HOW TO SUBMIT A COMPLAINT







Email info@boi.org.ua



Bring documents directly to the office

HOW WE WORK

ASSESS YOUR COMPLAINT

(up to 10 working days) INVESTIGATE
YOUR
COMPLAINT

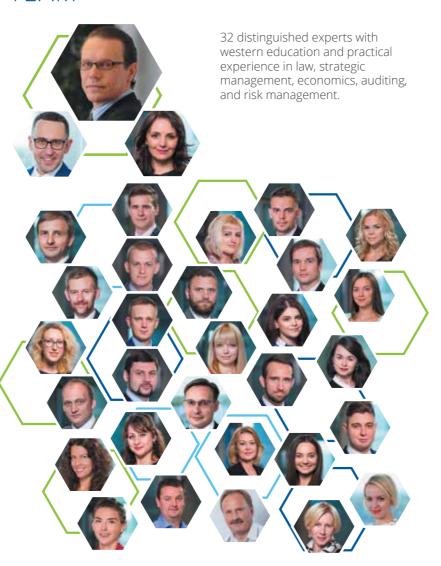
(up to 3 months)

ISSUE AND MONITOR RECOMMENDATIONS

(until they are properly implemented)



TEAM



CONTACT US:

30A Spaska St., Kyiv, +38 044 237 74 01 info@boi.org.ua www.boi.org.ua





WHO WE ARE



ALGIRDAS ŠEMETA, former European Commissioner and Minister of Finance of Lithuania, was appointed

the Business

Ombudsman

in Ukraine

The Business Ombudsman Council is an independent permanent advisory body of the Cabinet of Ministers of Ukraine advocating for business with the government.





Promote

a public service culture

of fairness, openness

and accountability

MAY 20, 2015

Business Ombudsman Council was established

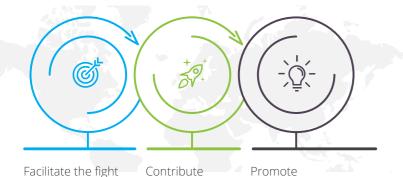
Business Ombudsman Council officially launched its operations

GOALS

against corruption

abuse

and other business investment



to greater

of Ukraine

attractiveness

RESULTS OF 3 YEARS OF OPERATIONS AT A GLANCE

3940	complaints received
2541	investigations closed
93%	recommendations implemented by government agencies
97%	complainants are satisfied with working with us
9	memoranda signed with government agencies
11	systemic reports publicized
UAH 12 billion	direct financial impact for entrepreneurs

TOP-5 INDUSTRIES:



26%



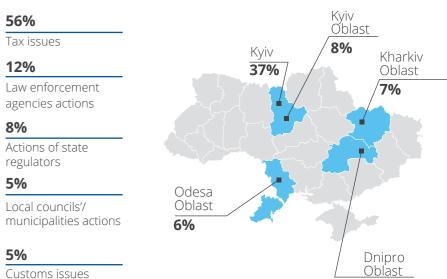




6%

TOP-5 SUBJECTS OF COMPLAINTS:

TOP-5 MOST ACTIVE **REGIONS:**



FOREIGN/ LOCAL:



17% with foreign

SIZE OF **BUSINESS**:



8%