

# Complaints concerning the **City**?



Stadt Zürich  
Ombudsstelle

# We are happy to advise you.

Blocked by **bureaucracy**?

Scandalous **Service**?

Offensive **officer**?

Erratic **explanations**?

Annoying **answers**?

- Do you have a problem with the Zurich city administration and cannot find a solution? The municipal ombudsman and his team can help you.
- We advise you by phone, by e-mail or by personal request. Our service is confidential and free of charge. We listen to you, clarify your concerns and mediate any conflicts with the administration.
- The ombudsman's office is an independent and neutral institution. It assesses whether the city administration has proceeded in a legally correct manner and whether it has acted clearly and fairly.



For further information:

[www.stadt-zuerich.ch/ombudsstelle](http://www.stadt-zuerich.ch/ombudsstelle)

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