

Handling of citizens' concerns in case of questions about the Office of Social Services

If you have questions about the Social Services Agency or general problems with the Agency, the ombudsmen are the right people to contact. They receive advice and assistance and can offer criticism and praise.

Due to the current situation, the Social Centres of the Office of Social Services in the City of Bremen have currently restricted open consultation hours and home visits. Citizens are therefore asked to voice their concerns by telephone or e-mail. In special cases a personal appointment can be arranged. Appropriate emergency services are available in all social centres.

Competent Department

- [Amt für Soziale Dienste - Bürgerbeauftragter](#)

Basic information

The Social Services Agency ("AfSD") has two ombudsmen to whom citizens can turn if

- they have general problems with the AfSD, for example, if they wish to make complaints or criticism.
- they need general assistance in dealing with the Office of Social Services.
- they wish to inform the AfSD of social grievances.

The ombudsmen are not responsible for dealing with specialist cases. Citizens who require specific information on ongoing proceedings should first contact the relevant officials. The ombudsmen can also help in the search for competent clerks.

Requirements

There are no specific conditions for contacting the Ombudsmen. However, it should be borne in mind that the ombudsmen are only responsible for general questions, and cannot provide information on or take decisions in ongoing proceedings.

Procedure

Citizens who wish to contact the Ombudsmen can do so by

- by telephone at the times and telephone numbers indicated under "Responsible office",
- by e-mail,
- by fax
- and, if necessary, also personally by appointment.

The matter will then be discussed together and justified complaints will be followed up. Any criticism voiced will be taken as an opportunity to improve procedures and optimize citizen service.

Legal bases

- [Grundgesetz Artikel 17 \(GG Art. 17\)](#)

More information

In addition to the ombudsmen at the Office of Social Services, there are various responsibilities that must be taken into account when choosing the right contact:

- For general questions, criticism and complaints concerning the Senatorial Office of the Senator for Social Affairs, Children, Youth and Women, citizens must contact the Ombudsman responsible there.
- If financial inconsistencies are suspected, the department's anti-corruption officer must be contacted.
- For general questions, criticism and complaints concerning other departments and senatorial services, the ombudsmen there should be contacted.
- For general questions about the Free Hanseatic City of Bremen, please contact the Bürgertelefon Bremen ("BTB") at +49 421 3610 at local rates.

How long does it take to process

The processing time depends on the individual case brought in and cannot be named as a lump sum.

What are the costs?

The processing is free of charge.