

# Dealing with citizens' concerns regarding the senatorial office of the Senator for Labor, Social Affairs, Youth and Integration

If you have questions about the Senatorial Office of Labor, Social Affairs, Youth and Integration or general problems with this office, the Ombudsman is the appropriate point of contact.

## Competent Department

- [Bürgerbeauftragte der senatorischen Dienststelle bei der Senatorin für Arbeit, Soziales, Jugend und Integration](#)

## Basic information

The senatorial office of the Senator for Labor, Social Affairs, Youth and Integration has an ombudsman who citizens can contact if

- they have general problems with the office, for example, they want to make complaints and criticisms.
- they need general assistance in dealing with the office.

The Ombudsman is not responsible for handling specialized procedures or appeals. Citizens who require specific information on ongoing procedures must contact the relevant case officer.

## Requirements

There are no special requirements for contacting the Ombudsman. However, it should be noted that the Ombudsman is only responsible for general questions and cannot provide information on ongoing proceedings.

## Procedure

Citizens who wish to contact the Ombudsman can do so by

- by telephone,
- by e-mail, or by fax.
- by fax.

The concern will then be taken up, and justified complaints will be followed up. Criticism is taken as an opportunity to improve processes and optimize citizen service.

## **Legal bases**

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

## **More information**

There are various responsibilities beyond the ombudsman at the senatorial office of the Senator for Labor, Social Affairs, Youth and Integration, which must be taken into account when choosing the right contact:

- For general questions, criticism and complaints about the Office for Social Services ("AfSD"), Bürger:innen must contact the ombudsmen responsible there.
- In case of suspicion of financial inconsistencies, the anti-corruption officer of the department or the Central Anti-Corruption Office ("ZAKS") should be contacted.
- For general questions, criticism and complaints about other departments and senatorial departments, the ombudsmen there should be contacted.
- General questions about the Free Hanseatic City of Bremen can be answered by the Bremen Citizens' Helpline ("BTB") on 115 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.