

## Internal Complaints Commission

### Tasks and Goals

The purpose of the Commission is to ensure a fair procedure in the event of complaints. The Commission sees itself as an organ of self-control and as contact partner and first place for applicants. The Commission must seek to mutually agree on a solution in the fulfillment of its tasks.

### Type of Complaints

The Commission mediates in cases in which the applicant sees his/her interests and rights violated. The legal claims of the applicant derived from the AVG remain unaffected when a complaint is submitted.

### Position in the Accreditation Procedure

The Commission can be summoned at any time between the application and accreditation decision of the ÖAR. No complaint may be lodged against accreditation decisions made by the ÖAR. The activities of the Commission do not have any bearing on the procedure and also have no legal consequences.

### Composition of Commission

The Commission is made up of members of the ÖAR, namely two members and a substitute member. The substitute member becomes active when one of the two members is unable to perform his/her duties or is active as a rapporteur in the procedure to which the complaint is directed. The members are elected by the ÖAR for the duration of two years. Furthermore a member of the office who is coopted for the respective case belongs to the commission. There is an incompatibility of procedure coordination and active participation in the Commission.

### Procedure

The complaint must be submitted in writing to the office by the complaining party. The Commission can process the complaint in written form or invite the complainant to discuss the issue. The Commission can also carry out a hearing of third parties if the complainant agrees to this.

### Recommendations of Commission

The Commission reports to the ÖAR and, if necessary, suggests measures for solving the problems.