



**The Complaints Board
of the European Schools**

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2023 ACTIVITY REPORT OF THE CHAIR OF THE COMPLAINTS BOARD OF THE EUROPEAN SCHOOLS

BOARD OF GOVERNORS OF THE EUROPEAN SCHOOLS

Meeting of 10, 11 and 12 April 2024 at Parma (Italy) – Hybrid



2023 ACTIVITY REPORT

Events of note for the Complaints Board in 2023 were:

- the appointment of a new judge;
- a slight reduction in the number of appeals;
- a new 'InterParents' decision (concerning the provisions of the General Rules establishing the responsibilities of parents' associations);
- the appearance of new challenges;
- an important ruling of the Court of Justice of the European Union, which confirms the exclusive competence, of first and last resort, of the Complaints Board to hear appeals against decisions taken by Class Councils requiring a pupil to repeat a year.

I – The appointment of a new judge

1.

Mr Eduardo MENENDEZ-REXACH still chairs the Complaints Board and Ms Brigitte PHEMOLANT chairs the second section.

The Board is still split into two sections, with members being allocated to each section on a rotating basis in order to avoid the two panels being entirely separated.

2.

On 12 April 2023, the Board of Governors appointed Mr Mark RONAYNE as a new member of the Complaints Board, replacing Mr Andreas KALOGEROPOULOS.

Mr RONAYNE is an Irish national. He obtained his European Baccalaureate at the Brussels I European School and therefore knows the system and values of the European Schools well.

His training in law at *University College Dublin* and *The King's Inns* in Dublin, his sound professional experience at the Court of Justice of the European Union – first as a Legal Secretary and then as Director of Human Resources and Staff Administration – his availability (he has been retired since January 2023) and his knowledge of languages (a native speaker of English, he has a perfect grasp of French), are all valuable assets for the Complaints Board.

3.

Six of the seven mandates of the members of the Complaints Board expire on 21 April 2024 and, with the consent of the interested parties, their renewal was requested from the Board of Governors for 5 years.

4.

No changes were made to the Registry.

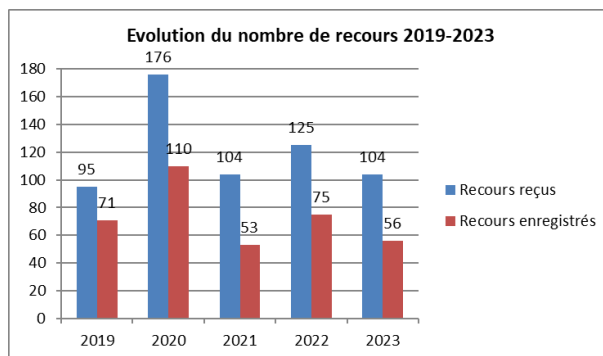
II – The judicial activity of the Complaints Board in 2023

1) The number of appeals lodged and the categories of these appeals¹

1.

In 2023, there was a slight reduction in the number of appeals: 56 appeals – including 4 in summary proceedings – were lodged and brought before the Complaints Board for review.

The graph below shows how the number of appeals changed over the period 2019 to 2023.



NB: ‘*Appeals received*’ include appeals that were lodged as well as appeals dealt with administratively, without being formally lodged, in a discussion between the Registrar and the applicant, given the manifestly inadmissible and/or unfounded character of the appeal.

¹ The figures shown here may not correspond exactly to those given in the Annual Report of the Secretary-General of the European Schools, on the one hand because of complaints being categorised slightly differently, and on the other hand because of appeal proceedings being spread across multiple years (when the administrative appeal is processed during year N and the contentious appeal in year N+1).

2.

The largest number of appeals were direct appeals against decisions of the Central Enrolment Authority for the Brussels European Schools (hereinafter the CEA). This was still the case in 2023.

Several issues arose, specifically in Brussels, because there are several European Schools there (these issues are almost non-existent in Luxembourg, and were not encountered in cities where there is only one European School).

For the European Schools in Brussels, **the proximity of the school to the child's home** remains a key concern among parents.

Even though, for the last few years, the enrolment policies have excluded both geographic arguments (distances between home/the allocated school/the parents' workplace) and arguments relating to difficulties in organising travel and family life, and in spite of the established case law of the Complaints Board, which maintains that these are not priority criteria, appeals were still lodged each year on the grounds of (overly) long journeys between the child's home and the allocated school and the direct and indirect consequences of this: excessive fatigue (especially for the youngest children), lost time (time that cannot be devoted to studies, extracurricular activities or sleep), ecological and environmental considerations (Green Deal, pollution, wasted energy, difficulty of using eco-friendly means of transport, for example, travelling on foot or by bicycle) or indeed the increased risk of road accidents and the well-being of children.

Health problems (travel sickness, excessive fatigue or more severe illness) are also reasons invoked by parents to obtain a place at the school nearest to their home, but less so than in the past.

There is still a relatively large number of disputes involving **force majeure** being invoked in cases where the enrolment deadlines for the Brussels schools have not been met. Failure to meet these deadlines results in the late enrolment application being automatically rejected and considered inadmissible (Articles 2.20, 2.22 and 2.23 of the Policy on Enrolment 2023–2024).

3.

Aside from direct appeals against decisions of the CEA, the other contentious appeals submitted to the Complaints Board in 2023, which were lodged after a preliminary administrative appeal was rejected by the Secretary-General, were (in descending order of the number of appeals):

- appeals from teaching staff (seconded or locally recruited teachers);
- appeals against a decision of the 2023 Baccalaureate examinations board;
- appeals against the decisions of Class Councils (repeating a year);

- appeals against decisions of a pedagogical nature (change of Language 2, teacher allocation, themed activities);
- referral requests (Articles 40a and 40b of the Rules of Procedure);
- an appeal against changes to the General Rules decided upon by the Board of Governors in order to clarify the responsibilities of parents' associations in the course of their activities.

We note that no disciplinary appeal was submitted during this 2023 year.

We also note a reduction in appeals relating to determination of the language section (Language 1) and to the conditions under which the language tests are conducted (Article 47e) of the GRES). This probably reflects consideration of the case law of the Board in this regard, notably of its recent annulment decisions.

4.

Finally, it should be emphasised that the activity of the Complaints Board cannot be reduced to figures or statistics, which only reflect the number of appeals lodged and processed for which a flat-rate fee is provided under Article 16.2 of the Statute of the Board.

This report offers an occasion to shed light on a great deal of underlying work not covered by this function fee and which is indispensable to the smooth running of the Board and the quality of the decisions rendered:

- a) The processing of emails sent to the registry by **potential future applicants seeking information**:
 - parents dissatisfied or preoccupied by their children's educational conditions,
 - parents not knowing how to react to a disciplinary sanction or school failure,
 - as well as unhappy or worried members of the teaching staff, etc.

It is therefore appropriate to inform these parties of the procedure to be followed (need for a prior administrative appeal), to draw their attention to the deadlines for appeals and the limits of the Board's jurisdiction, to explain to them how the contentious procedure works, how to look up the relevant case law and procedural costs, etc., even if no contentious appeal is ultimately submitted or lodged (and therefore not included in the statistics).

- b) The **complexity of the pleas** invoked by the applicants in support of their appeals – whether supported by a lawyer (who will make lengthy legal submissions) or otherwise (pleas will often be hard to follow or poorly structured) – demand a significant amount of analysis and case law research work.

Issues of admissibility and jurisdiction regularly warrant attentive examination, particularly with regard to the case law of the Court of Justice of the European Union and the general principles and fundamental rights enshrined within the European Union.

Let's take for example, the following recent questions:

- In an ever-more paperless context, can we still demand a registered letter for the submission of an appeal? (does this requirement not compromise exercise of the right to an effective appeal?)
 - Is there still an interest to act if the act adversely affecting a party has been executed?
 - Can a person who is not a practising lawyer represent a group of applicants with a common interest?
 - What are the limits of reasoning by analogy, where the Board's competence to allocate is strictly limited to the disputes listed in the Convention defining the Statute of the European Schools and the applicable texts?
 - According to which principles and by which method should the rules of the European Schools adopted by the Board of Governors be interpreted? According to the international law on treaties (see point IV below: ruling of the CJEU of 21 December 2023 (C-431/22)? According to European Union law?
- c) In these same interests of quality and consistency of its decisions, the Board also ensures that it publishes its case law, accessible via the **database**, thereby enabling bodies of the European Schools to draw from it (the authorities of the European Schools also draw lessons from certain decisions issued by the Complaints Board to amend the regulatory frameworks) and permitting applicants to familiarise themselves with it before submitting an appeal, in order to assess their chances of success.
- Updating this database is essential and contributes to maintaining the number of appeals at a reasonable proportion and processing them with an appropriate and effective tool.
- d) Finally, **revision of translations**: the poor quality of the translations provided by the translation service provided to the Complaints Board by the Office of the Secretary-General – a recurring issue often raised in previous activity reports – obliges the Registry and the English-speaking and German-speaking judges to re-read and correct the translations, which makes for a significant workload.

2) Decisions delivered by the Complaints Board in 2023

1.

In accordance with the provisions of the Rules of Procedure, the different appeals may be processed, depending on the case, by:

- a decision issued after an adversarial written procedure followed by a hearing;
- a decision issued after an adversarial written procedure not followed by a hearing;
- a (non-adversarial) reasoned order;
- an order issued in summary proceedings; or,
- an order removing the case from the register.

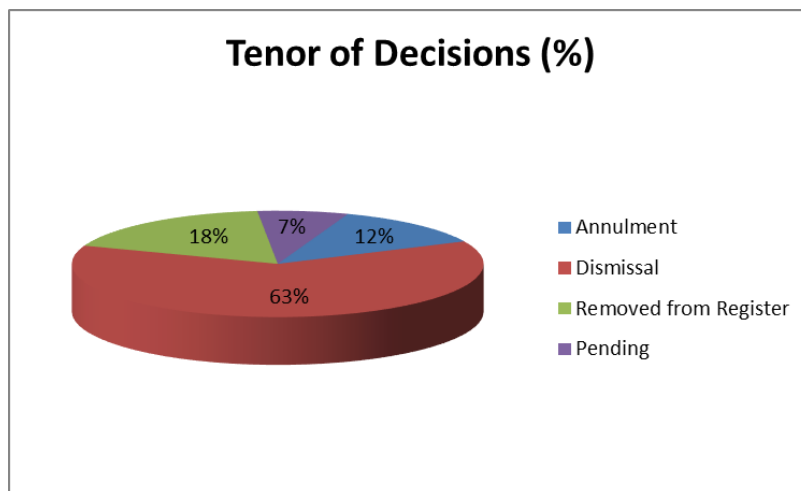
The Board members are convinced of the need for a hearing – followed by deliberation – for complex or delicate matters, with the oral procedure effectively supplementing the written examination phase.

During this 2023 year, the Complaints Board held three days of hearings, including one via Teams.

Other matters were able to be handled without hearings, as permitted under Article 19 of its Rules of Procedure, using written questions submitted by the judge rapporteur where appropriate (Article 18 of the same Rules).

2.

The pie chart below shows the proportions of appeals **upheld** (annulment of the decision raising grievance), **rejected** (following examination or by reasoned decision) **or removed from the register**.



The figures for 2023 show **a stable percentage of annulments**: 12% in 2023 (compared with 8% in 2022, 13% in 2021, 6% in 2020 and 8% in 2019) with four decisions still pending.

To this percentage may be added removals from the register due to there being no need to rule on them as the parties had reached an agreement, either implicitly or explicitly. Such cases can effectively be considered annulments that are not shown in the figures, as they reflect an outcome that is just as positive for the applicant as an annulment.

Finally, we would note that only four referral requests were submitted in 2023 (internal referral mechanism implemented in 2016 – Articles 40a and 40b of the Rules of Procedure), only one of which was able to result in a different decision to that initially taken.

This figure shows that, overall, the decisions of the Complaints Board are well accepted, even in the event of rejection of the appeal, as the Board endeavours to grant each litigant a considerate hearing.

3.

It is worth highlighting some of the most interesting decisions issued during 2023.

3.1 Decisions leading to an annulment:

- **Concerning the dismissal of a locally recruited teacher**

. Through its Decision 23/02 of 9 November 2023, the Complaints Board annulled the decision to dismiss a locally recruited teacher without following the disciplinary procedure although serious allegations had been made against him regarding his behaviour towards pupils and his colleagues.

The Board recognised the Directors' broad power of assessment in the contractual and disciplinary fields and admitted that, even in the event of fault on the part of a locally recruited teacher that might tend to justify their dismissal on disciplinary grounds, nothing obliges the Board to initiate a disciplinary procedure against the interested party rather than having recourse to the option of unilateral termination of the contract provided for in Article 16(2) of the Service Regulations for the Locally Recruited Teachers.

However, the Board affirmed that if the Director intended to dismiss, *without notice*, the locally recruited teacher, who had committed a *very serious* fault under Article 18 of said Statute then the disciplinary procedure provided for in Chapter VIII of the Statute should be initiated in order to preserve the interested party's **rights to defence**.

In this case, the Complaints Board justified the annulment by a **breach of the right to be heard**, enshrined in European Union law and by the Court of Justice of the European Union: when the decision was taken to terminate his contract, the applicant had been deprived of the right to express his observations regarding the relevance and the reality of his grievances since these had been presented in detail *a posteriori* during the contentious procedure.

The Complaints Board thus affirmed that *'Respect for the right to be heard means, concretely, that if a School is considering potentially terminating a contract for failure to meet obligations, it should proceed in two stages: firstly, it informs the interested party of the facts and circumstances constituting the potential grounds for dismissal and grants them a time frame within which to present their observations; next, it assesses the interested party's observations and decides whether or not it should proceed with the dismissal'*.

- **Concerning the Central Enrolment Authority of the Brussels European Schools (CEA)**

. Through its **Decision 23/11 of 31 August 2023**, the Complaints Board annulled a decision of the CEA, in the name of the principle of proportionality commonly accepted in the Community legal order.

The Board first of all reiterated the objective of the principle of (re)grouping of siblings as a priority criterion, recognised from the outset as a fundamental commitment of the Schools, and then observed that restrictions had been applied over time, some being validated by the Board when it deemed them necessary, reasoned and proportionate to achieve the desired objective.

In this case, the new Article 8.2.3 of the Policy on Enrolment 2023–2024, which permits the regrouping of siblings at *different sites* of the same school, was *not* deemed illegal but the CEA decision allocating a place for the younger daughter at the same school, but not at the same site as her older sister, was annulled in the name of the principle of proportionality, with the Board noting the *very exceptional* circumstances of the applicant family.

. Through its **Decision 23/28 of 6 October 2023**, the Complaints Board upheld an appeal seeking the annulment of a CEA decision that rejected a case of force majeure invoked by parents to justify the submission of their enrolment application after the first phase.

The Board felt that it had to uphold the argument based on force majeure, since the IT issue was due to failure to update the geographical software and was therefore the Schools' responsibility.

. Similarly, through its **Decision 23/30 of 4 September 2023**, the Complaints Board annulled a decision of the CEA that rejected the case of force majeure invoked by the parents.

The Board was called upon to examine the consistency of the provisions of the Policy on Enrolment and concluded in favour of the parents, feeling that they met the conditions to submit their enrolment application in the second phase, because at the time of the first phase, the parent concerned had a contract *of less than one year* that terminated *before the start* of the new school year.

- **Concerning a decision not to promote a pupil to the year above who had not benefited from teaching support**

. Through its **Decision 23/41 of 5 December 2023**, the Complaints Board upheld the appeal for annulment against a decision to repeat a year.

The examination of the appeal revealed that due to an error by the School, the pupil had not been able to benefit from the planned Educational Support.

The Complaints Board considered that the decision of the Class Council was therefore marred by a legal irregularity: '*... the effective provision of educational support should be considered to constitute part of the procedures to be followed for promotion of the pupil concerned to the year above. The absence of such support must have had some influence on the pupil's results in the examinations, and therefore also on the decision of the Class Council. [...]*

Once the Schools have granted such teaching support, it is their responsibility to ensure that it is effectively provided'.

However, the Board took care to reiterate that annulment of the decision that the pupil should retake the year in no way implied the *automatic* progression of the pupil into the year above; the Schools have sole competence to take decisions concerning pedagogical issues. Thus, the School was entitled to convene a new Class Council to reexamine the pupil's case in the light of what was revealed by the contentious procedure.

- **Concerning a change of Language 2**

. Finally, in his **Interim Order 23/40 R of 5 October 2023**, the Chair of the Board upheld an application for suspension submitted against a decision to refuse a change of Language 2, deemed *prima facie* to have been marred by a manifest error of assessment.

This case did not give rise to an examination of the substantive merits as the School definitively implemented the change of Language 2 following the interim order.

3.2 Decisions dismissing applicants' claims

1.

Among the decisions rejecting applicants' claims (the most frequent outcome), the classic and recurring case was that, concerning enrolment applications for the Brussels Schools:

- decisions whereby the Complaints Board rejected '**force majeure**' (other than the two annulments cited above), pointing out that the right of access to the Brussels European Schools does not exempt the interested parties from complying with the strict deadlines set for submitting enrolment applications, which are particularly important in Brussels given that there

are several European Schools, covering numerous language sections and a very large number of pupils. The Board thus confirmed that splitting enrolments into two phases and imposing strict deadlines for the submission of applications are essential measures for the smooth running of the Brussels European Schools and for optimising the available places; they are necessary, reasonable and proportionate to their purpose;

- decisions whereby the Board dismissed appeals concerning **determination of the language section**, in the absence of any procedural error or manifest error of judgement concerning the comparative tests;

- decisions whereby the Complaints Board dismissed arguments linked to the location of the home in relation to the school and to family and/or professional constraints.

2.

Besides the 'classic CEA contentious appeal', the following dismissal decisions may also be highlighted:

. In its **Decision 22/64 of 22 September 2023**, the Complaints Board ruled on a question that concerned a number of seconded German members of staff concerning the exceptional payment in relation to the coronavirus pandemic provided for in Article 109 of the Bayerischer Besoldungsgesetz (known as the 'Coronavirus' bonus).

Considered by the German legislator as a bonus for difficult working conditions and help for the worker (*'Hilfe für den Arbeitnehmer'*), this bonus should be considered to constitute one of the national remuneration elements to be taken into account within the meaning of Article 49(2), (b) of the Regulations for members of the seconded Staff.

The Board stated in respect of this case that the fiscal treatment reserved for this bonus by the German authorities (tax exemption) did not in any way change this conclusion.

. In its **Decision 23/03 of 22 September 2023**, the Complaints Board ruled on important questions raised by InterParents and the various parents' associations on the occasion of the amendment of Articles 5, 14, 15, 35 and 38 of the General Rules decided by the Board of Governors on 6–8 December 2022.

This appeal was processed by the Complaints Board sitting in plenary session given the importance of the questions raised.

After declaring its competence to hear the case, the Complaints Board rejected the very numerous pleas in support of the appeal, deeming that:

- the contested amendments to the GRES unquestionably fall within the exclusive organisational competence (i.e. without the intervention of any other bodies or entities) entrusted to the Board of Governors under Article 10(1) of the Convention defining the Statute of the European Schools;

- the amendments in question, which simply define the division of responsibilities, fall within the traditional area of administrative power;
- parents' associations are organisations under domestic law, provided for by said Convention and to which the decisions taken by the Board of Governors apply, as long as these decisions are taken according to powers devolved to the latter, which is the case in this instance;
- with respect to the old version of Article 5, the reference to the '*existing legal framework*' specifies that extra-curricular activities must be carried out in accordance with the applicable legislation, which comprises both the national and international rules.

. Through its **Decision 23/48 of 9 October 2023**, the Complaints Board rejected an appeal for annulment of a decision of the CEA, in which the applicants argued that the range of extracurricular services (canteen, transport, daycare and homework supervision) was more limited at the School allocated by the CEA than at their School of first preference.

This decision to reject the appeal was an occasion to reiterate that extracurricular services are organised by the parents' associations and not by the European Schools themselves, and that even if these activities take place on the school premises they are the exclusive responsibility of the parents' associations.

Consequently, the European Schools cannot be held responsible for any inequality of treatment (different conditions of access and unequal range of services).

III – The appearance of new challenges

In 2023, relatively unprecedented disputes appeared concerning decisions taken by the Directors (regrouping of classes and of pupils of different ages, allocations of classes to teachers deemed incompetent) or by the teaching staff (teaching programme deemed inappropriate or marking deemed too harsh).

Here we would highlight:

. Firstly, an appeal lodged by parents who disagreed with the activities organised for 'Rainbow Week' (international day against homophobia and transphobia) at the Brussels II School in May 2023.

They invoked numerous pleas in support of their appeal (right to physical well-being due to the rainbows painted on the children's cheeks, attack on parents' religious and philosophical convictions, breach of the principle of proportionality, breach of the principles of transparency and good administration, activities without an educational objective nevertheless being imposed as part of the educational programme – no 'opt-out', etc.) and asked the Board not only to annul the decision, but also to serve the School with an injunction not to organise this type of activities in the future and to send a letter of apology to the whole school community.

The appeal was rejected as being manifestly inadmissible, but the parents submitted a request for referral that is currently under examination.

. Secondly, appeals brought collectively by the parents of a whole class against allocations of classes to teachers whose quality, appointment and/or teaching skills they dispute.

In the first appeal, the parents challenge the decision to entrust their children's class to a locally recruited teacher who, in addition, will have to be absent for maternity leave during the course of the school year, rather than the seconded teacher who had charge of that class the previous year; they invoke a breach of teaching continuity and of the principle of proportionality and openly criticise the School Management for not having requested the secondment of a new teacher.

In the second appeal, the parents challenge the decision to entrust their children's Language 2 class to an irregularly seconded non-native teacher; they invoke: an arbitrary decision of the Management taken in breach of the secondment rules and of the decisions of the Board of Governors and without the agreement of the latter; an excess of power; a breach of teaching continuity and of the principle of proportionality; and an attack on parents' legitimate expectations.

These two appeals were compounded by appeals in summary proceedings, which were rejected due to lack of urgency and lack of serious doubts as to the legality of the contested decision.

The substantive appeals are currently under examination.

Here, the Complaints Board is called upon to rule on delicate issues of admissibility (collective appeal submitted by a parent who is not a lawyer, on behalf of a group of parents) and competence *ratione materiae*.

. Thirdly, collective appeals lodged by locally recruited teachers, represented by the outgoing representative of the locally recruited teachers of Varese, challenging their statutory framework regarding the '*standards of European social law*' or opposing the appointment of two seconded teachers whose posts, they claim, had not been approved by the Board of Governors.

These appeals, which also raise issues of admissibility (collective appeals) and competence *ratione materiae*, are currently under examination.

IV – A significant ruling of the Court of Justice of the European Union

Called upon by a preliminary application of the Italian Court of Cassation, the Court of Justice of the European Union ruled, in its ruling of 21 December 2023 (C-431/22), that:

'The combined provisions of Article 27(2) of the Convention defining the Statute of the European Schools, concluded in Luxembourg on 21 June 1994 between the Member States and the European Communities, and Articles 61, 62, 66 and 67 of the General Rules of the European Schools, in version N° 2014-03-D-14-en-11, must be interpreted as meaning that the Complaints Board is to have sole jurisdiction in the first and final instance, once all administrative channels provided for in those rules have been exhausted, in any dispute concerning the legality of the decision of a Class Council of a European School not to authorise a pupil to be promoted to the year above in the secondary school'.

On the occasion of this ruling, the Court reaffirmed that:

- the European Schools system is a 'sui generis system, which achieves, by means of an international agreement, a form of cooperation between the Member States and between those States and the European Union';
- the European Schools are 'an international organisation which, despite the functional links which it has with the European Union, remains formally distinct from it and from its Member States';
- the Convention defining the Statute of the European Schools is governed by international law, and more specifically, as regards its interpretation, by the international law of treaties codified by the Vienna Convention on the Law of Treaties of 23 May 1969.

Next, by applying the treaty interpretation rules, particularly those in Article 31 of the Vienna Convention (examination of the context, the purpose and the objective of the Convention Defining the Statute of the European Schools, as well as the practice followed in applying said Convention), the Court of Justice concluded that the Complaints Board indeed has exclusive competence to hear decisions not to authorise the promotion of a pupil of a European School to the year above, even though these decisions do not come from the Board of Governors or the Board of Directors of this school (as provided for in Article 27(2), first paragraph of said Convention) but from a Class Council (as provided for in the 2014 General Rules).

In other terms, the Court ruled that the extension of competence granted to the Complaints Board under the provisions of the General Rules of 2014 did not disregard Article 27(2), first paragraph, of said Convention.

The Court noted in particular that ' ... entrusting a single specialised court or tribunal, which forms part of the international organisation that the European Schools constitute, with the judicial review of the acts adopted by the Class Councils relating to the promotion of pupils in those schools to the year above may contribute to a uniform procedural and judicial approach

and to the pursuit of such an objective of education together, at the same level and under equal conditions in all of those schools'.

And the Court also added that '*... such an interpretation of the relevant provisions of the CSEE and the 2014 Rules does not undermine the right of the persons concerned to effective judicial protection*', recalling that:

- the Complaints Board '*satisfies all of the requirements which must be met in order for a body to be recognised as 'a court or tribunal' for the purposes of Article 267 TFEU, in particular that it is established by law, is permanent, its jurisdiction is compulsory, its procedure is inter partes, it applies rules of law and it is independent, with the exception of the requirement that it be a court or tribunal of one of the Member States*';
- by virtue of Article 47 of the Charter of Fundamental Rights of the European Union, the principle of effective judicial protection does not afford a right of access to a second level of jurisdiction but only to a court or tribunal;
- limiting the competence of the Complaints Board, concerning the decisions of Class Councils, exclusively to cases of procedural irregularity or new fact –notably in order to '*preserve the discretion in educational matters that must necessarily revert to the panel of teachers who taught the pupil ...*' – does not compromise the principle of effective judicial protection since the Complaints Board ensures compliance with the general principles of European Union law.

* *

In conclusion, it is important to note the fundamental role of the Complaints Board of the European Schools as the sole in-house authority of the European Schools system tasked with providing appropriate legal oversight by ruling independently on the legality of the cases it is asked to review.

As an in-house body ruling independently on the disputes referred to it, it also contributes to the smooth running of the European Schools.

The Complaints Board will be attentive, as always, to finding the right balance between the interests of pupils and their families, or of the teaching staff (seconded staff and locally recruited teachers), and the interests of the Schools, which are having to deal with growing numbers of pupils and numerous organisational constraints. In doing so, the Board will continue to ensure compliance with fundamental rights, procedural guarantees and common general principles, in line with the case law of the Court of Justice of the European Union.

The Chair would like to thank the other bodies of the European Schools, particularly the Board of Governors and the Secretary-General, whose support and cooperation are vital for the Board to be able to carry out its work under the conditions laid down in the Convention defining the Statute of the European Schools.

Finally, the Chair of the Complaints Board wishes to thank his colleagues and the Registry staff publicly for their unfailing diligence, as always. Their hard work has enabled the Board to fulfil its role in compliance with the principle of the continuity of public service and to fulfil the rights of people who access our services within a reasonable time frame.

Brussels, March 2024

Eduardo MENENDEZ-REXACH
Chair of the Complaints Board