



Emily O'Reilly

European Ombudsman

Mr Arne Semsrott

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Strasbourg, 21/06/2022

**Subject:** Recommendation on issues related to how the European Border and Coast Guard Agency (Frontex) communicates with citizens in relation to its access to documents portal (Joined Cases 1261/2020 and 1361/2020)

Dear Mr Semsrott,

Please find enclosed, for your information, a copy of the recommendation that I have sent to Frontex in relation to your complaint.

My recommendation is as follows:

**Frontex should ensure seamless technical communication with applicants for public access to documents, allowing them to communicate with it by email in full and without resorting to its current access to documents portal.**

**In examining this recommendation, Frontex should inform itself of the best practices that the European Commission has identified in its current project to introduce a public access portal, and implement such best practices as soon as possible.**

I have moreover made the following suggestions for improvement:

**Frontex should dedicate the resources that are needed for handling the predictably large number of access requests that it is likely to receive on a regular basis going forward.**

**Frontex should draw up a detailed manual on how it handles public access requests, and publish that manual.**

I have asked Frontex to send its opinion by 21 September 2022.



Yours sincerely,

A handwritten signature in black ink, which appears to read 'Emily O'Reilly'. The signature is fluid and cursive, with a long horizontal flourish at the end.

Emily O'Reilly  
European Ombudsman

Enclosure: Recommendation sent to Frontex