

# Handling of citizens' concerns in case of questions about the Office of Social Services

If you have any questions about the Office for Social Services or general problems with the office, the ombudsmen are the right people to contact. You will receive advice and assistance and can offer criticism and praise.

## Competent Department

- [Amt für Soziale Dienste | Bürgerbeauftragte](#)

## Basic information

The Office for Social Services ("AfSD") has two ombudsmen to whom citizens can turn if

- they have general problems with the AfSD, such as complaints and criticism.
- they need general assistance in dealing with the Office for Social Services.
- wish to inform the AfSD of social grievances.

The ombudsmen are not responsible for processing specialist procedures. Citizens who require specific information on ongoing procedures should first contact the responsible caseworkers. The ombudsmen can also help to find the relevant caseworkers.

## Requirements

There are no special requirements for contacting the ombudsmen. However, it should be noted that the ombudsmen are only responsible for general issues and cannot provide information or make decisions in ongoing proceedings.

## Procedure

Citizens who wish to contact the Ombudsman can do so

- by telephone at the times and telephone numbers listed under "Responsible office",
- by e-mail,
- by fax
- and, if necessary, in person by appointment.

The matter will then be discussed together and justified complaints will be followed up. Any criticism voiced will be taken as an opportunity to improve processes and optimize citizen service.

## Legal bases

- [Grundgesetz Artikel 17 \(GG Art. 17\)](#)

## More information

In addition to the ombudsmen at the Office for Social Services, there are various responsibilities that must be taken into account when choosing the right contact:

- For general questions, criticism and complaints regarding the senatorial office of the Senator for Social Affairs, Children, Youth and Women, citizens must contact the ombudsman responsible there.
- In the event of suspected financial inconsistencies, the department's anti-corruption officer should be contacted.
- For general questions, criticism and complaints about other departments and senatorial offices, please contact the ombudsmen there.
- General questions about the Free Hanseatic City of Bremen can be answered by the Bremen Citizens' Hotline ("BTB") on +49 421 3610 at the local rate.

## How long does it take to process

The processing time depends on the individual case brought in and cannot be named as a lump sum.

## What are the costs?

The processing is free of charge.