

Processing of citizens' concerns in connection with questions concerning the Senatorial Department of the Senator for Social Affairs, Youth, Integration and Sport

If you have questions about the Senator's Office of the Senator for Social Affairs, Youth, Integration and Sport or general problems with this office, the Ombudsman is the right place to go.

Competent Department

- [Der Bürgerbeauftragte der senatorischen Dienststelle der Die Senatorin für Soziales, Jugend, Integration und Sport](#)

Basic information

There is an ombudsman for the senatorial department of the Senator for Social Affairs, Youth, Integration and Sport ("SJIS") to whom citizens can turn if

- they have general problems with the job, such as complaints and criticism
- they need general assistance in dealing with the job.

The Ombudsman is not responsible for dealing with specialist procedures and appeals. Citizens who require specific information on ongoing proceedings must contact the relevant clerks.

Requirements

There are no specific conditions 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 phone,
- by a message by e-mail or
- by fax.

The request will then be taken up 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 ombudsman at the senatorial department of the Senator for Social Affairs, Youth, Integration and Sport, there are various responsibilities that must be taken into account when choosing the right contact:

- For general questions, criticism and complaints concerning the Office for Social Services ("AfSD"), citizens must contact the ombudsmen responsible there.
- If financial inconsistencies are suspected, the departmental anti-corruption officer or the Central Anti-Corruption Office ("ZAKS") 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.