



Complaint resolution examples

As a result of the Ombudsman's intervention –

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

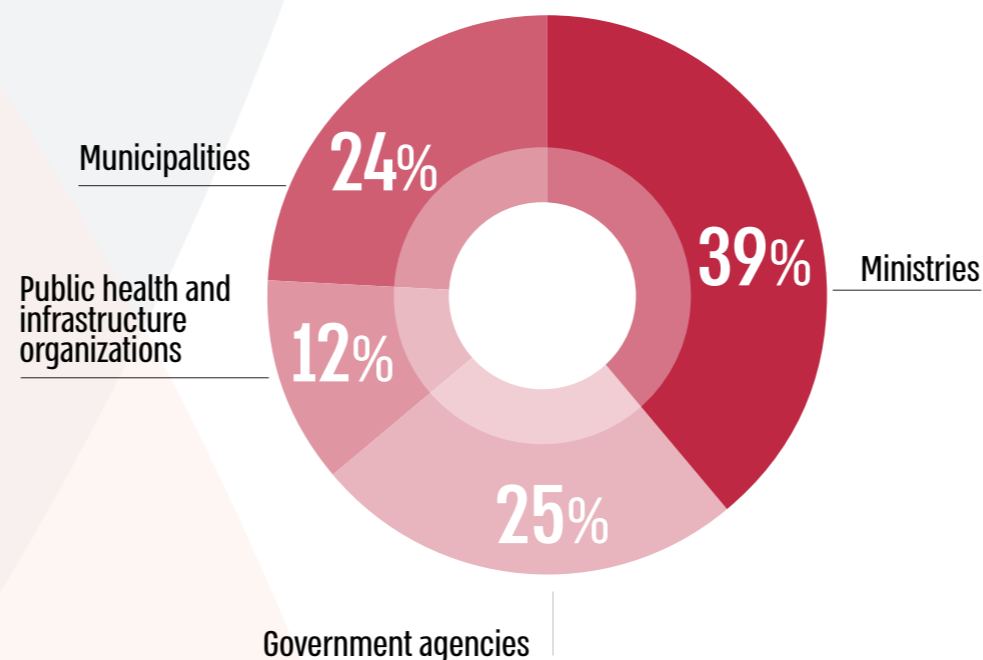
MRI treatment was provided to a cancer patient unjustly denied treatment.

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.

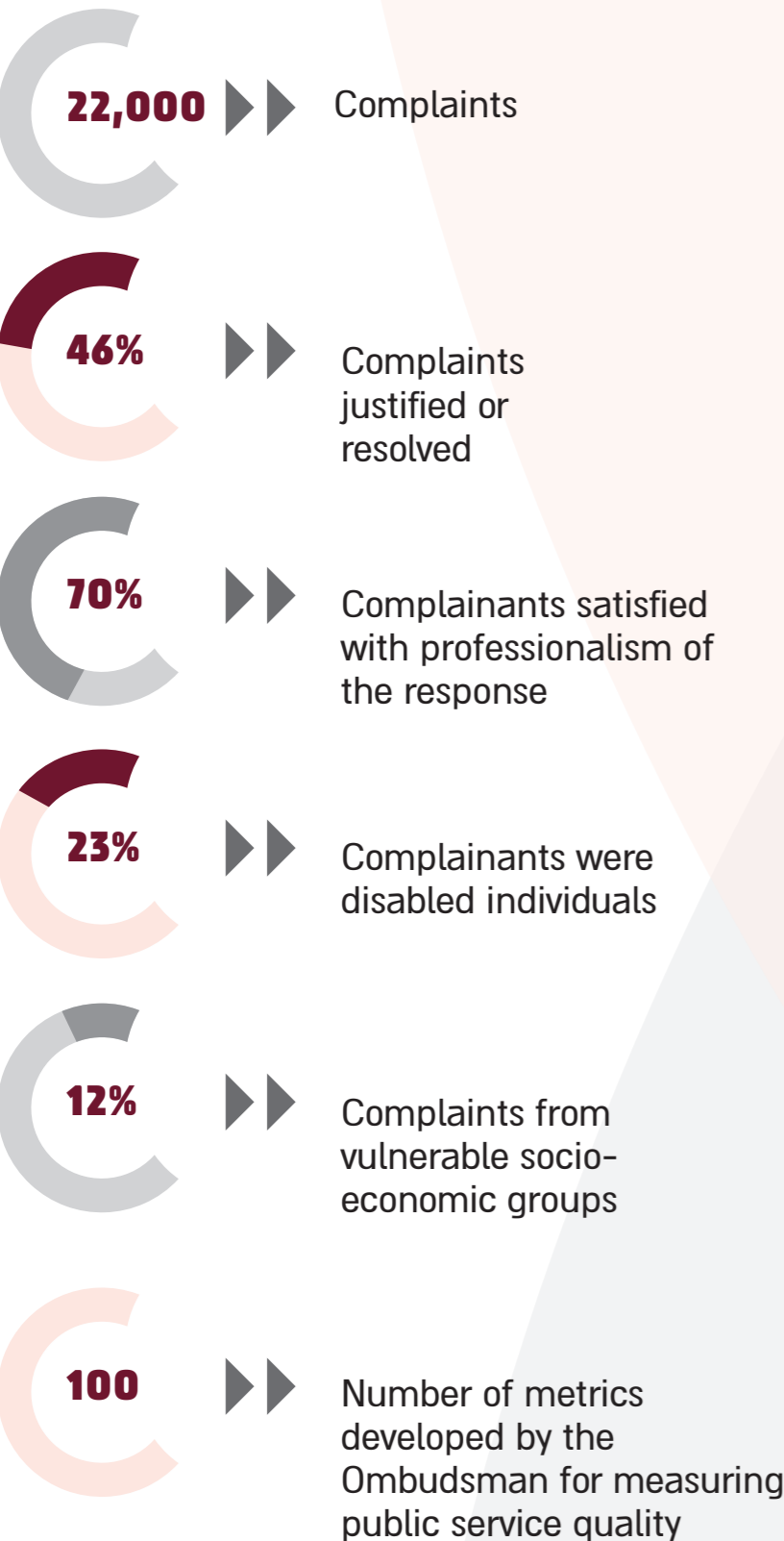
Complaint distribution by service provider



Ombudsman of Israel 2024 Annual Report

Ensuring Rights and Promoting
Good Governance in Ordinary
and Emergency Situations

Key Figures - 2024 Highlights



Accessibility

- 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

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.