



OFFICE OF THE STATE  
COMPTROLLER AND OMBUDSMAN



# Ombudsman of Israel 2024 Annual Report

Ensuring Rights and Promoting  
Good Governance in Ordinary  
and Emergency Situations

## Key Figures - 2024 Highlights

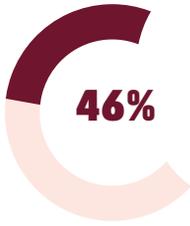
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**22,000**



Complaints



**46%**



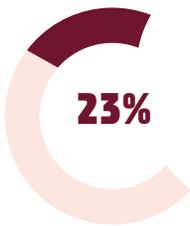
Complaints  
justified or  
resolved



**70%**



Complainants satisfied  
with professionalism of  
the response



**23%**



Complainants were  
disabled individuals



**12%**



Complaints from  
vulnerable socio-  
economic groups



**100**



Number of metrics  
developed by the  
Ombudsman for measuring  
public service quality

## Accessibility

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- ▶ Services available in 9 languages - tailored support for **youth, seniors** and **disabled individuals**
- ▶ **On line** - User-friendly web form available in Hebrew, Arabic, English, and Russian
- ▶ **In person** - Multi-lingual staff accepts complaints at sites across the country
- ▶ **Social media** - Eight Active accounts providing information and assistance



Staff member meeting displaced person



Home in Kibbutz Kfar Aza on the border with the Gaza Strip

## Crisis Response - The Ombudsman in a state of emergency

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In 2024 Israel faced a state of emergency in which thousands were displaced, critical services were disrupted, and many struggled to access healthcare, financial support, and basic protective shelter. The Ombudsman's response included:

- ▶ Dedicated hotline and WhatsApp line
- ▶ Field teams deployed across the country
- ▶ 80 temporary reception points at hotels, evacuation centers and rehabilitation centers to help victims onsite
- ▶ Thousands of emergency-related complaints were handled, ensuring people's rights were upheld in times of crisis.



## **Complaint resolution examples**

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As a result of the Ombudsman's intervention -

**Emergency relocation grants** were provided to eligible individuals originally denied assistance.

**MRI treatment** was provided to a cancer patient unjustly denied treatment.

**Medication and hydration** were provided by trained medical professionals to nursery-aged children with a PEG (stomach tube).

**Municipal communication platforms** were adapted for visually impaired users, ensuring accessibility of WhatsApp messages – via mediation.

**A whistleblower** harassed by his employer received just compensation.

# Complaint distribution by service provider

