

## Service-Public.fr

Le site officiel de l'administration française

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# Ombudsman for Economic and Financial Ministries: how do we use it?

Verified 19 August 2020 - Directorate for Legal and Administrative Information (Prime Minister)

The mediator of the economic and financial ministries is competent to help you resolve a dispute, in particular with the tax administration or customs.

The mediator shall have jurisdiction in particular if the dispute concerns:

- the calculation or payment of tax,
- payment of fines,
- customs duties.

You can refer the matter to the mediator **only** if you performed a 1<sup>re</sup> without having obtained satisfaction.

## Online

Request mediation from the Ombudsman of the Economic and Financial Ministries(<https://www.service-public.fr/particuliers/vosdroits/R14962>)

## By mail

Your request must include the following information:

- Description of your problem (subject and reasons for your request)
- Service references
- Contact information (address and telephone numbers)
- Possibly, copy of exchanges with the administration concerned

The Ombudsman examines your case and makes a recommendation to the department concerned.

If the administration does not agree to follow this recommendation, the mediator may refer the matter directly to the minister who will decide what action to take.

## Statute and miscellaneous references

Decree No. 2002-612 of 26 April 2002 establishing a mediator in the Ministry of Economy, Finance and Industry

- (<http://www.legifrance.gouv.fr/affichTexte.do?cidTexte=JORFTEXT000000407822>)

## Online services and forms

Taxes: access your Home ([https://www.service-public.fr/particuliers/vosdroits/R3120?](https://www.service-public.fr/particuliers/vosdroits/R3120?lang=en)

- lang=en)  
Online service

Request mediation from the Ombudsman of the Economic and Financial Ministries([https://www.service-public.fr/particuliers/vosdroits/R14962?](https://www.service-public.fr/particuliers/vosdroits/R14962?lang=en)

- lang=en)  
Online service

## Additional topics

Entering the tax administration (payment difficulties, claim, ...)([https://www.service-public.fr/particuliers/vosdroits/N31080?](https://www.service-public.fr/particuliers/vosdroits/N31080?lang=en)

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- Administrative Disputes: administrative appeal, rights defender (<https://www.service-public.fr/particuliers/vosdroits/N20312?lang=en>)  
Service-Public.fr
- Mutual recourse in respect of taxes (<https://www.service-public.fr/particuliers/vosdroits/F32477?lang=en>)  
Service-Public.fr
- Tax Site (<https://www.impots.gouv.fr/portail/>)  
Ministry of Finance
- Ombudsman for Economic and Financial Ministries  
(<https://www.economie.gouv.fr/mediateur>)  
Ministry of Economy
- Charter of the Club of Public Service Mediators (PDF - 100.9 KB)  
([https://www.economie.gouv.fr/files/directions\\_services/mediateur/charte\\_mEDIATEURS\\_service\\_public.pdf](https://www.economie.gouv.fr/files/directions_services/mediateur/charte_mEDIATEURS_service_public.pdf))  
Ministry of Finance