

SÍNDICA

REPORT TO PARLIAMENT 2024

March 2025



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LA DEFENSORA
DE LES PERSONES

Catalan Ombudsman (Síndic de Greuges de Catalunya)

1st edition: March 2025

Report to Parliament 2024

Layout: Síndic de Greuges

Original design: Síndic de Greuges

Cover picture: © Susan Q Yin/Unsplash

CONTENT

- 1. PRESENTATION 5
- 2. TRENDS IN THE GENERAL STATISTICS FOR THE CATALAN OMBUDSMAN OFFICE
ACTIONS11
 - 2.1. Actions of the institution in 2024 11
 - 2.2. Lines of action for the transformation of the Catalan Ombudsman office18
- 3. INSTITUTIONAL RELATIONS..... 41
 - 3.1. International actions..... 41
 - 3.2. L’altaveu de la síndica (Ombudswoman platform) 42

1. Presentation

This is my third annual report to Parliament since my appointment as Ombudswoman, and my second after a full year in office.

The 2024 annual report reveals that the Catalan Government (Generalitat) needs to improve its effectiveness. To achieve this, ensuring the services and benefits it offers are appropriately scaled to meet social demand is an urgent requirement in Catalonia, whose population is now eight million people. There is also an urgent need to ensure government procedures are simplified and reaction and response times shortened. In fact, many formally guaranteed rights are left in legal limbo due to lack of effectiveness and efficiency in government.

In many cases, guaranteeing rights requires the Catalan Government to increase benefits, services and subsidies. In other cases, all that is required is to make current government authorities more empathetic, friendlier, approachable and understanding for the public. In other words, the changes in government authorities that Catalonia needs in terms of rights do not always require a bigger budget. Resources are limited, which is a compelling reason to take all the necessary steps to make the Catalan Government more effective and efficient.

Dealing with government often involves navigating a labyrinth of procedures, such as having to submit documents that have already been provided, problems with interoperability between different government institutions and ministries, or failure to meet response times. It is in such labyrinths that government inefficiency persists and grows, and in many cases, neither e-government nor the implementation of digital tools have helped to reduce bureaucracy.

Government inefficiency is holding back Catalonia's social potential while limiting the exercise of rights that have already been recognised. In the 2023 report, we drew attention to the need to adapt government to the new and complex reality of Catalonia, whose population is now eight million people. In 2024, we warned that government authorities needed to be more effective, empathetic, understanding and restorative, and more in touch with reality: a government focused on people, not procedures. And this should be the case whether dealing with old people's homes, child care centres, the education and health systems, the Catalan Ministry of Agriculture, Livestock, Fisheries and Food or the Catalan Ministry of Business and Labour, to name but a few examples. From this perspective, there can be little doubt that government inefficiency is holding Catalonia back.

Many of the following pages can be read in terms of this line of reasoning, which connects and gives coherence to the work entrusted to me by the Parliament of Catalonia. This is not about reprimands or defeatism. Nothing could be further from my intentions and from the mandate I gave to my team from day one. The pages in this report are the result of rigorous hard work, with the conviction that the proposed

transformation is essential to progress towards a Catalonia that fully upholds rights and that such a transformation is possible within the current institutional framework.

As in previous years, the first chapter of the report provides an overview of the institution's activity, based on objective statistics, such as the number and type of actions initiated in 2024 and a comparison with previous years. In this regard, it is worth highlighting the increase in the number of complaints received, which totalled 11,214, the number of ex officio actions initiated, 7% up from the previous year, and the number of enquiries answered, which in 2024 exceeded 11,390. In total, the institution initiated 23,042 actions in 2024.

In 2024, social policy (health, education and social services) was once again the institution's main field of activity, involving 43% of all complaints and ex officio actions, although there was an increase in the area of territorial policies compared to the previous two years, due especially to shortcomings in public transport. The figures also reflect certain significant gender differences: women file more complaints in the fields of social services, education and care for people and family, while men file more complaints in the fields of taxation, consumer affairs and security.

In addition to complaints, enquiries and ex officio actions, it is worth highlighting the increase in actions designed to obtain first-hand knowledge on the ground, through visits to public centres and facilities and meetings with organisations. Legal advice on regulatory initiatives by the Catalan Government or other similar institutions was also strengthened, affecting the range of actions promoted by the institution to defend citizens' fundamental rights and public freedoms.

Last year's report identified 10 priority fields of activity to transform public policies as a means of tackling Catalonia's major structural problems, transformations that should be addressed by the government authorities to guarantee the defence of people's rights. In 2024, as described in the second chapter of the report, we sought to monitor each of these 10 fields (deinstitutionalisation of individuals, support for families, the fight against poverty, the fight against residential exclusion, access to health, improving educational success, social cohesion, the right to the city, the fight against climate change and the modernisation of government), and we analysed the progress and shortcomings of the public policies impacting on them, using official data from the Catalan Government and from the Catalan Ombudsman office itself.

For instance, it is worth noting that, far from falling, institutionalisation rates have tended to rise, which is particularly concerning in the fields of prisons and child protection. With regard to children, along the lines we previously raised, in November 2024 the Catalan Ministry of Social Rights and Inclusion presented an [emergency plan](#) to ensure no child under the age of six lives in a protection centre and to increase the number of foster families. In November 2023, the Catalan Ombudsman office presented the report [Deinstitutionalisation of the Child and Adolescent Protection System](#), addressing the need for a change of model in the protection system to

reinforce prevention, avoid many cases of neglect and, when neglect has already occurred, work effectively for the return of the child to the family (their own, or the extended or foster family) and reduce the period of institutionalisation.

In the area of family support, we must continue to denounce young people's difficulties in becoming independent and the lack of family support policies to favour the care of dependent children. Figures show that the average age at which women have their first child is rising, while the number of children per woman of childbearing age is falling.

By contrast, the trend in the main indicators for poverty and income inequality is positive. However, despite drop in the at-risk-of-poverty rate and the Gini index, levels of severe material deprivation remain at around 8-9% of the population.

In the light of these figures, which show Catalonia has one of the highest child poverty risk rates in its region, last April, the Government of Catalonia (Generalitat) approved the [Strategy to Combat Child Poverty](#) (2024-2030), which includes many of the actions recommended by our institution, after our involvement in the process as an observer member of the working group to draft the document.

We must once again highlight the difficulties in access to housing as one of the main social problems affecting the population of Catalonia. A key contributing factor to this in recent decades is the lack of a sufficiently robust public policy to guarantee an adequate supply of social housing, in which housing is defined as a subjective right rather than an investment asset.

In the field of health, it should be highlighted that waiting lists increased compared to the previous year, thus lengthening waiting times. In the field of care for the elderly, there is also concern about delays in access to public residential centres, caused by the month-long waiting times between applying for a place and its allocation. It is worth reiterating here how time is relatively more valuable to the elderly.

With regard to the education system, the last decade has seen a worrying trend of poorer learning outcomes in the various competency tests students take throughout basic education.

One third of two-year-olds do not attend school at this stage, with even lower rates among the most socially disadvantaged children. The [Government Plan](#) presented on 24 December announced free first stage pre-school education from the 2025/2026 school year, and the Catalan Ombudsman office has historically stressed the importance of pre-school years 0-3 in education. Universality and free access are the two main elements stressed in the institution's reports to ensure equal access to this stage for children and their families.

This year's report also notes that the environmental and climate challenge is still highly relevant in our country. Although some of the figures on air pollution have improved, implementation of renewable energies is still well behind schedule and

we have detected shortcomings in drought management and the removal of asbestos from our buildings, both public and private. As is well known, climate change is predicted to raise the frequency and intensity of extreme weather events, impacting particularly on the Mediterranean coast. In this context, attention has been drawn to how this puts people's rights at risk, since only 206 (39%) of the 521 municipalities that should have a compulsory flood emergency plan currently have one in place. There are 60 municipalities, whose total population is 700,000, that have never had such a plan, and it is particularly concerning that 17 municipalities with a "very high" risk of flooding, whose total population is 460,000, do not have an emergency plan.

Finally, we note that the Catalan Government has embarked on an ambitious reform plan to improve public services, which we will monitor closely in the coming months and years. The slowness, excessive delays and bureaucratic obstacles that the public suffers in their relations with government are of great concern to the institution and the topic of a major part of our actions to keep the right to good governance from deteriorating. It is a cross-cutting problem, affecting large and small authorities, especially the justice system, and it has a huge impact on the effective exercise of people's rights.

The third chapter of the report details the institution's actions in its different fields of activity: government and rights; health; social services; housing; children and education; environment; taxation; urban planning and mobility; public safety and justice; and consumer affairs. Each subject addresses a topic that illustrates the institution's work in the field. For example, the report states that, following the doctrine of the European Court of Human Rights and the Supreme Court, in response to the claim for the return of undue amounts paid to more than 10,000 recipients of the citizens' guaranteed income, we suggested that the Catalan Government desist from demanding repayment in cases where it is responsible for such situations. In this sense, we value positively the approval of Decree Law 11/2024, of 17 December, on the financial needs of the public sector under a budget extension, the rise in the income sufficiency indicator for Catalonia and on measures in the field of social benefits. We also welcome the subsequent parliamentary validation of this decree law, as we consider it an essential tool for managing the situation and alleviating the distress of thousands of vulnerable families who, through no fault of their own, have received undue payments and a subsequent demand for repayment, often for amounts that are unaffordable for a subsistence economy.

This report on the annual work of the Catalan Ombudsman office is supplemented by the other annual reports the institution is legally required to submit to the Parliament of Catalonia. The activity of and recommendations made by the Catalan Ombudsman office as the Catalan Mechanism for the Prevention of Torture are reflected in the [Mechanism's 2024 annual report](#), which was delivered to Parliament on 3 February 2025. Likewise, the [eighth Catalan Ombudsman office evaluation report on the Law on transparency, access to public information and good governance](#) was delivered to Parliament in December 2024. Finally, all the information in the field of children

and education will be included in the annual report on children's rights, which is yet to be submitted.

We value positively the willingness shown by the government authorities and companies we engage with, both in terms of processing complaints and accepting our recommendations. It should also be noted that the institution has not encountered any serious instances of obstruction to its work by any authority or company. With regard to the acceptance of the Catalan Ombudsman office's decisions, as in previous years, in 96% of cases in which an irregular action by the Catalan Government was detected, the suggested or recommended measures were accepted; 71% fully accepted and 25% partially so. The institution will continue to work to improve these figures in terms of both processing and accepting recommendations.

Furthermore, since the beginning of my mandate, I have expressed my intention to build a more humanising institution that is accessible to all and that takes a restorative approach. Along these lines, in 2024 we designed an internal protocol and a specific procedure to individually explore the feasibility of restorative justice and reparation of harm, in addition to dialogue and conciliation, to resolve conflicts between citizens and government authorities.

Finally, the fourth chapter of the report details the most important actions carried out in 2024, including events and conferences at the Catalan, state and international levels. It also details the meetings with relevant social actors to discuss the situation of people's rights, frequently held at the institution's headquarters and throughout the country. One of the institution's permanent challenges is to become widely known as a guarantor of rights among the population. With this objective in mind, we have created a new educational and relational space known as *L'altaveu de la síndica*, or Ombudswoman's platform, a programme of lectures and debates aimed at all groups associated with the defence of rights and to the institution's staff. Finally, this section includes a list of interviews and articles published by the Ombudswoman in the media.

The institution aims to continue working closely with all relevant stakeholders, starting with the members of the Catalan Parliament, the offices of local and university ombudsmen, regional ombudsmen, the Spanish Ombudsman, the European Ombudsman and the various networks of international human rights ombudsmen.

Our commitment to good governance and the observance of rights begins within the institution itself. For this reason, in 2024 we adopted a new, ambitious service charter, committed to serving the public and resolving complaints, placing people at the centre of our actions at all times.

By statutory mandate since 1980, the office has been the reference institution in Catalonia for the defence of rights. In 2024, we commemorated 40 years of the institution of the Catalan Ombudsman office. Where we are today is thanks to the previous ombudsmen and their teams. My commitment, and that of my team, is

to continue listening to everyone who perceives their rights are being threatened, without distinction. We work to turn the problems people entrust to us into opportunities for improvement and transformation from the perspective of good governance and the consolidation of rights. We do this, now and the future, with determination, which I am sure is what the Parliament, as the representative body of the people of Catalonia, expects of me and of the institution I represent.

Barcelona, 17 March 2025

A handwritten signature in blue ink, appearing to read 'Esther Giménez-Salinas i Colomer', with a long, sweeping horizontal line extending to the left.

Esther Giménez-Salinas i Colomer
Catalan Ombudswoman

2. Trends in the general statistics for the Catalan Ombudsman office actions

2.1. Actions of the institution in 2024

2.1.1. Main statistics on Catalan Ombudsman office actions

The year 2024 saw the consolidation of the changes driven by the Ombudswoman based on the key pillars in her mandate. After her appointment in July 2022, a diagnosis and analysis of the organisation's opportunities and challenges were carried out and, in 2023, implementation of a number of changes began, affecting both internal management and the institution's outreach. The results of these changes have now begun to show.

The threshold of 11,000 complaints was exceeded in 2024

The number of complaints, enquiries and ex officio actions by the institution rose by 4% over the previous year. However it should be noted that new types of actions were initiated and the frequency of others increased: visits to public centres and facilities; meetings with organisations; and legal advice on regulatory initiatives by the government authorities or equivalent institutions.

This is all part of the set of actions the institution promotes for the defence of people's fundamental rights and public freedoms. Specifically, complaints rose by 9.1% over the previous year, the threshold of 11,000 complaints was surpassed and ex officio actions increased by 7.3%. However, there was no noticeable change in the number of enquiries, where figures were similar to 2023.

Table 1. Actions started in 2024

	No.	%
Complaints	11,214	49.1
Ex officio actions	221	1.0
Enquiries	11,390	49.9
Total	22,825	100.0

Table 2. Actions processed in 2024

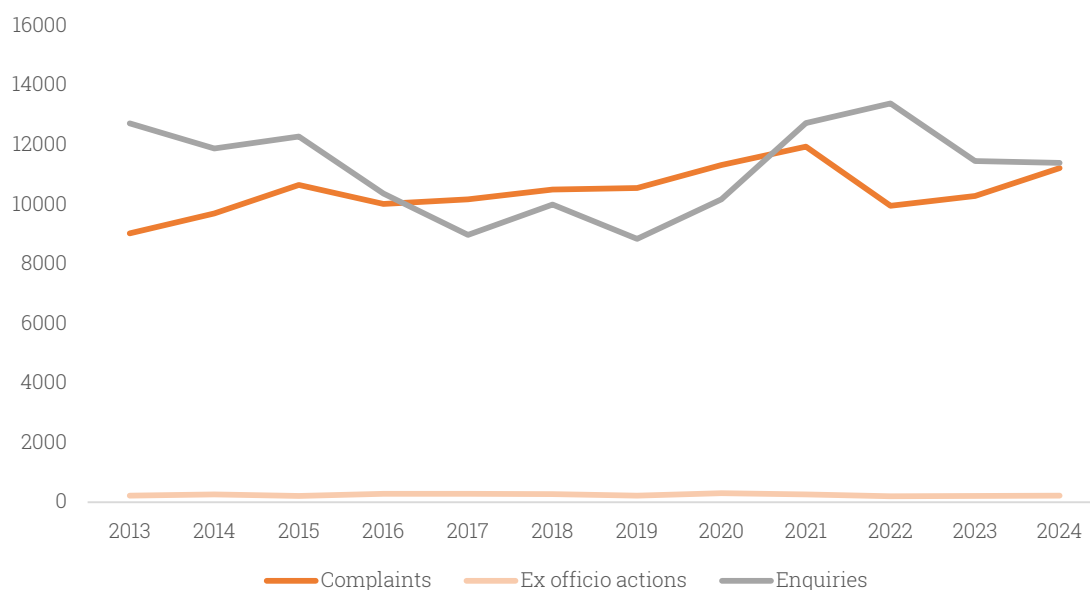
	No.	%
Complaints	16,571*	58.3
Ex officio actions	461*	1.6
Enquiries	11,390	40.1
Total	28,422	100.0

* This includes unfinished actions from previous years.

The trend in complaints, ex officio actions and enquiries shows that 2024 was the fourth busiest year in the institution's history in terms of actions. It was also the first time in the last four years in which complaints outnumbered enquiries, although their distribution was similar. Thus, after moving on from the pandemic period, in which we received groups of complaints on a certain topic, 2024 was the year in which the Catalan Ombudsman office received the most complaints.



Graph 1. Trend in complaints, ex officio actions and enquiries



	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Complaints	9,024	9,692	10,647	10,013	10,164	10,495	10,543	11,317	11,932	9,953	10,276	11,214
Ex officio actions	219	263	205	281	281	267	222	303	264	193	206	221
Enquiries	12,719	11,868	12,278	10,356	8,977	9,987	8,843	10,165	12,727	13,381	11,456	11,390
Total	21,962	21,823	23,130	20,650	19,422	20,749	19,608	21,785	24,923	23,527	21,938	22,825

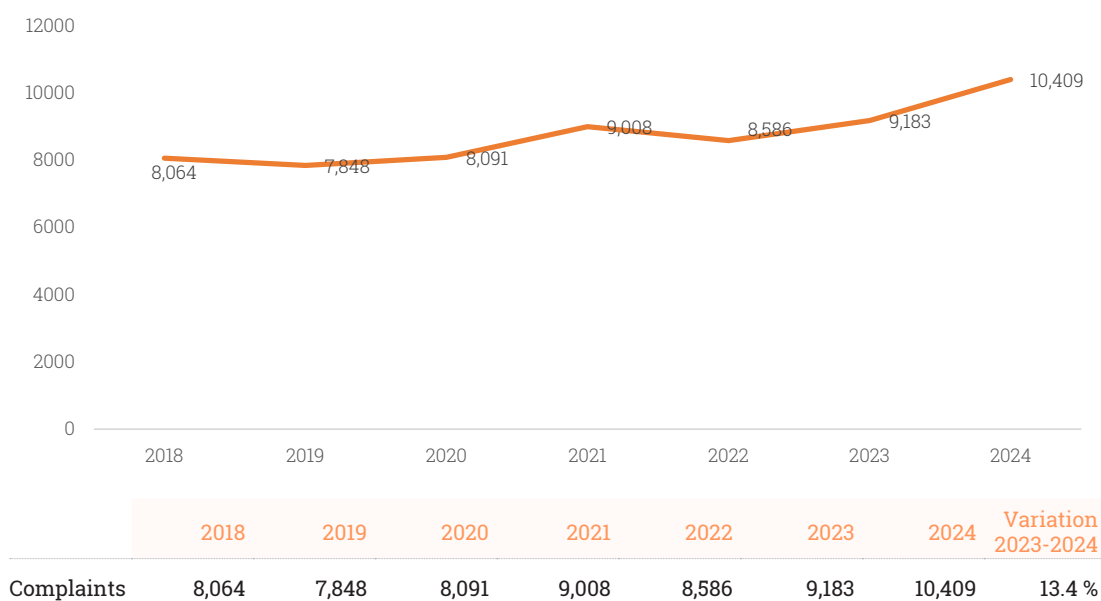
In an institution dedicated to defending rights and public freedoms, an increase in the number of actions is often directly related to a social, economic, health or environmental crisis. The figures for 2024 reveal a range of violations in the most fundamental aspects of people's development in society, such as access to accurate information, housing, minimum income, financial aid, pollution-free spaces and conditions of equality regardless of gender.

The number of complaints filed for individual problems rose by 13.4%

This impact on the most essential rights of the individual also led to an increase in individual complaints compared to other years, in which the number of complaints was influenced more by collective actions submitted to the institution. In 2024, the number of complaints rose by 13.4%, considering groups of complaints on a certain topic as a single case, compared to 2023. This increase is even more relevant when extending the period of comparison back to 2018 (29.1%).



Graph 2. Complaints initiated from 2018-2024, considering each group of complaints by topic as a single case



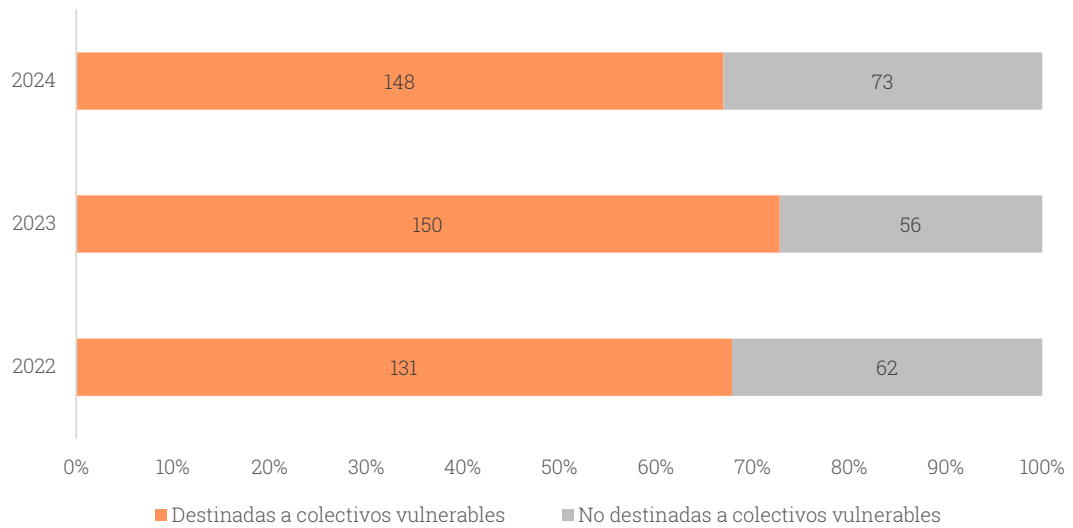
Note. Due to the nature of such cases, ex officio proceedings and enquiries do not give rise to groups of complaints by topic.

The number of ex officio actions also increased, especially those affecting society as a whole

In relation to ex officio actions, the Ombudswoman expressed her intention to increase the number of actions initiated by the institution, with a view to transforming its work and placing special attention on groups at risk of social exclusion. In this line, ex officio actions rose by 7.3%. Looking specifically at actions aimed at groups at risk of social exclusion, the figure was similar to last year in absolute terms, but in relative terms it dropped from 73% to 67%. This may be explained by the increase in general actions, affecting everyone, in fields such as the environment, urban planning, mobility and transport.



Graph 3. Ex officio actions by target group



	2022	2023	2024
Targeted at vulnerable groups	131	150	148
Not targeted at vulnerable groups	62	56	73
Total	193	206	221

2.1.2. Figures by subject

The historical trend continued in 2024, with social policies being the main fields of intervention by the Catalan Ombudsman office. They represented 43% of all complaints and ex officio actions, although there was an increase compared to the previous two years in the field of territorial policies, especially due to shortcomings in public transport.

Social policy was the field in which people filed the most complaints with the institution



Table 3. Trend in complaints and ex officio actions by field of activity and subject

	2019		2020		2021		2022		2023		2024	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Social policy	3,550	33.0	4,546	39.1	5,199	42.6	4,944	48.7	4,587	43.8	4,917	43.0
Education	865	8.0	1,329	11.4	1,676	13.7	1,862	18.4	1,191	11.4	1,181	10.3
Housing	328	3.0	288	2.5	248	2.0	333	3.3	415	4.0	410	3.6
Equality and non-discrimination	76	0.7	53	0.5	132	1.1	51	0.5	102	1.0	72	0.6
Childhood and adolescents	662	6.1	945	8.1	842	6.9	798	7.9	709	6.8	823	7.2
Migration	17	0.2	14	0.1	16	0.1	9	0.1	19	0.2	4	0.0
Health	790	7.3	885	7.6	1,458	12.0	915	9.0	1,009	9.6	1,002	8.8
Social services	735	6.8	883	7.6	750	6.1	921	9.1	1,092	10.4	1,335	11.7
Labour relations and pensions	77	0.7	149	1.3	77	0.6	55	0.5	50	0.5	90	0.8
Public and Tax Administration	2,199	20.4	2,287	19.7	2,731	22.4	1,914	18.9	2,279	21.7	2,512	22.0
Government and rights	1,727	16.0	1,604	13.8	1,405	11.5	1,452	14.3	1,655	15.8	1,967	17.2
Taxation	472	4.4	683	5.9	1,326	10.9	462	4.6	624	6.0	545	4.8
Territorial policies	2,985	27.7	2,879	24.8	2,409	19.8	1,586	15.6	1,615	15.4	2,113	18.5
Environment	2,096	19.5	1,806	15.5	1,585	13.0	869	8.6	762	7.3	892	7.8
Mobility and transport	589	5.5	778	6.7	449	3.7	378	3.7	427	4.1	634	5.5
Urban planning	300	2.8	295	2.5	375	3.1	339	3.3	426	4.1	587	5.1
Consumer affairs	1,177	10.9	1,057	9.1	1,234	10.1	1,181	11.6	868	8.3	1,139	10.0
Public safety and justice	822	7.6	675	5.8	547	4.5	469	4.6	1,096	10.5	703	6.1
Culture and language	32	0.3	176	1.5	76	0.6	52	0.5	37	0.4	51	0.4
Total	10,765	100.0	11,620	100.0	12,196	100.0	10,146	100.0	10,482	100.0	11,435	100.0

2.1.3. Territorial presence of the Catalan Ombudsman office

In 2024, the Catalan Ombudsman office carried out more visits throughout Catalonia, known as the Mobile Citizen's Assistance Service (SAP I), than in 2023. This was facilitated by the team involved who prioritised scheduling and arranging visits to municipalities and regions, with subsequent remote and in-person assistance for individuals who requested information or help.

Thus, the number of visits increased from 109 in 2023 to 123 in 2024. In these 123 visits, the Catalan Ombudsman office visited 95 municipalities, taking in the most populated cities in the country, the 39 municipalities with which the Catalan Ombudsman office had signed a special assistance agreement and the regional councils of L'Alt Urgell, La Cerdanya, L'Anoia and the Conselh Generau d'Aran. These agreements oblige the Catalan Ombudsman to visit these municipalities at least once a year.

There were also four trips to El Besòs-Maresme, Vilapicina and La Torre Llobeta, La Sagrera and La Marina del Port, together with the Barcelona Ombudsman office, a fully consolidated initiative that started in 2023.

A total of 963 complaints were collected and 2,025 enquiries answered: a total of 2,998 actions, up 23% from 2023.

Map



* Barcelona: La Marina del Port, Vil·la de la Torre Llobeta, La Sagrada Família, Museu Nacional

2.2. Lines of action for the transformation of the Catalan Ombudsman office

The Catalan Ombudsman office is no stranger to the transformation currently required of all institutions and government authorities. For this reason, three major fields of transformation have been proposed to structure management of the internal public services:

- a) **An institution accessible to all.** The aim of the institution is to reach more people throughout Catalonia in the coming years, with special attention to the most vulnerable groups and those at risk of social exclusion. The aim is to promote new lines of action to maintain the type of people who already contact the institution while reaching others who have never contacted it or who are not aware of the institution as a guarantor of their rights with regard to their dealings with the Catalan Government.
- b) **A humanising institution.** The aim is to offer a more approachable, individualised treatment to people contacting the institution. This means strengthening direct assistance and fostering spaces for empathetic listening or accompaniment for people who need it. All of this is achieved by introducing new tools that ensure accompaniment is compatible with criteria of effectiveness and efficiency.
- c) **An institution that takes a restorative approach.** A restorative approach consists of going beyond the legal aspects of the case and, when necessary, taking a more holistic view to grasp the different dimensions of the grievance experienced by the individual. This helps to identify possible needs for dialogue, acknowledgement, accountability or redress on the part of the Catalan Government, thus offering a more personalised response, including varying degrees of restorative intervention. In relation to government, the restorative approach seeks to further enhance networking spaces for collaborative work.

2.2.1. An institution accessible to all

One of the Ombudswoman's core mandates is to make the institution accessible to all, breaking down the barriers to access resulting from social, economic and territorial inequalities, among others. For this reason, the Ombudswoman launched a series of actions to gain a better understanding of the main features and characteristics of people who contact the institution. In this regard, data is now collected on the gender, municipality of residence, age, nationality, place of birth, highest level of education and employment status of individuals who submit a complaint or enquiry to the institution.

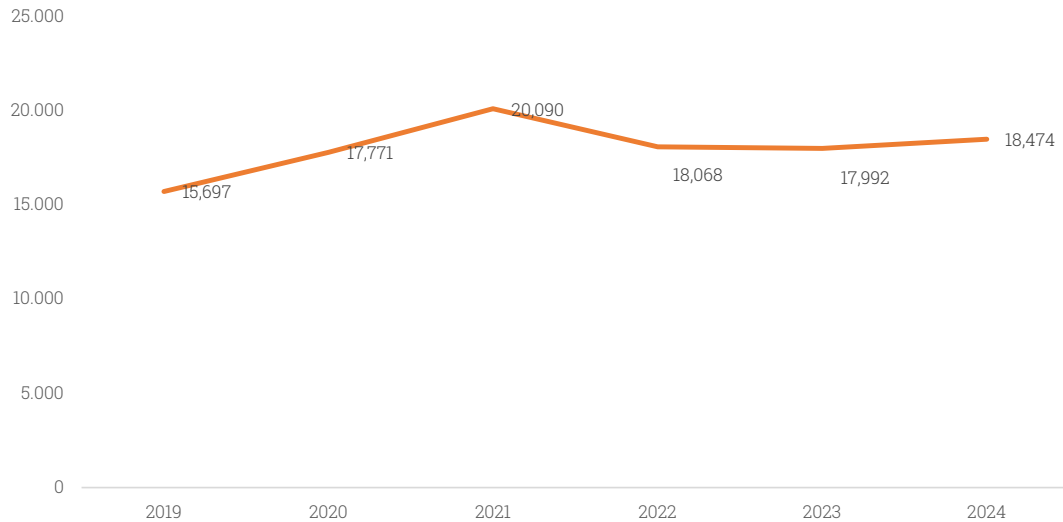
Unlike the previous year, in 2024 we were able to access this type of data from the beginning of the year, obtaining a higher response level. As explained in 2023, there is a set of data (on sex, age, place of residence, nationality, place of birth) that we can access through Via Oberta (if the individuals concerned do not object). However, we can only obtain data on highest level of education or employment status if the individuals concerned provide it when they request our intervention or at other stages of the procedure. The institution also asks people which gender they identify with in order to address them correctly (an individual's sex is obtained by Via Oberta, but as this information is not always accessible, the response rate for this information is lower than for gender). It should also be remembered that most of the information is on people who initiate a complaint.

Most of the people who contact the institution do so because they are caring for another person and there is a problem with the government authorities

In general terms, individuals who contact the Catalan Ombudsman office are often carers of other people (dependent children, the elderly people, etc.), identify as female, are aged between 35 and 55, have completed higher education and are working. However, depending on the subject, there are some notable differences in these profiles.

The number of people contacting the institution increased by 2.7%

In 2024, 18,474 people contacted the Catalan Ombudsman office, slightly above the average for recent years (18,015 people). There was a 2.7% increase compared to the previous year, to reach the second highest yearly number of people contacting the institution since records have been kept. The year with the highest number of people contacting the institution was 2021, during the pandemic, when many groups of complaints on a certain topic were filed as a result of the uncertainty of the period and the public's demand for more information from government authorities.

**Graph 4. People contacting the institution (2019-2024)**

	People	Variation (%)
2019	15,697	
2020	17,771	13.2
2021	20,090	13.0
2022	18,068	-10.1
2023	17,992	-0.4
2024	18,474	2.7

In 2025 we aim to reach 19,000 people through the institution's various actions, such as meetings with organisations, complaints and enquiries.

The number of non-profit organisations that contact the institution needs to increase

With regard to the type of people who contact the institution, in 2024 the number of legal persons (organisations) contacting the institution decreased, especially non-profit organisations, homeowners' and residents' associations, and private companies.

**Table 4. Persons contacting the institution (2019-2024)**

	2019	%	2020	%	2021	%	2022	%	2023	%	2024	%
Natural persons	15,223	97.0	17,289	97.3	19,647	97.8	17,639	97.6	17,643	98.1	18,250	98.8
Legal persons	474	3.0	482	2.7	443	2.2	429	2.4	349	1.9	224	1.2
Companies, NPOs	410	1.1	420	2.4	392	2.0	401	2.2	304	1.7	179	1.0
Government	48	0.1	48	0.3	30	0.1	17	0.1	23	0.1	21	0.1
Services/facilities	11	0.1	9	0.1	9	0.0	7	0.0	12	0.1	10	0.1
Other ombudsmen's offices	5	0.1	5	0.0	12	0.1	4	0.0	10	0.1	14	0.1
Total	15,697	100.0	17,771	100.0	20,090	100.0	18,068	100.0	17,992	100.0	18,474	100.0

Note. NPO refers to "non-profit organisation".

The aim of the Ombudswoman is to contact organisations to raise awareness of the institution and enable them to liaise with interested parties. However, this year the number of organisations contacted by the Catalan Ombudsman office was insufficient, a dynamic that needs to be corrected.

**Table 5. Legal persons who have contacted the institution**

	2022	%	2023	%	2024	%
Homeowners' and residents' communities and associations	131	32.7	90	29.6	63	35.2
Private companies	90	22.4	70	23.0	36	20.1
Non-profit organisations	131	32.7	116	38.2	68	38.0
Labour organisations	19	4.7	9	3.0	4	2.2
Business organisations	3	0.7	4	1.3	0	0.0
Political organisations	26	6.5	14	4.6	8	4.5
Religious organisations	1	0.2	1	0.3	0	0.0
Total	401	100.0	304	100.0	179	100.0

With regard to the reasons why people contact the institution, 45.2% do so to file a complaint and 43.4% to submit an enquiry. Only in 11.4% of cases do people submit an enquiry that might lead to a complaint.

Inequality in access to the institution by gender

In terms of natural persons, 56% of individuals contacting the institution identified as female, while 43.4% identified as male and 0.6% as non-binary. The number of people identifying as female was slightly higher in 2023.



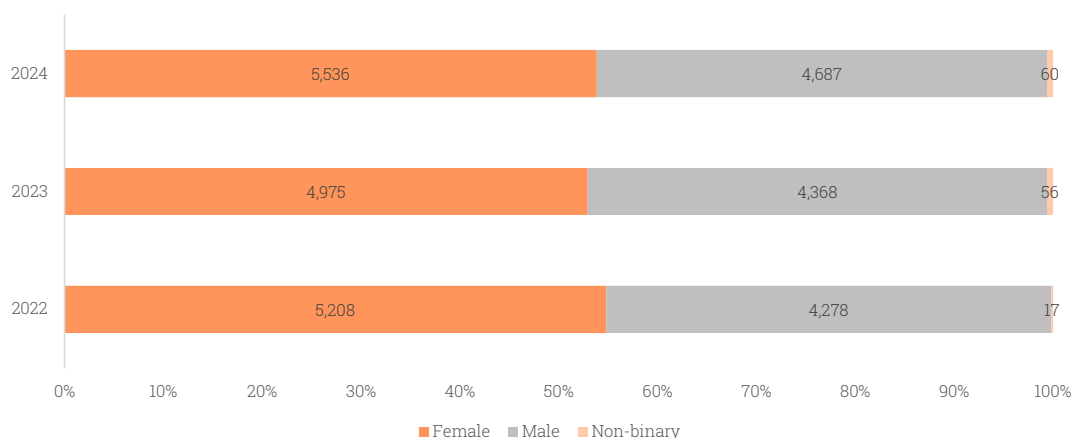
Table 6. Persons contacting the institution by gender

	Female	%	Male	%	Non-binary	%	Total
2022	10,009	56.7	7,571	42.9	59	0.3	17,639
2023	9,778	55.4	7,703	43.7	162	0.9	17,643
2024	10,226	56.0	7,912	43.4	112	0.6	18,250

However, with regard to the complaints, the percentages were 53.8% female, 45.6% male and 0.6% non-binary.



Graph 5. Natural persons filing a complaint by gender



Note. N=10,283; 100% response rate.

Among people filing complaints with the Catalan Ombudsman office, there were more women and people identifying as female (53.3% female and 46.7% male). In comparison, in Catalonia there are 50.7% female and 49.3% male (Idescat). However, the figures show more unequal distributions depending on the issue being dealt with. The most significant differences occurred in education, childhood and adolescence and social services, where people identifying as female tended to file more complaints. This highlights the feminisation of care.

**Table 7. Natural persons by gender and subject (%)**

	Female	Male	Non-binary	Total
Social policy	64.7	34.6	0.7	100
Education	72.5	27.2	0.3	100
Housing	59.4	40.3	0.3	100
Equality and non-discrimination	59.7	35.8	4.5	100
Childhood and adolescents	73.4	26.4	0.3	100
Migration	50.0	50.0	0.0	100
Health	57.1	41.8	1.0	100
Social services	61.2	37.8	1.0	100
Labour relations and pensions	57.3	41.6	1.1	100
Public and Tax Administration	38.7	60.9	0.5	100
Government and rights	38.0	61.5	0.5	100
Taxation	40.9	58.7	0.4	100
Territorial policies	49.3	50.2	0.5	100
Environment	50.1	49.5	0.5	100
Mobility and transport	49.9	49.3	0.8	100
Urban planning	47.4	52.5	0.2	100
Consumer affairs	50.9	48.5	0.6	100
Public safety and justice	39.1	60.5	0.5	100
Culture and language	50.0	50.0	0.0	100
Total	53.1	46.3	0.6	100

Note. The information is shown as a percentage since, in 714 cases, individuals filed complaints assigned to different subjects; therefore, the number of cases (and the percentage) may differ from the overall figure, which quantifies the number of persons who filed complaints or contacted the institution.

In other subjects, such as those related to territorial policies (especially environment or mobility and transport) and culture and language, the distribution was more equal or even the opposite. This was the case for government and rights, public security and justice, and taxation. However, it is important to highlight the increase in non-binary persons filing equality and non-discrimination complaints.

Territorial inequalities in access to the institution

Compared to the previous year, in 2024 there was an increase in the number of visits to other regions. This had a direct impact on the number of complaints received, especially in the inland regions and those furthest from the metropolitan area of Barcelona, where the number of complaints increased in 83.7% of the regions of Catalonia.

However, the number of complaints and enquiries varied depending on the population of each region. For example, compare the rates for La Terra Alta (2.7%), El Pallars Sobirà (2.7%) and El Baix Penedès (2.1%) with L’Alta Ribagorça (0.5%), L’Urgell, Val d’Aran and La Garrotxa (0.8% each), which had very low rates.

There was a rise in the number of complaints received in 83.7% of the Catalan regions



Table 8. Regional distribution of individuals filing complaints with the institution

	Population	Complaints filed 2023	Complaints filed 2024	Complaints filed (%)	Complaints/ population (1,000 inhabitants)
Alt Camp	46,388	34	52	0.5	1.1
Alt Empordà	148,732	310	224	2.1	1.5
Alt Penedès	114,189	123	155	1.4	1.4
Alt Urgell	21,128	28	29	0.3	1.4
Alta Ribagorça	4,040	4	2	0.0	0.5
Anoia	128,432	145	190	1.8	1.5
Bages	185,352	331	346	3.2	1.9
Baix Camp	204,458	212	201	1.9	1.0
Baix Ebre	82,399	45	79	0.7	1.0
Baix Empordà	143,443	115	138	1.3	1.0
Baix Llobregat	848,827	1,136	1,163	10.8	1.4
Baix Penedès	118,350	139	243	2.3	2.1
Barcelonès	2,354,301	2,146	3,064	28.5	1.3
Berguedà	41,058	32	53	0.5	1.3
Cerdanya	20,115	23	37	0.3	1.8
Conca de Barberà	20,569	23	18	0.2	0.9
Garraf	161,907	246	295	2.7	1.8

	Población	Quejas presentadas 2023	Quejas presentadas 2024	Quejas presentadas (%)	Quejas/población (1.000 hab.)
Garrigues	19,075	13	29	0.3	1.5
Garrotxa	62,449	46	52	0.5	0.8
Gironès	205,573	127	225	2.1	1.1
Lluçanès	5,718	4	5	0.0	0.9
Maresme	472,572	515	779	7.2	1.6
Moianès	14,758	13	35	0.3	2.4
Montsià	71,460	46	64	0.6	0.9
Noguera	39,727	24	30	0.3	0.8
Osona	164,006	127	152	1.4	0.9
Pallars Jussà	13,383	15	13	0.1	1.0
Pallars Sobirà	7,332	9	20	0.2	2.7
Pla de l'Estany	33,564	20	31	0.3	0.9
Pla d'Urgell	38,111	22	39	0.4	1.0
Priorat	9,420	19	11	0.1	1.2
Ribera d'Ebre	22,132	18	35	0.3	1.6
Ripollès	25,826	13	40	0.4	1.5
Segarra	22,667	14	31	0.3	1.4
Segrià	217,853	195	244	2.3	1.1
Selva	185,264	163	261	2.4	1.4
Solsonès	15,323	13	17	0.2	1.1
Tarragonès	275,122	352	341	3.2	1.2
Terra Alta	11,446	9	31	0.3	2.7
Urgell	38,531	31	31	0.3	0.8
Vall d'Aran	10,545	5	8	0.1	0.8
Vallès Occidental	960,033	1,069	1,258	11.7	1.3
Vallès Oriental	426,653	549	678	6.3	1.6
Total	8,012,231	8,523	10,749	100.0	1.3

Note. In 44 cases, the individuals filing complaints resided in an autonomous community other than Catalonia.

Although the figures show some progress in reducing territorial inequalities in access to the Catalan Ombudsman office compared to 2023, they also show the need to continue raising the institution's presence through visits, conferences, talks and other types of actions.

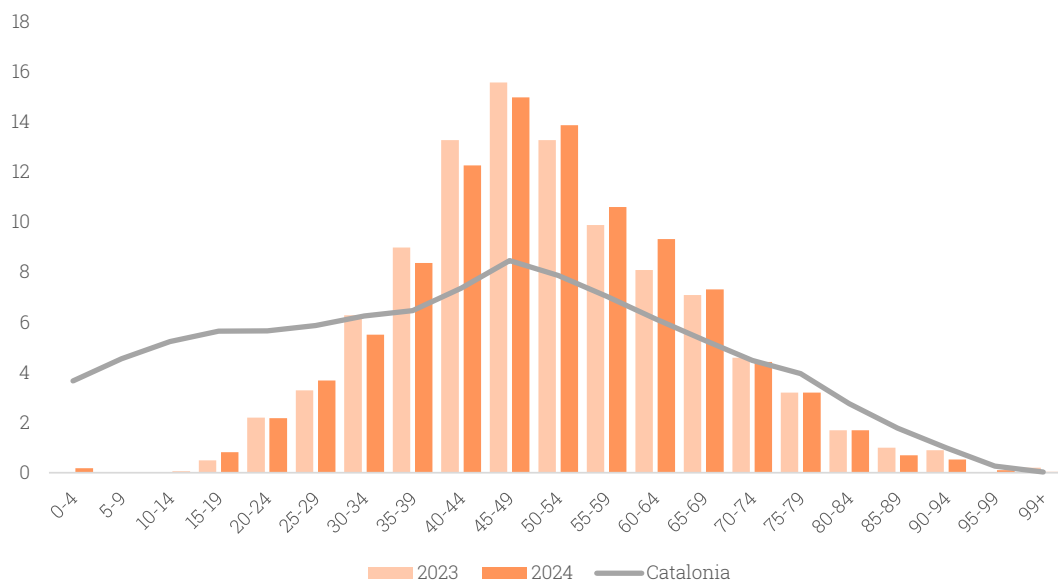
Inequalities in access to the institution by age group

As already pointed out last year, the figures on access to the institution by age group show that the people filing the most complaints with the Catalan Ombudsman office are aged between 35 and 69. The number of people contacting the institution in this age group exceeds their proportion in the Catalan population as a whole. This is because, as already stated in other sections, most of the people who contact the institution are responsible for the care of relatives or other people, who usually fall within this age group.

It is worth noting the under-representation of young people and older people in the complaints filed with the institution, in relation to their proportion in the Catalan population. In 2023, there was a greater presence of young people due to the opening of a grouped complaint concerning equality and non-discrimination.



Graph 6. Individuals filing complaints with the institution by age



Note. N=8,684; 84.5% response rate.

An analysis of the age groups by subject shows that most of the population is concentrated in the 40 to 59 age bracket, with the exception of complaints about migration and equality and non-discrimination, in which most of the complaints were filed by people aged of 20 and 39 (these two subjects received few complaints). At the other extreme, there was a greater presence of older people for complaints related to urban planning, environment, health or consumption, and public safety and justice.

**Table 9. Natural persons by age and subject (%)**

	0-19	20-39	40-59	60-79	80 and over	Total
Social policy	1.7	20.8	54.6	19.6	3.3	100.0
Education	3.8	27.2	64.6	4.3	0.1	100.0
Housing	0.3	19.0	53.0	26.2	1.5	100.0
Equality and non-discrimination	1.8	48.2	41.1	7.1	1.8	100.0
Childhood and adolescents	3.5	27.4	62.2	6.7	0.2	100.0
Migration	0.0	66.7	33.3	0.0	0.0	100.0
Health	0.4	14.2	49.4	31.7	4.3	100.0
Social services	0.8	16.4	47.2	28.0	7.6	100.0
Labour relations and pensions	0.0	14.1	57.7	28.2	0.0	100.0
Public and Tax Administration	0.4	23.7	50.1	23.3	2.5	100.0
Government and rights	0.5	28.2	50.2	19.3	1.8	100.0
Taxation	0.0	7.1	49.5	38.0	5.3	100.0
Territorial policies	0.6	13.0	50.6	32.7	3.1	100.0
Environment	0.3	12.4	50.2	34.9	2.2	100.0
Mobility and transport	0.9	15.8	55.2	25.4	2.6	100.0
Urban planning	0.9	10.5	45.9	37.8	5.0	100.0
Consumer affairs	0.5	14.3	48.5	32.6	4.0	100.0
Public safety and justice	0.5	14.3	48.5	32.6	4.0	100.0
Culture and language	0.0	16.7	69.0	11.9	2.4	100.0
Total	1.0	18.7	51.7	25.4	3.2	100.0

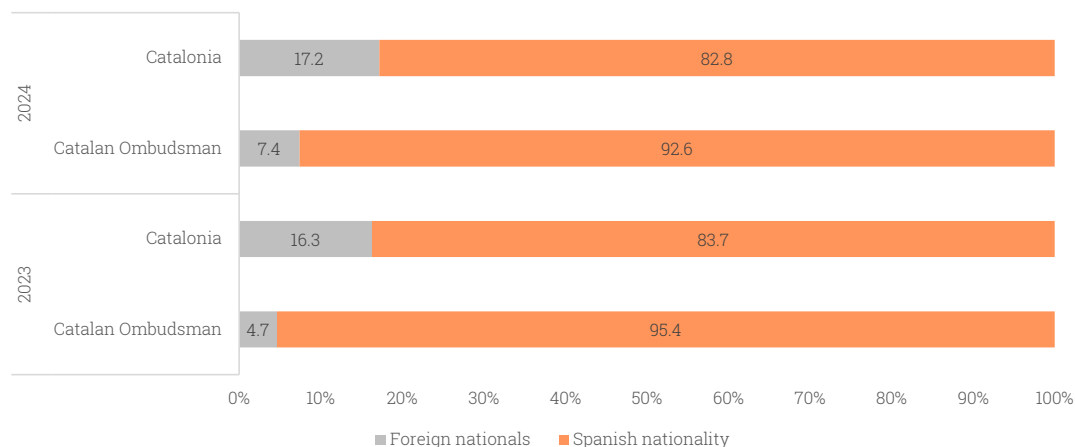
Note. The information is shown as a percentage since, in 714 cases, individuals filed complaints assigned to different subjects, so the number of cases (and the percentage) may differ from the overall figure, which quantifies the number of persons who filed complaints or contacted the institution.

Inequalities in access to the institution by nationality and place of birth

The 2023 annual report noted the Ombudswoman's aim for the institution to reach everyone, at least in terms of the characteristics of the Catalan population. In relation to nationality, the figures show that fewer foreign nationals access the institution than Catalans, although this situation is being reversed thanks to actions taken by the institution. In 2023, 4.7% of foreign nationals filed complaints with the Catalan Ombudsman office, while the percentage was 7.4% in 2024.



Graph 7. Population filing complaints by nationality (%)

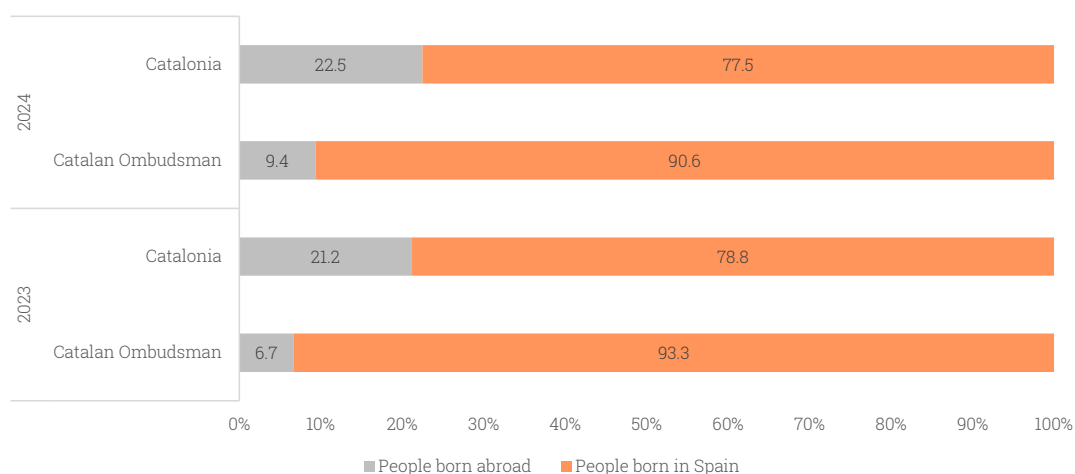


Note. N=8,936; 86.9% response rate.

In relation to place of birth, the figures from the Catalan Ombudsman office for people born abroad were also lower than in the Catalan population as a whole, although, once again, the percentages were higher than in 2023.



Graph 8. People contacting the Catalan Ombudsman office by place of birth



Note. N=8,905; 86.6% response rate.

Again, in terms of persons filing complaints by place of birth, the distribution was uneven when analysed by subject. In relation to the Catalan population in general, there was not much difference in terms of children and adolescents, housing or social services. However, there were bigger differences with regard to territorial policies, taxation and health. In short, as already pointed out in 2023, people in the most adverse circumstances find in the Catalan Ombudsman office a place where they can express their needs and problems.



Table 10. People contacting the Catalan Ombudsman office by place of birth and subject (%)

	Born in Spain	Born abroad	Total
Social policy	87.3	12.7	100
Education	89.5	10.5	100
Housing	83.8	16.2	100
Equality and non-discrimination	91.4	8.6	100
Childhood and adolescents	79.9	20.1	100
Migration	100.0	0.0	100
Health	95.3	4.7	100
Social services	84.0	16.0	100
Labour relations and pensions	86.3	13.8	100
Public and Tax Administration	92.9	7.1	100
Government and rights	91.9	8.1	100
Taxation	96.4	3.6	100
Territorial policies	95.0	5.0	100
Environment	94.6	5.4	100
Mobility and transport	96.5	3.5	100
Urban planning	93.9	6.1	100
Consumer affairs	93.1	6.9	100
Public safety and justice	88.0	12.0	100
Culture and language	93.0	7.0	100
Total	90.7	9.3	100

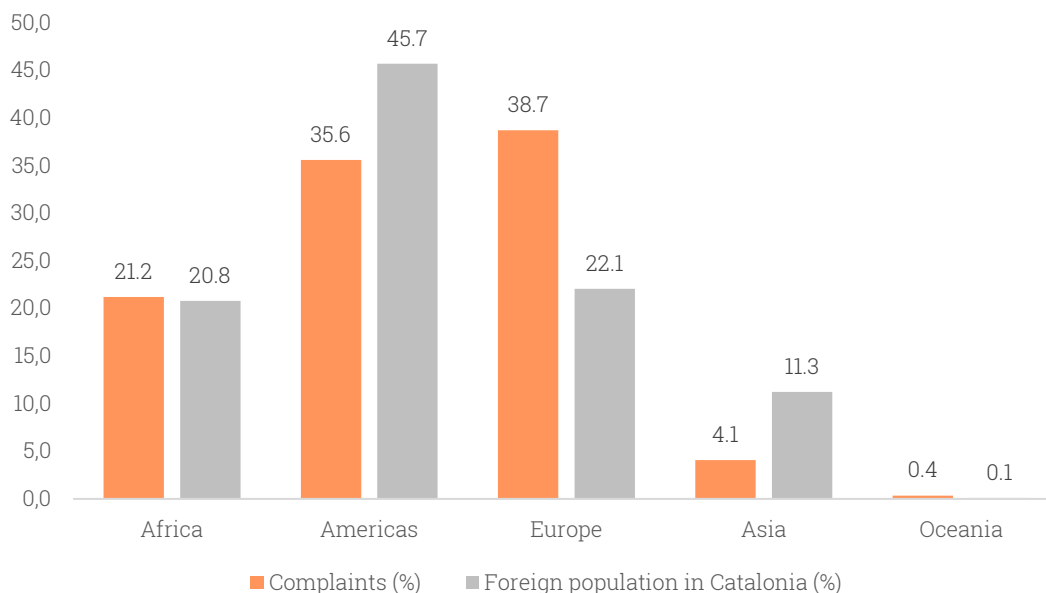
Compared to 2023, there was more information in 2024 on foreigners filing complaints with us. Specifically, among people from Africa who initiated a complaint, the distribution was quite similar to that of Catalonia, while people of Asian and American origin were less likely to seek help from the Catalan Ombudsman office. By contrast, the proportion of people of European origin was larger than in the population in Catalonia.



Table 11. Place of birth of the foreign population filing a complaint

	2023		2024		Foreign population in Catalonia (%)
	By origin	%	By origin	%	
Africa	193	36.8	177	21.2	20.8
East Africa	1	0.2	1	0.1	0.1
Central Africa	1	0.2	3	0.4	0.2
North Africa	170	32.4	147	17.6	15.9
North Africa	0	0.0		0.0	0.1
East Africa	21	4.0	26	3.1	4.6
Americas	158	30.1	297	35.6	45.7
North America	6	1.1	8	1.0	0.9
Central America	10	1.9	25	3.0	5.9
Caribbean	20	3.8	30	3.6	4.1
South America	122	23.2	234	28.1	34.8
Europe	151	28.8	323	38.7	22.1
European Union	110	21.0	251	30.1	15.4
Central and Eastern Europe	32	6.1	63	7.6	6.0
Rest of Europe	9	1.7	9	1.1	0.7
Asia	23	4.4	34	4.1	11.3
Central Asia	0	0.0		0.0	0.3
East Asia	2	0.4	8	1.0	3.2
South Asia	15	2.9	15	1.8	6.2
Southeast Asia	2	0.4	2	0.2	1.1
Middle East	4	0.8	9	1.1	0.4
Oceania	0	0.0	3	0.4	0.1
Australia and New Zealand	0	0.0	3	0.4	0.1
Rest of Oceania	0	0.0		0.0	0.0
Total	525	100.0	834	100.0	100.0

Note. N=834.

**Graph 9. Place of birth of the foreign population filing a complaint**

Note. N=834.

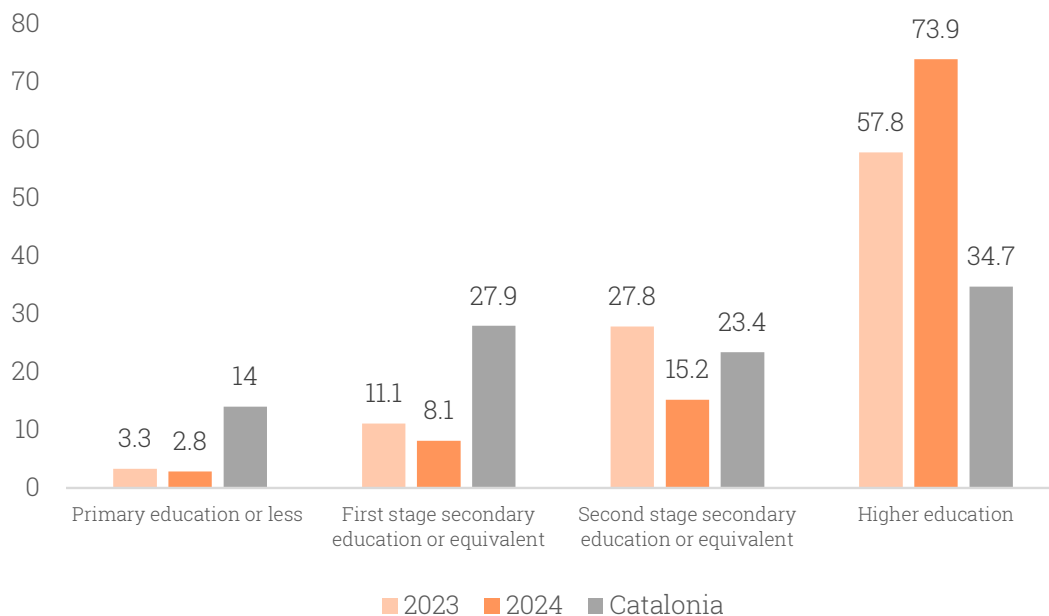
Inequalities in access to the institution by education and employment status

The figures on access to the institution by highest level of education attained highlight, firstly, the increase in the response rate compared to the previous year. Thus, in 2023 there was a 39.6% response rate, whereas this figure was 61.2% for 2024. It should be remembered that both the maximum level of education and employment status are self-reported by the individuals concerned (no official records are directly consulted); therefore, the response rate is lower.

Regarding the data, there is an over-representation of respondents with the highest level of education attained, while people with no education or whose highest level is primary or first stage secondary education are very poorly represented.



Graph 10. Individuals filing a complaint with the institution by highest level of education attained

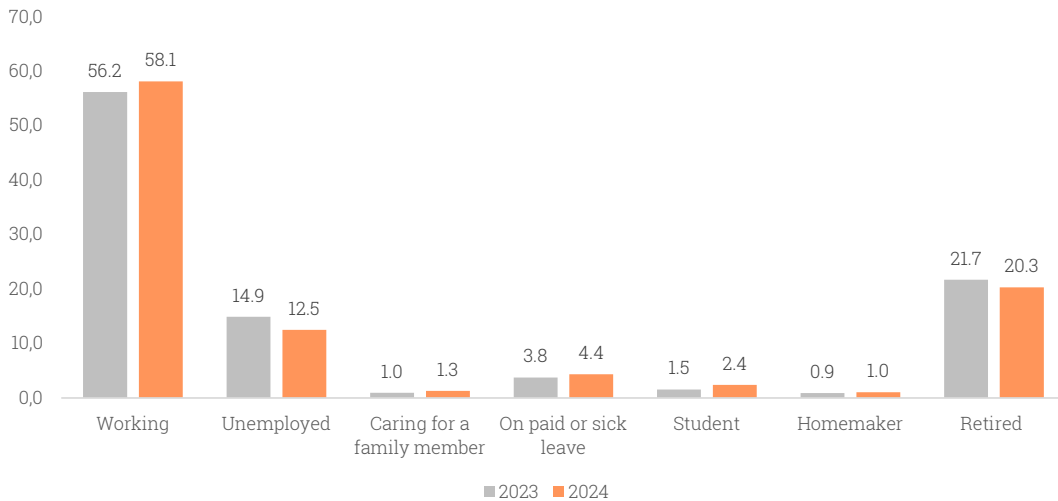


Note. N= 6,292; 61.2% of responses.

Most individuals contacting the institution were aged between 40 and 69. This age group had the highest percentages of the highest level of education and most were currently employed (58.1%). In this sense, it should be stressed that most of the individuals contacting the Catalan Ombudsman office are responsible for the care of others.

In relation to subject, despite the very high proportion of people with higher education, there were differences by subject: for social services, 48.5% of individuals filing a complaint had reached upper secondary education, while this figure was 36.5% for housing.

It should also be noted that the unemployed population contacted the institution in higher percentages compared to the general levels for Catalonia. In this regard, it should be borne in mind that many of the complaints received by the institution are due to lack of access or coverage or delays in processing administrative procedures, most of which involve benefits or financial aid (school meal subsidies, citizens' guaranteed income, etc.). In this sense, people facing greater economic difficulties are more likely to access the Catalan Ombudsman office than people with other characteristics.

**Graph 11. Employment status of people filing complaints with the institution**

Note. N=6,367; 61.9% of the response rate.

2.2.2. A humanising institution

As stated in the 2023 annual report, the Ombudswoman changed the internal procedures of the institution, especially with regard to processing complaints and enquiries, with the aim of achieving a more agile, approachable, friendly and empathetic institution.

To analyse this section, the results of the satisfaction surveys and the fulfilment of commitments set out in Catalan Ombudsman office service charter since 2010 were analysed. The updated service charter was published in the *Official Journal of the Generalitat de Catalunya* of 24 December.

The response rate for the satisfaction survey was lower in 2024 for two reasons. Firstly, there was an increase in the number of closed cases and more surveys were carried out. Secondly, in the last quarter of 2023, two types of closure were added when sending out the satisfaction questionnaires: withdrawal and inadmissibility. However, people who withdraw their complaint or see that their complaint has not been accepted are generally less likely to answer a satisfaction survey.

**Table 12. Trend in the response to the satisfaction survey**

	Surveys answered	Surveys sent	Response (%)
2020	1,591	8,623	18.5
2021	1,734	9,557	18.1
2022	1,766	9,911	17.8
2023	1,466	8,608	17.0
2024	2,024	13,513	15.0
Total	8,581	50,212	17.1

The average satisfaction rate fell by a tenth of a point, with the service rated at 6.7/10. The difference compared to previous years is minimal, even more so if one bears in mind that the two newly incorporated types of closure mentioned above obtained the poorest assessments.

**Table 13. Average for the service offered by the institution**

	Average score	Number of responses
2020	6.9	1,591
2021	6.9	1,734
2022	6.8	1,766
2023	6.8	1,466
2024	6.7	2,024
Total	6.8	1,716

Users' assessments differed depending on how their complaint was closed. Better results were obtained when the outcome was satisfactory (the resolution was accepted or the problem solved) or when the case was quickly referred to the institution with powers to solve the problem (transfer to other institutions). However, the results were not so good when the Catalan Ombudsman office recommendations were not accepted (resolution not accepted), no administrative irregularity was detected, the complaint was not admitted or the interested party withdrew their complaint.

**Table 14. Assessment by reason for case closure**

	2019	2020	2021	2022	2023	2024
Irregularity	7.5	7.7	7.7	7.6	7.8	7.5
Resolution accepted	7.2	7.3	7.5	7.5	7.6	7.4
Resolution partly accepted	6.7	6.7	7.1	6.5	6.8	6.9
Resolution not accepted	7	6.3	4.7	7.8	7.3	5.5
Problem resolved	7.7	7.9	7.9	7.7	7.9	7.7
No irregularity	5.9	5.9	5.8	5.7	5.4	5.5
Transfer	6.2	5.5	9	6.5	7.9	7.8
Withdrawal	-	-	1	3	1.8	2.4
Inadmissibility	7.5	-	-	7	5.5	4.9
Total	6.8	6.9	6.9	6.8	6.8	6.7

It is worth stressing that the Catalan Ombudsman office's actions are independent from the parties and government authorities concerned. The institution's actions, therefore, do not always match the demands of the individuals concerned; all determining factors need to be considered, irrespective of the quality of the service.

The attention provided by the institution's staff was considered good or very good in 78.1% of the cases

In 2024, 78.1% of people considered the attention received from the institution's staff to be good or very good. Although lower than 2023 (82%), this figure is nevertheless positive, given the inclusion of cases closed due to inadmissibility or withdrawal, in which the interested parties receive a response that does not meet their expectations.

**Table 15. Assessment of the attention received from the institution's staff**

	2019	2020	2021	2022	2023	2024	% 2024
Very good – Good	1,311	1,308	1,412	1,390	1,155	1,488	78.1
Average	143	125	131	154	108	161	8.4
Bad – Very bad	141	135	168	187	181	257	13.5
Total	1,595	1,568	1,711	1,731	1,444	1,906	100

In their assessment of the time taken by the institution to resolve complaints, 49.2% of respondents considered it short or very short, with an average of 68.5 days. However, 26.5% considered the resolution time to be long or very long, with an average of 269.8 days. It is important to note that the average number of days shown in Table 16 refers only to the cases of individuals who answered the questionnaire. In short, the results indicate that resolution times are perceived as short or very short when they are around four months, and long or very long when they exceed nine months.



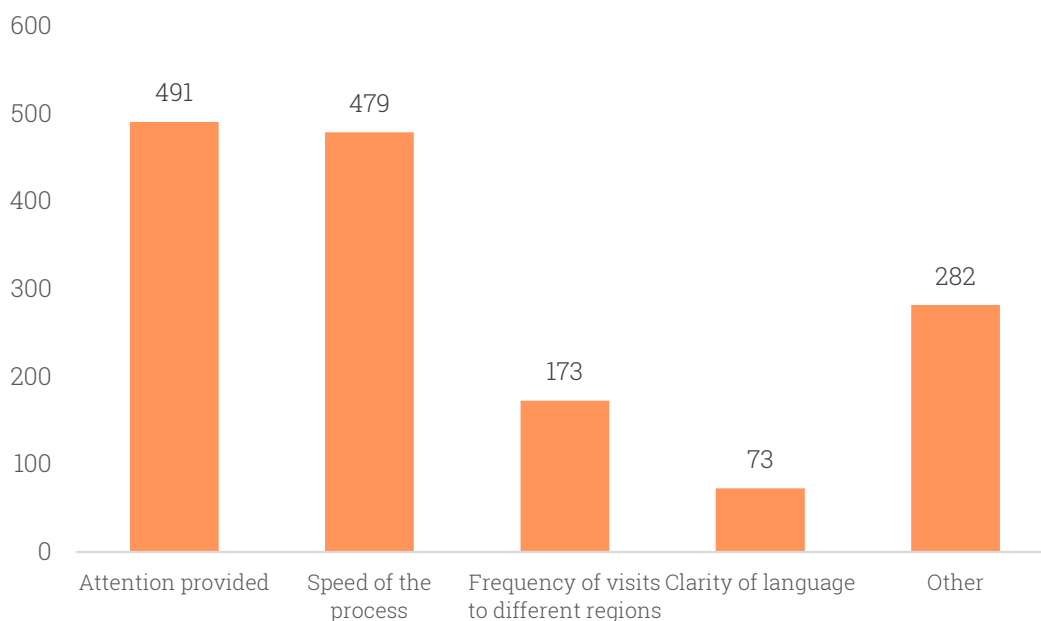
Table 16. Assessment of the time taken to resolve the case

	2019	2020	2021	2022	2023	2024	% 2024	Average number of days
Very long – Long	1,311	1,308	1,412	1,390	1,155	1,488	78.1	269.8
Average	143	125	131	154	108	161	8.4	135
Short – Very short	141	135	168	187	181	257	13.5	68.5
Total	1,595	1,568	1,711	1,731	1,444	1,906	100	136.4

In terms of areas of improvement for the institution, the surveys shows that most people mentioned the attention provided to individuals or the speed of the process. In contrast, only a few people saw a need to improve the clarity of language or increase visits to different regions.



Graph 12. Areas of improvement for the Catalan Ombudsman office



In October 2024, the Catalan Ombudsman office presented the report *Les cartes de servei a Catalunya* (The Service Charters for Catalonia), which highlighted the shortcomings of many government authorities in this regard. In addition, in December 2024, the Catalan Ombudsman office approved the new service charter, which came into force on 2 January 2025. The new charter takes into account changes to the process in recent years and incorporates the restorative approach as a method for resolving disputes between the institutions and individuals concerned. It also recognises the right to an apology where the institution has made an error.

The time taken to process cases decreased by 13.4%

With regard to case processing times, organisational changes meant the average processing time was reduced to 117.4 days, making 2024 the year with the shortest average case processing time since records were first kept.



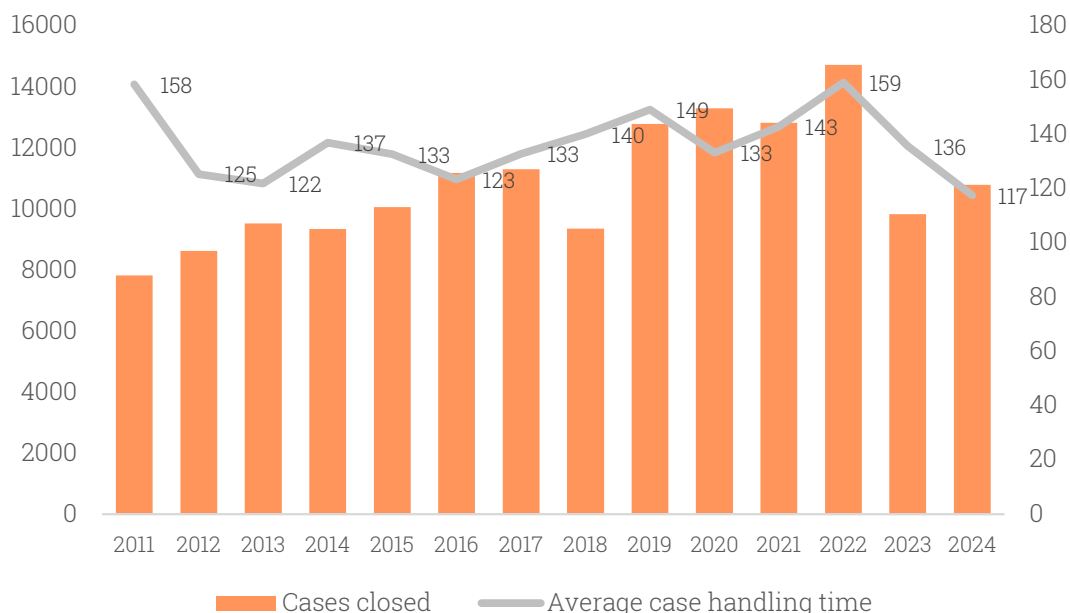
Table 17. Average case processing time 2018-2024

	2018	2019	2020	2021	2022	2023	2024	Var. 2023-2024
Average processing time (working days)	140	149.1	133.2	142.8	159	135.6	117.4	-13.4 %
Closed cases	9,347	12,788	13,299	12,822	14,722	9,821	10,786	9.8 %

This improvement is the result of the efforts made not only by the institution, but also by the government authorities and interested parties, who provided documentation when required. Indeed, as noted in the section on the status of actions, in 2024 the level of response from the public authorities increased, which helped to reduce delays. The trend in processing time shows that, especially from 2016 onwards, the higher the number of cases closed in a year, the longer the average resolution time. However, compared to similar years with similar case volumes, 2024 saw the greatest drop in this indicator.



Graph 13. Average case processing time 2011-2024



In relation to the service charter, the change in the procedure shows that initial attention may take slightly longer, but once case management begins, processing times decrease. Under the previous system, a specific service (Citizen's Assistance Service) answered all requests, entered the initial information to open case files and referred them to the corresponding area for processing. This led to delays, failed to ensure that the request for information from the interested parties was complete and sometimes meant the individual concerned had to explain their case to several different people. Under the current system, a single point of contact for each complaint reduces delays, especially in the initial phase of the procedure, while also having a positive impact in the other phases.

**Table 18. Commitments of the Catalan Ombudsman office service charter**

	2023			2024			Variation
	No.	Average	Fulfil- ment	No.	Average	Fulfil- ment	
Same-day resolution of in-person enquiries, with a maximum waiting time of 15 minutes	477	8 minutes	97.6 %	644	10 minutes	94.8 %	25 %
Response to written enquiries for information within 3 working days of receipt	2,917	3.6 days	64 %	1,841	3.7 days	74.6 %	3.4 %
Response to telephone enquiries on the day of the request	8,539	0.8 days	91.5 %	8,801	0.7 days	87.8 %	-14.6 %
Confirmation of receipt within 2 working days of receiving the document	7,339	3.3 days	61.9 %	1,919	4.1 days	54.3 %	22.8 %
Request for information within a period not exceeding 15 working days, extendible to 15 days depending on the complexity of the case	4,758	21.6 days	57.1 %	5,320	15.0 days	69.9 %	-30.7 %
Notification of the resolution to the interested party and the government authority, once the appropriate investigation has been carried out, within a period not exceeding 30 days from receipt of the government report.	7,001	118.1 days	13.30 %	8,538	107.1 days	21.9 %	-9.3 %
Notification of case closure, once the government authority has stated whether it accepts the decision of the Catalan Ombudsman office, within a period not exceeding 15 working days	1,454	94.5 days	32.40 %	1,813	74.7 days	44.8 %	-21.0 %
Where applicable, notification that the complaint has been rejected (Law 24/2009) within a period not exceeding 15 working days	870	28.05 days	65.2 %	723	27.1 days	84.9 %	-3.4 %

As shown in the above table, the time taken to request information from the government authorities was reduced by 30.7%, the time to notify the interested party of the resolution by 9.3%, the time taken to notify the authority's acceptance by 21%, and the time taken to report that the complaint has not been admitted for processing by 3.4%. However, greater efforts must be made to ensure administrative simplification and shorter processing times, without compromising the attention given to the interested parties.

3. Institutional relations

3.1. International actions

- 13th World Conference of the International Ombudsman Institute (IOI). “Working Together for Our Tomorrow”. The Ombudswoman and the Deputy General attended and participated in the General Assembly of IOI members. Place: The Hague. 15, 16 and 17 May 2024.
- 96th anniversary of the International Federation of Women in the Legal Career (FIFCJ). Place: Barcelona Maritime Museum. 2 May 2024.
- Restorative Justice Congress in Germany. The Ombudswoman took part in the international seminar “Criminology and Criminal Policy: Balance and Perspectives after 31 Years of Hiddensee seminars” with the presentation on restorative justice “Criminal policy in other European countries”. Place: University of Greifswald, Germany. 2 August 2024.
- The Ombudswoman gave the lecture “Implementation of restorative justice in higher education institutions”. Place: Colegio de México, Mexico City. 11 September 2024.
- Third Meeting of Rectors. “Equality as a path to peacebuilding. Community engagement, diversity and peacebuilding”. Place: El Claustro de Sor Juana University, Mexico. 12 and 13 September 2024.
- 12th Congress of the Association of Ombudsmen and Mediators of La Francophonie (AOMF). “Looking ahead to the next decade: challenges for the ombudsman”. Organisation: The Quebec Ombudsman, AOMF. Place: Quebec, Canada. 16, 17 and 18 October 2024.
- General Assembly and Annual Congress of the Ibero-American Federation of Ombudspersons. The Ombudswoman participated remotely in the Assembly, and the Deputy for the Defence of Children’s and Adolescents’ Rights and advisors from her team attended and took part in person. Place: Sheraton Asuncion Hotel, Asunción, Paraguay. 29, 30 and 31 October 2024.

3.2. L'Altaveu de la síndica (Ombudswoman platform)

The institution organises conferences-debates for groups and professionals from the field of the defence of rights and for the institution's staff. This space is called *L'altaveu de la síndica* (Ombudswoman's platform). The sessions in 2024 were:

- Conference and debate: "**El dret al joc**" [The right to play], by Maria Truñó, expert consultant in public policy on human rights, childhood and education. **9 July 2024**.
- Conference and debate: "**Jo no soc racista, però...**", [I'm not racist, but...], by Desirée Bela-Lobedde, writer, communicator and anti-racism activist. **5 November 2024**.
- Conference and debate: "**Construint el dret de les generacions futures**" [Building the right of future generations], by Sophie Howe, former Future Generations Commissioner, Wales, UK. **27 November 2024**.

SÍNDICA

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