



## Country case: Greece – Handling the Corruption Complaints



Public Procurement Principle: **Integrity, Accountability**



Procurement Stage: **All stages**



Audience: **Procuring entity, policy makers, private sector, civil society, CPBs**

### Description

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All institutions in the country are tasked with receiving and handling corruption complaints from citizens and publishing annual reports on their complaints data. In addition, the national Ombudsman is seen as fairly independent and well resourced. In 2012, it reported receiving 11,702 complaints – representing a 10% increase from the previous year. Of those, nearly 60% were found to be justified and the Ombudsman reports having successfully resolved 82% of these complaints.

When combined with clear and widespread communication, such confidence-building measures can truly influence peoples' willingness to use the systems in place.

*Source:* Boryczka, M., D. Bochnar and A. Larin (2019), "[Guidelines for assessing the quality of internal control systems](#)", SIGMA Papers, No. 59, OECD Publishing, Paris

