

VACANCY NOTICE

TEMPORARY AGENT

The European Supervisory Authorities (ESAs)¹ are looking for establishing a talent pool for the position of

DORA JET Lead
- overseers for the Joint Oversight of the CTPPs by the three ESAs -

Reference procedure	ESA DORA JET Lead TA-2025
Type of contract	TEMPORARY AGENT (TA) ²
Grade	AD 7
Place of employment	Paris, France OR Frankfurt am Main, Germany
Date of publication	10 March 2025
Deadline for applications	9 April 2025 at 23h59 (Central European Time)
Estimated starting date	Starting from Q3-4 of 2025
Reserve list valid until	31 December 2026, with possibility of extension

WHAT IS DORA?

The Digital Operational Resilience Act (i.e Regulation 2023/2554, or “DORA”) applicable from January 2025 establishes a comprehensive framework for fostering the digital operational resilience of all EU financial entities. It foresees that ICT third-party service providers who provide ICT services to financial entities and are identified as critical for the EU financial system (critical third-party providers - CTPPs) will be subject to oversight at the EU level to minimise the risks they expose the EU financial sector to. In practice, this oversight will be carried out by a Lead Overseer, which will be one of the three European Supervisory Authorities (ESAs), i.e. the European Banking Authority (EBA), the European Insurance and Occupational Pensions Authority (EIOPA), or the European Securities and Markets Authority (ESMA).

The Lead Overseer may request information from CTPPs, conduct off-site investigations and onsite inspections, impose penalties and issue recommendations to CTPPs. It will also cooperate with other EU institutions including the European Union Agency for Cybersecurity (ENISA) and with competent authorities within the EU. The latter will support the Lead Overseer in the conduct of oversight activities and follow-up on the recommendations of the Lead Overseer with the financial entities they supervise. As Lead overseers, the ESAs will run Join Examination Teams (JETs) to oversee each CTPP. The JETs will be composed of members from the ESAs, the competent authorities in the financial sector and possibly some agencies responsible for cybersecurity.

DORA requires a close cooperation between the three ESAs which will jointly carry out the CTPP oversight across the entire financial sector. The JETs will be organised across the three ESAs. Staff recruited by the three ESAs for the DORA oversight activities will work as one team and closely liaise with colleagues responsible for other activities at the three ESAs.

¹ ESAs: EBA, EIOPA, ESMA.

² According to the [Article 2\(f\) of the Conditions of Employment of Other Servants of the European Union \(CEOS\)](#).

WHY JOIN AN ESA?

You will contribute directly to shaping and maintaining financial stability within the European Union, at the heart of the European System of Financial Supervision. Your work will have a significant impact on the compliance with DORA, ultimately safeguarding consumers and investors. You will have the opportunity to expand your network across Europe and beyond working for the EBA, EIOPA and ESMA.

EUROPEAN BANKING AUTHORITY (EBA)

EBA's mission is to contribute to the stability and effectiveness of the European financial system through simple, consistent, transparent, fair regulation and supervision that benefits all EU citizens.

EBA's five strategic objectives are: to finalise and implement an effective and proportionate Single Rulebook, to foster financial stability in an economy transitioning towards sustainability, to enable an integrated reporting system for enhanced assessment and disclosure, to implement the Digital Finances package with DORA oversight and MICAR supervision, and to focus on innovation for the benefit of consumers while ensuring a smooth transition of the anti-money laundering to the newly created Anti-Money Laundering Authority (AMLA).

Further information on the EBA is available on the EBA website: www.eba.europa.eu

EUROPEAN INSURANCE AND OCCUPATIONAL PENSIONS AUTHORITY (EIOPA)

EIOPA's mission is to protect the public interest by contributing to the short-, medium- and long-term stability and effectiveness and sustainability of the financial system for the Union's economy, citizens and businesses. The mission is pursued by promoting a sound regulatory framework and consistent supervisory practices in order to protect the rights of policyholders, pension scheme members and beneficiaries and contribute to public confidence in the EU's insurance and occupational pensions sectors.

The Authority has six key strategic priorities: Contribute to building up sustainable insurance and pensions, including by addressing protection gaps; Support the supervisory community and industry to mitigate the risks and seize the opportunities of the digital transformation; Promote sound, efficient and consistent prudential and conduct supervision throughout Europe, particularly in view of increased cross-border business; Deliver high-quality policy work; Further enhance financial stability; Be a model authority setting global high standards of corporate governance, and fostering efficient cooperation within the EU and globally.

Further information on EIOPA is available on EIOPA's website: www.eiopa.europa.eu

EUROPEAN SECURITIES AND MARKET AUTHORITY (ESMA)

ESMA's mission is to enhance investor protection and promote stable and orderly financial markets.

The Authority has published its [ESMA Strategy 2023-2028](#) identifying for the coming years three strategic priorities: fostering effective markets and financial stability; strengthening supervision of EU financial markets; enhancing protection of retail investors; and two thematic drivers: enabling sustainable finance; and facilitating technological innovation and effective use of data.

ESMA exercises direct supervision over a number of financial market participants, established in the EU or offering financial services in the EU from third countries.

For further information, please refer to ESMA's website: www.esma.europa.eu

WHAT ARE THE JOBS AND OFFER?

Key purpose

We are organising a selection procedure for recruiting several JET Leads to carry out the Lead Overseers mandate for the joint oversight of the CTPPs by the three ESAs.

With the aim to develop an efficient and cross-sectoral approach, we have organised the forthcoming CTPP oversight activity as a Joint Oversight Venture (JOV) to pool our resources in the ESAs and work as one team, headed by a DORA Joint Oversight Director. The JOV is structured in dedicated DORA Joint Oversight Units embedded in each ESA, headed by a Head of Unit (HoU) who reports directly to the DORA Joint Oversight Director.

DORA Joint Oversight Units are organised in several JETs, which are the teams of examiners facing each CTPP and assessing their risks. Depending on oversight intensity and priorities, teams will be organised in dedicated JETs or groups of JETs in order to adapt to the CTPPs' range of services and footprint/interconnectedness in the EU financial sector.

The JET Lead organises the work of the JET team members from the ESAs and Competent Authorities (CAs) to prepare and execute oversight activities (planning, general investigations, onsite inspections, recommendations and follow-up).

Main responsibilities

- Engage with the CTPP and maintain an on-going dialogue.
- Prepare, plan and carry out the oversight activities for the CTPP(s) overseen by the JET. This includes risk assessment, planning, conduct of examinations through general investigations and onsite inspections, reporting, issuance of recommendations and their follow-up.
- Contribute to methodological and procedural work, trainings and reporting activities.
- Cooperate with the other DORA JET teams and the ESAs functions, providing support to the DORA oversight activities.
- Represent the ESAs Joint Oversight Venture at internal and external meetings at his/her technical level.
- Lead, develop and organise the work of the JET team members, joining from various authorities, to facilitate the gradual implementation and the tasks assigned to them.
- Contribute to administer the performance of JET team members: empower and motivate, provide feedback.
- Perform other tasks in the interest of the service and the area of competences as requested by management.

WHAT ARE THE SELECTION REQUIREMENTS?

Applications will be assessed based on the Eligibility and Selection criteria specified in this vacancy notice.

Eligibility criteria

To be considered eligible, candidates must satisfy all the criteria listed below by the deadline for submitting applications:

General

- Be a national of a Member State of the European Union³ or Iceland, Liechtenstein, Norway;
- Be entitled to your full rights as a citizen⁴;
- Have fulfilled any obligation imposed by applicable laws on military service;
- Have a thorough knowledge⁵ of English⁶ and a satisfactory knowledge⁷ of another official language^{8 9} of the European Union;
- Be physically fit to perform the duties linked to the post¹⁰.

Qualifications¹¹

To be eligible, a candidate must have:

- A A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more, or;
- B A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is at least three years.

Professional Experience¹²

To qualify for the position a candidate must have, in addition to the above, at least six (6) years (on the basis of Qualification A), or at least seven (7) years (on the basis of Qualification B) of proven fulltime professional experience after completing the education as mentioned above.

Selection criteria

In addition to the eligibility criteria above, the following selection criteria will be assessed throughout the different phases of the selection procedure. Candidates are required to clearly indicate in their application how they acquired the knowledge and experience allowing them to meet the selection criteria and to give specific examples.

³ Member States of the EU: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

⁴ Prior to appointment, the successful candidate will be asked to provide an official document showing the absence of any criminal record.

⁵ The knowledge is required at least at C1 level. The assessment at C1 level is done in accordance with the [Common European Framework of Reference for Languages \(CEFR\)](#).

⁶ English is the working language of the ESAs.

⁷ The knowledge is required at least at B2 level. The assessment at B2 level is done in accordance with the [Common European Framework of Reference for Languages \(CEFR\)](#).

⁸ The official languages of the European Union: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, and Swedish.

⁹ Native English speakers will be tested to prove their second language skills.

¹⁰ Before the appointment, the successful candidate will be examined by one of the European Union medical centres in order to confirm that the candidate fulfils the requirements of Article 12(2)(d) of the Conditions of Employment of Other Servants of the European Union (CEOS).

¹¹ Only qualifications awarded by EU Member State authorities or European Economic Area (EEA) authorities or qualifications recognised as equivalent by the relevant authorities will be taken into consideration. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the European Union Members States (such as a national Ministry of Education) or a NARIC recognition is required: <https://www.enic-naric.net/> and a document attesting so must be uploaded with the application by the closing date. If you have a diploma recognised in an EU Member State, you don't need NARIC recognition for your lower-level diploma(s). Example: If you have a Bachelor's degree from a university outside the EU, and a Master's degree from an EU university, you don't need NARIC recognition for the Bachelor's degree. Qualifications/diplomas awarded until 31/12/2020 in the United Kingdom are accepted without further recognition. For diplomas awarded after this date (from 01/01/2021), a NARIC recognition is required.

¹² Professional experience indicated in the application is only counted from the date the candidate obtained the certificate or diploma required for the position and if it is on a paid basis (including study grants or internship grants). Freelance or self-employed candidates must provide either a copy of the entry in the relevant trade register, or any official document (for example a tax return document) clearly showing the length of the relevant professional experience. Candidates must be able to provide supporting documents clearly showing the duration and nature of their professional experience upon request. PhDs may be counted as professional experience if the candidate received a study grant or salary during the period of the PhD studies. The maximum duration counted for a PhD is three years provided that the PhD has been successfully concluded by the closing date for applications of the selection procedure.

Essential criteria:

- Effective expertise gained from studies and/or working experience (please detail diplomas, certifications, work contributions) on one or more of the followings:
 - ICT domains of expertise: cloud computing, telecommunication solutions, data centres and hosting services, information security, software development and services, data management;
 - ICT specialities: operations, security, continuity, projects, risks;
- At least three (3) years of experience (through ICT supervision or oversight, ICT consulting, ICT audit) in identifying, assessing, or managing ICT risks, in a public and/or private domain. Please indicate if this experience included on-field practice;
- Experience in leading the work of an international team and/or in participating in international/EU projects or working groups, especially in relation to ICT services, ICT projects or ICT risks.

Advantageous criteria:

- Experience in the preparation and/or implementation work of the DORA (or other significant EU cybersecurity framework such as NIS2, Cyber Resilience Act (CRA), etc.), as well as its related Technical Standards at a European, national and/or company level;
- Experience in drafting high quality documents (such as assessment reports, policies and/or procedures);
- Experience in the assessment of the resilience of ICT services provided by major ICT service providers.

Behavioural competencies:

- Drive for results with flexibility to take on new tasks in a dynamic and fast-paced working environment;
- Communicate clearly and precisely both orally and in writing to different audiences;
- Act in line with EU high-standard professional values (such as ethics and integrity, public service, respect, open collaboration, trust and creativity);
- Analytical skills and ability to develop a strategic vision for the JET and its contribution to the broader organisation's objectives;
- Ability to lead, motivate and develop the potential of team members with multinational and multidisciplinary backgrounds;
- Ability to build productive and cooperative working relationships with multiple internal and external stakeholders;
- Ability to work under pressure and deliver high quality work under very tight timelines.

ANNEX

HOW TO APPLY?

Candidates, while applying for this call, ***shall indicate in their motivation letter their preference***, if any, to the place of employment (Paris or Frankfurt am Main).

You must submit your application through the EBA' [eRecruitment platform](#).

To be considered, applications ***must be received by 23:59:00 CET on the closing date***. Applications submitted by any other means or after the deadline will be disregarded. Candidates are strongly advised not to wait until the last day to submit their applications, since heavy internet traffic or internet connection issues could lead to difficulties in submission. We cannot be held responsible for any delay due to such difficulties.

All sections of the ***application must be completed in English***.

Please consult the [Online Application Manual for Candidates](#) for instructions on completing your application.

Following the submission of the application, candidates will receive an automatic email acknowledging receipt of the application. Please note that all correspondence will take place by email, so candidates should ensure that the email address associated with applicant's account is correct and that it is checked regularly.

The address indicated in the application will be recognised as proof of residence to be used for defining travel reimbursements, etc (if applicable).

EQUITY, DIVERSITY AND INCLUSION

The ESAs are ***equal opportunities employers***, dedicated to recruit, develop and retain a diverse and talented workforce by upholding principles of equal opportunity and impartiality. To this end, the ESAs warmly welcomes applications from all qualified candidates, regardless of age, gender identity or expression, sexual orientation or identity, disability, ethnic or social origin, religion or belief, and cultural background. All ESAs staff members are committed to fostering an ***open and inclusive workplace culture***. The ESAs encourage the applications of women for positions where they are currently under-represented.

If you require any ***special arrangements during the selection procedure*** related to a physical, mental, intellectual or sensory disability, please indicate it in your application, and HR will contact you for any adjustments or arrangements needed relating to your disability, so that your full and equal participation in the selection process can be ensured.

The ESAs, as ***EMAS registered organisation***, are committed to continuously improving its environmental performance and reducing its carbon footprint.

LIFE AND BENEFITS

Place of employment – Life in the EU financial districts

As part of one of ESAs, you will play an active role in an organisation that makes a difference to the life of all EU citizens/consumers by contributing to financial stability across the EU and safeguarding the integrity, efficiency, and orderly functioning of the EU financial sector.

You'll have the opportunity to change perspectives, to expand your network, to benefit from an enriched experience in a multinational and multicultural environment, to develop your career, as well as new competencies.

Successful candidates employed by the EBA or ESMA will be based in Paris (France); the one employed by EIOPA will be based in Frankfurt am Main (Germany). Both Paris (France) where the EBA and ESMA are located, and Frankfurt am Main (Germany) where EIOPA is located are cosmopolitan cities at the centre of Europe.

Paris (France)

You will live in Paris. The French capital is one of the most inspiring cities in Europe. A walkable and well-connected city with close proximity to other countries in Europe, Paris offers a vivid cultural and culinary experience with its abundance of museums, architectural richness, sparkling monuments such as the Eiffel Tower, top designer shops and beautiful parks. The EBA and ESMA offer free access for children to the [European school facilities in Paris](#).

Frankfurt am Main (Germany)

You will live in Frankfurt am Main, a cosmopolitan city at the centre of Europe. The open and hospitable atmosphere in Frankfurt stems from its centuries-old role as a trading centre. The city is home to many businesses and to academic and research institutions.

As major transport hub, the airport has flights to almost everywhere in the world. Major European cities such as Amsterdam, Berlin, Brussels and Paris are less than four hours away by train. Frankfurt offers a variety of cultural and sporting activities. The city has many high-profile art galleries and museum exhibitions. Festivals and other events are held along the banks of the river Main throughout the year. EIOPA offers free access to the [European school in Frankfurt](#).

Benefit package:

You will be recruited as Temporary agent 2(f) in grade administrator (AD) 7, either in step 1 or 2, with basic salary, subject to an annual review of remuneration provided for in Article 64 and Article 65(1) of the [Staff Regulations](#). Salaries are subject to a Union tax deducted at source and are exempt from national taxation. The initial contract duration is three (3) years that can be extended for an additional 3 years, any further extension would be indefinite.

In addition to the basic salary, you will be entitled to a correction coefficient applicable to France (currently 114.20%) or Germany (currently 102.20%). Correction coefficients reflect the living conditions of those cities.

You may be entitled to, depending on the individual family situation and the place of origin to: expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, installation allowance, reimbursement of removal costs, initial temporary daily subsistence allowance, and other benefits.

You will be provided with a comprehensive health insurance coverage: the Joint Sickness Insurance Scheme (JSIS) is offering a wide coverage of healthcare services, as well as accidents and maternity.

You will also benefit from work-life balance with teleworking flexibility, learning and development opportunities such as language trainings, as well as social integration and free access for children to the [European school in Paris](#) / [European school in Frankfurt](#) facilities.

Remuneration:

EBA and ESMA (in Paris, France)					
Grade / step	Minimum requirements for classification in step	Monthly basic salary	Monthly net salary, after tax	<u>Monthly net salary, after tax, with expatriation allowance</u>	Monthly net salary, after tax, with expatriation, household and one dependent child allowance
AD 7 Step 1	4 years university degree + 6 years professional experience OR 3 years university degree +7 years professional experience	7,559.72	6,518.72	7,900.04	9,292.68
AD 7 Step 2	4 years university degree + 9 years professional experience OR 3 years professional experience +10 years professional experience	7,877.39	6,753.64	8,192.99	9,606.88

EIOPA (in Frankfurt am Main, Germany)					
Grade / step	Minimum requirements for classification in step	Monthly basic salary	Monthly net salary, after tax	<u>Monthly net salary, after tax, with expatriation allowance</u>	Monthly net salary, after tax, with expatriation, household and one dependent child allowance
AD 7 step 1	4 years university degree + 6 years professional experience OR 3 years university degree +7 years professional experience	7,559.72	5,833.74	7,069.91	8,316.21
AD 7 Step 2	4 years university degree + 9 years professional experience OR 3 years professional experience +10 years professional experience	7,877.39	6,043.97	7,332.08	8,597.40

WHAT IS THE SELECTION PROCEDURE?

The ESAs manage the joint recruitment procedures following its internal procedures, with one representative from each ESA on the Selection Board, and the EBA is the leading agency for this call.

A Selection Board¹³ is nominated by the Executive Directors of the ESAs to assess the applications with reference to the eligibility and selection criteria and to establish the final reserve list of suitable candidates (to be recruited across the ESAs).

Please consult here the [Selection Board composition](#).

Please note that the Selection Board's work and deliberations are strictly confidential and that any contact with its members is strictly forbidden. Any contact made by the candidates or third parties with the members of the Selection Board in relation to the selection constitutes grounds for disqualification from the selection procedure.

Candidates who do not meet all the eligibility criteria will be excluded from the selection procedure. Eligible candidates will then be scored on the essential criteria. Those who meet all the essential criteria will be scored against the advantageous criteria. Those candidates who do not meet all the essential criteria will not be assessed further.

The Selection Board will invite the candidates (maximum of 40)¹⁴ that best correspond to the profile sought and on condition that they have achieved a score of at least 60% during the evaluation of applications, to the written test phase. Following the written test, all candidates, who score the minimum of 60% of the total score at the written test, will be invited to the interview with the Selection Board. Interviews and written tests may be held remotely. The invited candidates will be asked to provide supporting documents proving their eligibility before the interview and written test phase.

After the evaluation of interviews and written tests, the Selection Board will draw up a list of the most suitable candidates ("reserve list") to be proposed to the Executive Director as Appointing Authority. Only candidates who receive at least 60% of the maximum points at the interview and written test phase will be included in the reserve list that the Appointing Authorities of the ESAs will decide to adopt.

Successful candidates who are placed on the reserve list will be informed accordingly. ***The successful candidates will be selected from the established reserve list*** which may also be used for the recruitment of a similar position depending on the needs of the ESAs.

When a vacancy/post becomes available, candidates on the reserve list may be contacted for additional informal calls. It should be noted that inclusion on the reserve list does not imply entitlement to employment in the Agencies.

Information reserved for candidates employed as Temporary Agents under Article 2 (f) of the CEOS in other EU agencies:

If the successful candidate is already a member of temporary staff 2(f) in another EU Institution, the implementing rules on the procedure governing the engagement and use of temporary staff under Article 2(f) of the CEOS, and in particular Article 12 (2) will apply, providing that, on the closing date of application and as well as on the day of taking up duty at the ESA, the successful candidate:

- is a member of temporary staff under Article 2(f) of the CEOS, and
- is employed within their agency in function group and grade included in the range "AD 7 – AD 9".

¹³ Article 30 and Article 3 of Annex III of the Staff Regulations.

¹⁴ In the case of equal performance, the number of candidates will be adjusted accordingly.

ETHICS OBLIGATIONS

Independence and high standards of professional conduct are crucial for ensuring high standards and excellence for the work of the ESAs. The Agencies also strive to ensure that its staff do not have any interests that could affect their impartiality.

In accordance with Articles 11 and 11a of the Staff Regulations (SR) and Articles 11 and 81 of the Conditions of Employment of Other Servants of the European Union (CEOS) the successful candidate will be required to make **a declaration of any conflict of interest before recruitment** and to make an annual declaration. The Executive Directors of the ESAs will examine whether the successful candidate has any personal interest which may impair his/her independence or any other conflict of interest in relation to the position offered and will adopt appropriate measures.

In addition, the successful candidate will be bound to professional secrecy and to confidentiality requirements while working at the Agency and after having left.

Former staff members are required to seek clearance from the Agency before engaging in another activity for two years after leaving the Agency. If that activity is related to the work carried out during the last three years of service at the Agency, and it could lead to a conflict with the legitimate interests of the ESAs, the Agency can give its approval subject to any conditions it sees fit or forbid the activity.

DATA PROTECTION

Candidates' personal data shall be processed in accordance with Regulation (EU) 2018/1725¹⁵. Pursuant to Article 28 of Regulation (EU) 2018/1725, the ESAs qualify as joint controllers for some aspects of this recruitment procedure.

For more information on how personal data will be processed, candidates are invited to consult the [Data Protection Notice](#).

IN CASE OF COMPLAINT AND APPEAL

Candidates who consider that their interests have been prejudiced by any decision related to the selection procedure can take the following actions:

Request for review of the decisions taken by the Selection Board

Within ten calendar days of the date of the letter notifying the candidate of a decision taken by the Selection Board, he/she may submit a written request for a review of such a decision, setting out the reasons for the request, to the following e-mail address: EBA-vacancies@eba.europa.eu

Appeals

a) The candidate may lodge a complaint under Article 90(2) of the Staff Regulations within the time limits provided for, at the following address:

The Executive Director
 European Banking Authority
 Selection procedure: **Ref. ESA DORA JET Lead TA-2025**

¹⁵ Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, OJ L 295, 21.11.2018, p. 39–98.

DEFENSE 4 – EUROPLAZA
20 Avenue André Prothin
CS 30154
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France

b) The candidate can submit a judicial appeal to the General Court under Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations. For details about how to submit an appeal, please consult the website of the General Court: <http://curia.europa.eu/>.

Complaint to the European Ombudsman

It is also possible to lodge a complaint to the European Ombudsman pursuant to Article 228(1) of the Treaty on the Functioning of the European Union and in accordance with the conditions laid down in the Decision of the European Parliament of 9 March 1994 on the Staff Regulations and the general conditions governing the performance of the European Ombudsman's duties¹⁶. For details about how to lodge a complaint, please consult the website of the European Ombudsman: <http://www.ombudsman.europa.eu/>

Please note that complaints made to the European Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging, respectively, a complaint or an appeal with the General Court. Furthermore, under Article 2(4) of the general conditions governing the performance of the European Ombudsman's duties, any complaint lodged with the European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

¹⁶ OJ L 113 of 4 May 1994