receive a reply or information in one of the EU official languages).
- To improve the efficiency of the EU administration (time limits, quality of answers, etc.) in providing services to citizens and companies.
- To improve the level of protection of citizens' and companies' rights, including rights related to access to information and enforcement rights.
- To improve transparency of the EU administration (for example, clarity of the basis on which a decision by an EU institution is adopted, or of the procedural steps necessary to obtain information or submit a complaint) in the context of contacts between citizens/companies and EU institutions in the provision of services.
- To reduce the costs (monetary and non-monetary) for citizens and companies to request information from, or to submit a complaint to, the EU administration.
- To reduce the costs for EU administration (for example simplify procedures, introduce more e-services and advanced technological solutions).
- Other

60. If other, please specify *

61. Optional: This is the end of section III on possible actions by the EU.

If you would like to share any further details, observations, recommendations or suggestions on the actions or policy options that the EU should adopt to improve EU administrative law, please provide them here. Here you could also provide any other comments, recommendations, references to publications or other material related to the problems and solutions concerning the EU administrative procedure.