

## **2020 ENGLISH ANNUAL REPORT OF THE OMBUDSMAN INSTITUTION OF TURKEY NOW AVAILABLE**

We are pleased to share with you the abridged English version of the 2020 Annual Report of the Ombudsman Institution of the Republic of Turkey. The original Annual Report is 582 pages long.

The year 2020 has been a very challenging year for all countries in the world due to the COVID-19 pandemic. In these difficult times, the Ombudsman Institution of Turkey continued its works without any interruption and received significant number of applications which reached **90,209**. The total number of complaints since the establishment of the Institution has reached **170.744**. And the number of decisions issued in 2020 is **91,100**.

The number of cases resolved through amicable settlement is **2.867** in 2020. The compliance rate of the administrations with our Recommendations was 20% in 2013, whereas it increased to **76,38% in 2020**.

In addition, **184,758** people were contacted via e-mail, telephone or face to face to provide them legal assistance, to guide them and to find a solution to their problems.

You may reach the Report at the Institution's English website through the following link:

[https://www.ombudsman.gov.tr/kdk-pdf/2020\\_anual\\_report/mobile/index.html](https://www.ombudsman.gov.tr/kdk-pdf/2020_anual_report/mobile/index.html)