

## Annex 2

### Chronological list of correspondence between the Claimant, the Ministry and the Ombudsman

12 January 2011	Claimant's request for information from the Ministry
19 January 2011	The Ministry's rejection
20 January 2011	The Claimant's appeal to the Ombudsman
25 January 2011	The Ombudsman's request to the Ministry for relevant documents
8 February 2011	The Ministry's transmission of requested documents to the Ombudsman
1 March 2011	The Ombudsman's request to the Ministry for comments to complaint
12 April 2011	The Ministry's comments to the Ombudsman
28 April 2011	The Ombudsman's transmission of the Ministry's comments to Claimant
3 May 2011	The Claimant's comments
19 May 2011	The Ombudsman's transmission of the Claimant's comments to Ministry
30 June 2011	The Ombudsman's information to Claimant on the status of the appeal
22 September 2011	The Ombudsman's information to Claimant on its delayed opinion
17 November 2011	The opinion of the Ombudsman
26 January 2012	Letter from the Claimant to the Ministry and the Ombudsman
30 January 2012	Ombudsman's transmission of Claimant's letter and reminder to Ministry
2 February 2012	The Ministry's letter to the Claimant on the status of its reconsideration
19 October 2012	The Ministry's letter to the Ombudsman on its reconsideration
31 October 2012	The Claimant's comments with regard to the handling of the appeal
8 November 2012	The Ombudsman's request to the Ministry for comments
21 December 2012	Letter from Ombudsman to Claimant on the status of the appeal
7 March 2013	The Ombudsman's information to claimant on the delay
10 June 2013	The Ombudsman's final conclusion.