



## European Ombudsman

**Emily O'Reilly**  
European Ombudsman

Ms Luisa Izuzquiza  
Mr Arne Semsrott

a.semsrott. [REDACTED]@fragdenstaat.de

Strasbourg, 19/08/2020

Complaint 1261/2020/MAS

**Subject: Admissibility of your complaint**

Dear Ms Izuzquiza, dear Mr Semsrott,

I am writing to you in reference to your complaint to my Office about how the European Border and Coast Guard Agency (FRONTEX) handles access to document requests. In your complaint, you raise several concerns related to the use of a dedicated FRONTEX portal for public access to document requests.

Your complaint is generally admissible and we will now examine the concerns you raised in greater detail to determine the next steps. We would hope to revert to you by the end of September.

The contact person for your case is Markus Spoerer, who can be reached on +32 2 28 44914 and at markus.spoerer@ombudsman.europa.eu.

Thank you for having contacted the European Ombudsman.

Yours sincerely,

Emily O'Reilly  
European Ombudsman