**Update of the arrangements for submitting requests and complaints (Article 90(1) and (2) of the Staff Regulations) and requests for assistance (Article 24 of the Staff Regulations)**

N° 79-2013 / 19.12.2013

This Administrative Notice updates the information published on 18 June 2006 in Administrative Notice no 28-2006.

The Staff Regulations as revised on 1 January 2014 have reinforced certain provisions aimed at ensuring that the European civil service lives up to the highest standards of professional ethics and remains independent at all times.

In order to protect officials who on the basis of Articles 22a and 22b of the Staff Regulations report legitimate presumptions of corruption, fraud and other serious irregularities they discover in the line of duty (so called "whistleblowing"), the new Article 22c obliges all EU institutions to put in place a procedure for the handling of complaints made by officials concerning the way in which they were treated as a result of their action[[1]](#footnote-1). In particular, the new Article 22c of the Staff Regulations requires internal rules on the procedure for handling complaints and requests for assistance under;. respectively, Articles 90 and 24 of the Staff Regulations.

The attached arrangements for submitting requests, complaints and requests for assistance, applicable at the Commission, have therefore been modified to clarify that with respect to requests and complaints submitted on the basis of Article 22c of the Staff Regulations, a reasoned reply will be sent before the expiry of the four-month deadlines set out in Article 90 of the Staff Regulations.

The complete text of the updated arrangements for submitting requests, complaints and requests for assistance is attached to the Present Notice. [*see next document*]

Staff members are reminded that the Appeals and Case Monitoring Unit is running a telephone help desk on procedural matters, including how to file requests or complaints or the departments responsible for certain decisions (thus complementing information available on Intranet). The help desk does not, however, compile files or examine any documents which callers might subsequently include in an Article 90 request or complaint.

The number to ring is [+32-2-29] 66662 and the line is open from 09.00 to 12.00 and from 13.00 to 17.00.

Please visit the Mylntracomm website "Complaints and appeals" for more information on requests and complaints (https://myintracomm.ec.europa.eu/hr\_admin/en/appeals/Pages/index.aspx).

Footnote

1. See for further information regarding Articles 22a and 22b of the Staff Regulations Administrative Notice no. 16 – 2013 of 3 May 2013 [↑](#footnote-ref-1)