III

(Notices)

EUROPEAN PERSONNEL SELECTION OFFICE (EPSO)

NOTICE OF OPEN COMPETITION

(2006/C/01)

The European Personnel Selection Office (EPSO) is organising the following open competition, based on tests, to constitute a reserve pool from which to recruit

ADMINISTRATORS (*) (AD5)

WITH BULGARIAN CITIZENSHIP EPSO/AD/46/06

WITH ROMANIAN CITIZENSHIP EPSO/AD/47/06

in the fields of

- European public administration
- Law
- Economics
- Audit

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^{*)} The European Union institutions apply a policy of equal opportunities and accept applications without distinction on the grounds of sex, race, colour, ethnic or social origin, genetic characteristics, language, religious, political or other convictions or opinions, belonging to a national minority, financial situation, birth, disability, age or sexual orientation.

A. DUTIES AND ELIGIBILITY (PROFILE SOUGHT)

Open competitions are being held to recruit administrators (AD5) in the following fields: European public administration, Law, Economics and Audit.

The purpose of these competitions is to draw up reserve lists from which to fill vacant posts in the institutions of the European Union.

Number of successful candidates by competition and field:

	Field 1 European public administra- tion	Field 2 Law	Field 3 Economics	Field 4 Audit
EPSO/AD/46/06 — BG	50	30	15	15
EPSO/AD/47/06 — RO	90	55	40	30

Please note that you may only apply for one of these competitions and only in one field. You must choose which one when you register online, and cannot change your choice after the closing date for registration.

To ensure that all general texts relating to the competition and all communication between candidates and EPSO are clearly understood on both sides, the competition notices are being published solely in English, French and German. These three languages will also be used for the invitations to the various tests and correspondence between EPSO and candidates.

The language you choose as second language (see II.3(b)) will be the language used for communicating with you.

I. DUTIES

Conducting analyses and carrying out administrative, advisory and supervisory duties relating to the activities of the European Union.

Field 1: European public administration

- Preparing, developing and implementing Community initiatives, including working on case studies, producing reports, drafting Community legislation, and taking part in consultations and negotiations within the institution and, if necessary, with business and other interest groups in the Member States, and with the other Community institutions,
- taking part in international negotiations, implementing bilateral and multilateral agreements, and managing commercial- or development-policy instruments,
- administration and implementation of Community policies and action programmes in various fields of
 activity such as the single market, external relations, social affairs, agriculture, structural policies,
 transport, the environment and information,
- human resources management, including training,
- project management,
- management and control of financial resources,
- communication and information policy.

Field 2: Law

- Devising, analysing and drafting Community legislation,
- providing legal advice,
- carrying out research into national, Community and international law,
- taking part in the negotiation of international agreements,
- studying cases and drafting decisions, for example in the area of competition law,
- examining and monitoring national legislation for conformity with Community law,
- investigating alleged infringements of Community law, complaints, etc.,
- various tasks related to legal proceedings; preparing positions for the institutions in legal proceedings, mainly before the Court of Justice, the Court of First Instance or the European Civil Service Tribunal,
- legal duties in the secretariats of the Court of Justice, the Court of First Instance or the European Civil Service Tribunal,
- formulating, preparing and implementing rules in the field of justice and home affairs.

Field 3: Economics

- Ongoing evaluation of Member States' economic, budgetary, monetary and financial policies,
- analysis of the economies of the Community and development of its financial instruments,
- analysis of the economies of non-member countries,
- economic forecasting,
- planning and implementation of Community technical assistance,
- analysis and evaluation of structural, sectoral and regional policies,
- financial analysis of Community projects,
- analysis of the legislative and fiscal business climate,
- competition policy,
- industrial affairs and research and development,
- commercial, employment and labour market policy.

Field 4: Audit

Audit work is carried out in a variety of contexts within the European institutions. The main audit activities are:

- external audits, including both financial audits and examinations of sound financial management,
- internal audits, carried out by either a centralised or a decentralised audit service,
- checking on entities, both public and private, which are managing or using Community funds.

This may entail:

- examining whether resources are being used efficiently and economically,
- checking operations to assess whether the results are consistent with the goals, and whether activities are carried out as planned,
- analysing and managing the risks associated with Community funds allocated to or collected by the various European institutions and bodies, their partners, intermediaries and the ultimate beneficiaries/ creditors,
- evaluating and testing the effectiveness of internal control systems, both within the institutions and in bodies which are managing or benefiting from Community funding or identifying and collecting Community revenue,
- examining the reliability and integrity of information systems,
- examining the measures taken to safeguard assets,
- undertaking the financial checks necessary to ensure the probity of expenditure claims, and the sound financial management of Community grants and projects financed from Community funds,
- examining the legality and correctness of budgetary and financial operations,
- auditing financial statements for reliability,
- assessing the systems by which organisations are directed and controlled.

The European institutions place particular importance on the ability of candidates to grasp problems of all kinds, often complex in nature, to react rapidly to changing circumstances and to communicate effectively. You will have to show initiative and imagination and be highly motivated. You should be able to work frequently under pressure, both on your own and in a team, and to adjust to a multicultural working environment. You will also be expected to develop your professional skills throughout your career.

II. ELIGIBILITY (PROFILE SOUGHT)

The competitions are open to candidates who fulfil the following requirements:

1. Qualifications

You must have obtained your qualifications by 30 September 2006 at the latest

Field 1: European public administration

You must have a level of education which corresponds to completed university studies of at least three years attested by a diploma.

Field 2: Law

You must have a level of education which corresponds to completed university studies of at least three years attested by a diploma in law.

or

You must have a level of education which corresponds to completed university studies of at least three years attested by a diploma as well as a qualification giving access to the profession of solicitor.

Field 3: Economics

You must have a level of education which corresponds to completed university studies of at least three years attested by a diploma in economics.

or

You must have a level of education which corresponds to completed university studies of at least three years attested by a diploma, as well as a post-graduate qualification in economics.

Field 4: Audit

You must have a level of education which corresponds to completed university studies of at least three years attested by a diploma in a relevant subject or a professional qualification in the field and of an equivalent level.

The Selection Boards will allow for differences between education systems. For examples of the minimum qualifications required, see the tables annexed to the Guide for Applicants (1) (on EPSO's website) for each category. Note that these are examples only — more stringent requirements may be set in the notice of competition.

2. Professional experience

No professional experience is required.

3. Knowledge of languages

(a) Main language

You must have a thorough knowledge of:

- Bulgarian for open competition EPSO/AD/46/06
- Romanian for open competition EPSO/AD/47/06.

(b) Second language

You must have a good working knowledge of either English, French or German.

You must give details of your knowledge of languages in the electronic registration form (2) and in the application form. Your choice of languages for taking the tests may not be changed after the deadline for confirming registrations (see section D.1., N.B.).

⁽¹⁾ http://www.europa.eu/epso/on-line-applications/guide_en.htm

⁽²⁾ For practical reasons this form is available in English, French or German only.

4. General conditions required by the deadline fixed for electronic registration (3)

You must:

- be a Bulgarian citizen for EPSO/AD/46/06,
- be a Romanian citizen for EPSO/AD/47/06,
- enjoy your full rights as a citizen,
- have fulfilled any obligations imposed on you by the laws concerning military service,
- meet the character requirements for the duties involved.

⁽³⁾ At the latest on 20 July 2006 at 12 o'clock (midday) Brussels time

B. ADMISSION TESTS

EPSO is organising admission tests with a view to carrying out a preliminary selection allowing admission to the competition.

EPSO will organise these tests for all candidates, either:

- (i) directly on computer, if sufficient numbers are available in centres specialised in this type of test, in which case the tests will be held over a time period to be set by EPSO, or
- (ii) on paper, in which case the tests and written examinations (see section B.2) will be held on the same day for all candidates.
- Admission tests Marking

You will sit tests (a) and (b) in English (EN), French (FR) or German (DE); you must specify which language you choose when you register for the competition (see section A.II.3(b)).

(a) A test comprising a series of multiple-choice questions to assess your knowledge of the European Union, its institutions and its policies.

This test will be marked out of 20 (pass-mark: 10).

(b) A test comprising a series of multiple-choice questions to assess your general ability, in particular your verbal and numerical reasoning skills.

This test will be marked out of 40 (pass-mark: 20).

Wrong answers in these tests will not be penalised.

The candidates (4) (see table below) who score the highest overall marks in the admission tests and obtain at least the pass mark in each of these tests will be invited to submit a full application with a view to being admitted to the competition.

	Field 1 European public administra- tion	Field 2 Law	Field 3 Economics	Field 4 Audit
EPSO/AD/46/06 — BG	230	140	80	80
EPSO/AD/47/06 — RO	410	260	180	140

Following examination of your application, and provided you meet all the eligibility criteria, and in accordance with the testing method adopted by EPSO:

 Computerised admission tests organised in specialised centres (CBT)

You will be invited to the written tests.

(ii) Admission tests on paper organised simultaneously for all candidates

The selection board will mark your written test.

NOTE: for organisational reasons, the written tests will be held on the same day as the admission tests.

⁽⁴⁾ Where a number of candidates tie for the last available place, all will be admitted to the next stage of the competition.

2. Admission tests — Date and place (in accordance with the testing method adopted by EPSO)

(i) Computerised admission tests organised in specialised centres (CBT)

The admission tests will be held in specialised centres in the European Union and in the acceding countries (Bulgaria, Romania). Your test date will be fixed by agreement with the centre, within a specific time period scheduled by EPSO.

This period cannot be changed at a candidate's request. You will be notified of this date when you receive your invitation to the tests (via your EPSO profile).

(ii) Admission tests on paper organised simultaneously for all candidates

The admission tests and the written tests (see section D.2) will be held simultaneously for all candidates at one or more centres in the European Union and the acceding countries (Bulgaria, Romania).

The date scheduled by EPSO cannot be changed at a candidate's request. You will be notified of this date when you receive your invitation to the tests (via your EPSO profile).

NB:

The date of the organisation of the tests will depend on the final decision taken by the European Union concerning the actual date of accession.

C. WRITTEN AND ORAL TESTS

1. Written tests — Marking

You will sit written tests (a) and (b) in English (EN), French (FR) or German (DE); you must specify which language you choose at the time of electronic registration (see section A.II.3(b)).

(a) A test comprising a series of multiple-choice questions to assess your specialist knowledge in the chosen field.

Time allowed for the test (by way of a guide): 1 hour. This test will be marked out of 40 (pass-mark: 20).

The selection board will proceed with the correction of written tests (b) and (c) of those candidates (4) (see table below) with the overall highest marks (and the pass mark in test (a)).

	Field 1 European public administra- tion	Field 2 Law	Field 3 Economics	Field 4 Audit
EPSO/AD/46/06 — BG	115	70	40	40
EPSO/AD/47/06 — RO	205	130	90	70

- (b) Test on a chosen subject, in the field chosen in your application, to test your:
 - specialist knowledge,
 - comprehension skills and ability to analyse and summarise, and
 - drafting skills.

Time allowed for the test (by way of a guide): 2 hours. This test will be marked out of 40 (pass-mark: 20).

(c) A short memo in your main language setting out the arguments and conclusions from written test (b). This test is designed to assess your command of your main language as regards both the quality of your writing style and presentation.

Time allowed for the test (by way of a guide): 30 minutes. This test will be marked out of 10 (pass-mark: 8).

NB:

The fact that you have been invited to sit written tests at the same time as admission tests does not mean you have been admitted to the competition. The written tests of candidates who do not past the admission tests will not be marked.

2. Oral test — Marking

Once the written tests (b) and (c) have been marked, the candidates (4) (see table below) with the highest marks for all the written tests combined (and the pass-mark in each) will be admitted to the oral test (d).

	Field 1 European public administra- tion	Field 2 Law	Field 3 Economics	Field 4 Audit
EPSO/AD/46/06 — BG	75	45	25	25
EPSO/AD/47/06 — RO	135	85	60	45

- (d) Interview with the Selection Board in English, French or German, depending on your choice made at the time of electronic registration, to enable it to assess:
 - your suitability to carry out the duties described at section A.I.,
 - your specialist knowledge in the field concerned,
 - your knowledge of the European Union, its institutions and its policies,
 - your ability to adjust to working as a European civil servant in a multicultural environment.

Knowledge of your main language will also be examined.

This test will be marked out of 50 (pass-mark: 25).

3. Tests — Date and place (in accordance with the testing method adopted by EPSO)

Computerised admission tests organised in specialised centres (CBT)

The written tests will be held simultaneously at one or more centres in the European Union and the acceding countries (Bulgaria, Romania) for all candidates with the highest combined marks for the admission tests (and at least a pass mark in each).

The date for the written tests scheduled by EPSO cannot be changed at a candidate's request. You will be notified of this date when you receive your invitation to the tests (via your EPSO profile).

(ii) Admission tests on paper organised simultaneously for all candidates

See section B(2).

4. Reserve list

The selection board will draw up reserve lists by competition, by field, by merit group (maximum four groups) and in alphabetical order within those groups, of the candidates (4) (see Section A, number of successful candidates) who scored the best overall marks in the written tests (b) and (c) and oral test (d) and obtained at least the pass mark in each of these tests.

The reserve lists, together with their expiry date, will be published (5) in the Official Journal of the European Union and on the EPSO website (6).

⁽⁵⁾ A successful candidate may explicitly request that his/her name not be published.

⁽⁶⁾ http://www.europa.eu/epso.

D. HOW TO APPLY

Please refer also to the Guide for Applicants (1), which can be found on the EPSO website (6). It contains detailed instructions to help you submit your application correctly.

1. Creating an EPSO profile/online registration

Before registering, you should carefully check whether you meet all the eligibility criteria (see Section A, particularly concerning the types of qualification required).

If you want to apply, you must do so via the Internet by going to the EPSO website (6) and follow the instructions there concerning the various stages of the procedure.

It is your responsibility to complete your online registration in time (3). We strongly advise you not to wait until the last few days before applying, since heavy Internet traffic or a problem with the Internet connection could lead to the online registration being terminated before you complete it, thereby obliging you to repeat the whole process. Once the deadline for the submission of registrations has passed, you will not be able to register.

On completion of your online registration, you will receive on screen a registration number which you must note — this will be your reference number in all matters concerning your registration. Once you receive this number, the registration process is finished — it is the confirmation that we have registered the data you entered

If you do not receive a number, your application has not been registered!

Please note that you must have an e-mail address. This will be used to identify you. The information you must enter in your registration includes the languages you choose (see A.II.3), and the particulars of your qualifications (title, name of issuing establishment and date obtained).

No documents are required at this stage. Candidates will subsequently be invited to send a full application (see section D.4).

Once registered, you can use the website (6) (click on 'Ongoing competitions') to follow the progress of the competition.

If you have a disability that prevents you from registering online, you may request — **preferably by fax** — a paper version of the form $(^{7})$, which you should fill in, sign and return by registered mail, postmarked no later than the closing date for registration. All subsequent communication between EPSO and you will be by post.

You must enclose with your application form a certificate attesting your disability, issued by a recognised body. You should also set out on a separate sheet of paper any special arrangements you think are needed to make it easier for you to take part in the tests.

⁽⁷⁾ Write to EPSO — Info-recruitment — CORT 80 4/17 — B-1049 Brussels — Fax : + 32 2/295 74 88

The closing date for registration is 20 July 2006. Online registration will not be possible after 12.00 Brussels time on that day.

NB:

Within one month following the final date for registration, EPSO will invite you to:

- confirm your application
- confirm your choice of languages
- and, where applicable, to choose the city in which you wish to sit the admission test and (if applicable) the written tests.

The invitation and your confirmation will take place via your EPSO profile only.

If you do not confirm your application within two months following the final date for registration, EPSO will consider that you have withdrawn your application and it will be terminated.

2. Admission tests/written tests

The candidates invited to the admission tests (and where applicable the written tests) will be those who are found to meet the general terms and conditions (see section A.II.4) after EPSO has carried out a preliminary eligibility check based on the information given in the registration forms, and who have confirmed their application in time. An invitation to take part in the tests does not mean that an applicant's eligibility has already been checked in detail.

3. Invitations

Information concerning invitations to the admission tests as well as subsequent tests will be available **only** on the EPSO website (⁶). You can access it by entering the user name and password you specify when registering online. You are responsible for updating any change, via your EPSO profile, in your postal or e-mail address.

You are responsible for keeping track of the progress of the competition and for checking the information relevant to your application at every stage by consulting your EPSO file. If you find that you cannot do this, notify EPSO immediately by e-mail (8).

As far as possible you will be asked to sit the admission tests (and where applicable the written tests) in the city you choose when you confirm your application. For organisational reasons you will not be able to switch to another venue unless you can prove that you have changed residence and have informed EPSO of this no later than three weeks before the planned date of the admission tests (and, where necessary, the written tests).

4. Full application

The candidates who fulfil the conditions as referred to in section B will be asked to print and complete the full application form which they will find in their EPSO profile on the website (6). It must be sent in by the closing date (9).

⁽⁸⁾ E-mail: epso-AD-..-06@ec.europa.eu (indicate the number of the competition chosen).

⁽⁹⁾ The closing date will be indicated in good time in your EPSO profile.

Documents to enclose

You must give details in your application form of your qualifications and citizenship. You must enclose with it the following documents:

- a photocopy of a document proving your citizenship (e.g. your passport etc.),
- a photocopy of the certificate(s) for your qualification(s),
- on a separate sheet of paper, a numbered list of these supporting documents (all these documents must be accompanied by a translation of them in English, French or German. You may translate these documents yourself).

You should send only uncertified photocopies of these documents.

The application form must be completed in full, i.e. you may not refer to any previous application forms submitted or any other documents enclosed with such applications. None of the documents submitted with your application will be returned.

Signing and sending the form

It is your responsibility to make sure that your application form, duly completed, signed and accompanied by all the supporting documents, is sent in time (9) by registered post (the postmark will serve as proof of the date of sending) to the following address:

European Personnel Selection Office (EPSO)

CORT 80

Open competition EPSO/AD/../06 (indicate the number of the competition chosen) B-1049 Brussels

Scrutiny of applications

The selection board will examine the files of the candidates who have scored the overall highest marks and obtained the pass mark in each of the admission tests to determine whether they meet the conditions laid down in section A.II.1 and 3 of this notice and in accordance with the testing method adopted by EPSO.

(i) Computerised admission tests organised in specialised centres (CBT)

The selection board will invite to the written tests the candidates who meet all the conditions for admission set out in section A.II.

(ii) Admission tests on paper organised simultaneously for all candidates

The selection board will mark the written tests of the candidates who meet all the conditions for admission set out in section A.II.

You will automatically be disqualified if you:

- have posted your application after the deadline (9),
- have not completed and/or signed the application form (original signature required),
- do not meet all the eligibility criteria,
- have not sent all the supporting documents before the closing date (9).

5. Reserve lists

The names of the successful candidates (see section C.4) will be included in the reserve list.

- 6. If, at any stage in the procedure, it is established that the information in your online registration form or official application form is incorrect you will be disqualified from the competition.
- 7. To facilitate the administration of the competition, in all correspondence you **SHOULD GIVE YOUR FULL NAME AS IN YOUR APPLICATION, THE NUMBER OF THE COMPETITION AND THE REFERENCE NUMBER YOU RECEIVED WHEN YOUR ONLINE REGISTRATION WAS ACCEPTED.**

E. GENERAL INFORMATION

1. Equal opportunities

The European Union institutions apply a policy of equal opportunities and accept applications without distinction on the grounds of sex, race, colour, ethnic or social origin, genetic characteristics, language, religious, political or other convictions or opinions, belonging to a national minority, financial situation, birth, disability, age or sexual orientation.

2. Selection board

A selection board is appointed for each competition. It is made up of members representing both the administration and the staff committee of the institutions. The names of its members will be published on the EPSO website (6) approximately two weeks before the admission tests.

You are strictly forbidden to make any contact with the members of the selection board, either directly or indirectly. It is for the selection board to decide whether any infringement of this rule should disqualify you from the competition.

EPSO is responsible for all communication with candidates until the competition is completed.

3. Approximate timetable

Depending on the total number of candidates, the competition will take approximately nine months from start to finish, beginning on the date on which your application is confirmed.

Full details are available on the EPSO website (6).

4. Requests from candidates for access to information concerning them

Under the selection procedures, candidates are acknowledged to have a specific right of access to certain information concerning them directly and individually, on the conditions described below. In accordance with this right, EPSO may provide candidates who so request with supplementary information concerning their participation in the competition. Candidates must send any requests for information in writing to EPSO within a month of being notified of their results in the competition. EPSO will reply within a month of receiving the request. Requests will be dealt with in such a manner as to take account of the confidential nature of the proceedings of selection boards, as provided for in the Staff Regulations (Annex III, Article 6) and will comply with the rules on the protection of individuals with regard to the processing of personal data. Examples of the type of information which may be supplied are given in the Guide for Applicants, section III.2.

5. Requests for review — Appeal procedures — Complaints to the European Ombudsman

See Annex.

6. Recruitment

If you are placed on the reserve list you will be eligible for appointment notably as a probationary official as and when required by the European institutions, in Brussels, Luxembourg or any other place of activity.

If you are offered a post, you will be asked to produce the originals of all the requisite documents, in particular your qualifications, so that copies can be authenticated.

Recruitment will depend on posts and funds becoming available.

Depending on the nature of a post, successful candidates on the reserve list may initially be offered a temporary contract; in this case, their names will remain on the reserve list.

Article 29(1)(b) of the Staff Regulations refers to the possibility for officials to request a transfer to another institution or agency at any time in their careers. However, in the interests of the service, during their first three years of service newly recruited officials are transferred only in exceptional and duly justified cases. Any such transfer is subject to the agreement of both the institution or agency that originally recruited the official and the institution or agency in receipt of the transfer request.

7. Retirement

You should note that the compulsory retirement age for staff is laid down in the Staff Regulations as follows:

- either automatically at the age of 65 years,
- or, at the official's own request, at the age of 63 years or where the official is between 55 and 63 years of
 age and satisfies the requirements for immediate payment of a pension,
- exceptionally, at the official's own request and where it is considered to be in the interest of the service, at not later than the age of 67.

8. Grade

This reserve pool of administrators will be recruited at grade AD5.

9. Remuneration

Basic monthly salary as at 1 January 2006:

grade AD5, first step: EUR 3 921,80

10. Protection of personal data

As the body responsible for organising the competition, EPSO ensures that candidates' personal data is treated as required by Regulation (EC) No 45/2001 of the European Parliament and the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. This applies in particular to the confidentiality and security of such data (Official Journal of the European Union L 8 of 12 January 2001).

ANNEX

REQUESTS FOR REVIEW — APPEAL PROCEDURES — COMPLAINT TO THE EUROPEAN OMBUDSMAN

If, at any stage of the competition, you consider that your interests have been prejudiced by a particular decision, you can:

Request a review

Within 20 days of the letter informing you of the decision being posted online, send a letter stating your case to:

European Personnel Selection Office (EPSO) CORT 80 Open competition EPSO/AD/../06 (indicate the number of the competition chosen) B-1049 Brussels

EPSO will forward your request to the chair of the selection board where it comes within the board's remit. You will be sent a reply as soon as possible.

Appeal

— You can bring a case before the:

European Union Civil Service Tribunal Boulevard Konrad Adenauer L-2925 Luxembourg

under Article 236 of the EC Treaty and Article 91 of the Staff Regulations of officials of the European Communities,

 or you can lodge a complaint under Article 90(2) of the Staff Regulations of officials and other servants of the European Communities, at the following address:

European Personnel Selection Office (EPSO) CORT 80 Open competition EPSO/AD/../06 (indicate the number of the competition chosen) B-1049 Brussels

The deadlines for initiating these two types of procedure (see Staff Regulations as amended by Council Regulation (EC) No 723/2004, published in Official Journal of the European Union L 124 of 27 April 2004 – http://www.europa.eu./eur-lex) start to run from the time you are notified of the act allegedly prejudicing your interests.

Please note that the appointing authority does not have the power to amend the decisions of a selection board. The Court has consistently held that the wide discretion enjoyed by selection boards is not subject to review by the Court unless rules which govern the proceedings of selection boards have clearly been infringed.

Complaints to the European Ombudsman

You can, like all citizens of the European Union, make a complaint to the

under Article 195(1) of the Treaty establishing the European Community and in accordance with the conditions laid down in the Decision of the European Parliament of 9 March 1994 on the Staff Regulations and the general conditions governing the performance of the Ombudsman's duties, published in *Official Journal Of The European Communities* L 113 of 4 May 1994.

Note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging, respectively, a complaint or an appeal with the Court of First Instance under Article 236 of the Treaty establishing the European Community. Please also note that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the bodies concerned.