



Intervening to Resolve Systemic Defects

The Ombudsman Office received **7,000** complaints in 2025 regarding subsidizing day care for working mothers.

 **91%** Of the complaints were justified.

The Ombudsman indicated to the Labor Ministry that the Ministry had failed to provide quality service to its constituents, and outlined the deficiencies in a series of letters and meetings.

The Ministry responded that it had subsequently improved efficiency, clarified operating procedures, and ensured prompt and accurate responses to subsidy inquiries.



The Ombudsman's constant monitoring and dialogue with government agencies that are the subject of numerous complaints can trigger major improvements in government service.



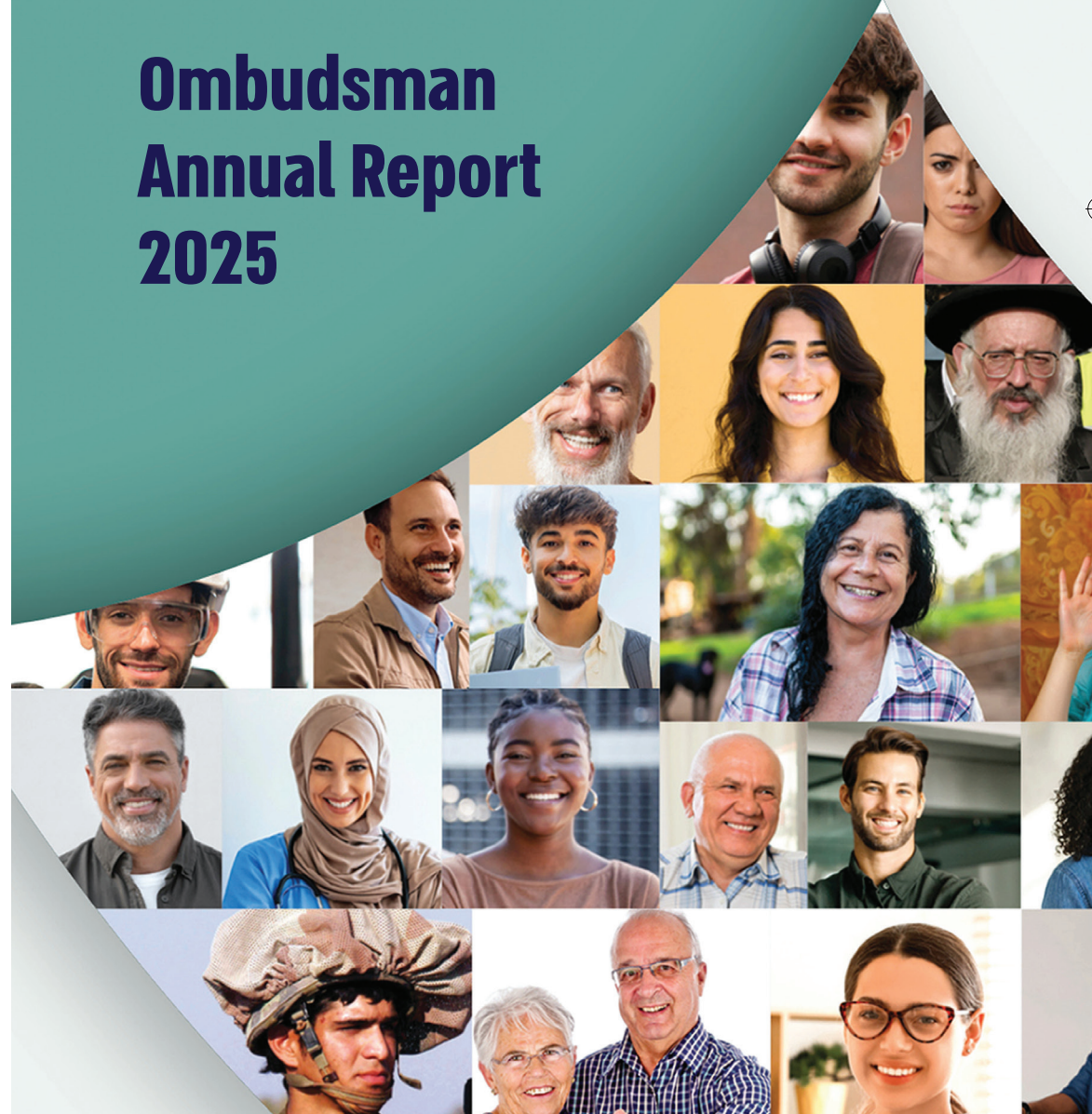
OFFICE OF THE STATE COMPTROLLER
AND OMBUDSMAN



State of Israel

Protecting Rights and Facilitating Fair Public Service During Challenging and Routine Situations

Ombudsman Annual Report 2025



Key Figures - 2025 Highlights



30,000
Complaints

An increase of **41%**
in comparison
to 2024



7,000
Complaints

regarding **subsidized**
child care



56%
Percentage of
the complaints
found
justified



96% of the
complaints
resolved within one
month on average



12 Million NIS
(approximately
3.5 million euro)
refunded to
complainants due to
the **Ombudsman's**
intervention



72%
Satisfaction
rate with the
Ombudsman's
service



Major Complaint Topics



Public service
Request processing,
online services,
obtaining
authorizations



Subsidized
day care
Entitlement for
subsidies



Education
Special education,
school security,
transportation, student
suspensions



Taxes
Municipal property
tax, social security
tax, income tax
and levies

Reaching Out to Vulnerable Communities



Emergency hotline
during crises



Onsite complaint intake for displaced
persons due to emergency situations



Multi-lingual staff and multi-language
complaint submission platform



Community outreach and multi-language
informative brochures



Publicly available
BI generated complaint data

Complaint Resolution Examples

- ➔ For twenty years a government unit denied a citizen's right to travel abroad. The unit claimed that it had no record of issuing the travel restriction order, and therefore could not cancel it. After the Ombudsman's intervention, the unit researched the issue and cancelled the travel prohibition.
- ➔ The Social Security Administration required a person officially certified as blind to appear before a medical tribunal as a prerequisite to paying a monthly disability stipend. After the Ombudsman's intervention the stipend was paid without requiring the complainant to appear before the tribunal. The Administration refined its rules regarding stipend payments to blind individuals.