

TABLE OF CONTENTS

INTRODUCTION	3
I. GENERAL CONSIDERATIONS	9
1. Mission statement	9
2. The management of the Office	12
II. STATISTICAL ANALYSES	21
1. Introduction	21
2. General Statistics	21
III. RECOMMENDATIONS	39
1. General Recommendations	41
1.1. General Recommendations 2005	41
1.2. Follow up of General Recommendations from previous years in 2005	42
2. Overview of Official Recommendations 2005	53
APPENDIXES	55
Appendix I - The Federal Ombudsmen Act, Kingdom of Belgium, of 22 nd March 1995, as modified by Act of 11 th February 2004.	57
Appendix II - Table summarizing the General Recom- mendations (GR) 1997-2004	64