



**P. Nikiforos Diamandouros**  
European Ombudsman

Mr Nicholas David Bearfield  
Director  
European Personnel Selection Office  
Avenue de Cortenberg 25  
1049 BRUSSELS  
BELGIQUE

Strasbourg, 02 -03- 2012

Complaint 756/2011/(MHZ)RT

Dear Mr Bearfield,

On 3 October 2011, EPSO sent me its opinion on the above complaint. I forwarded the opinion to the complainant, Mr Jaime Royo-Olid and received his observations on 30 November 2011.

On 1 and 18 December 2011 and on 8 and 13 February 2012, the complainant submitted further correspondence concerning his complaint.

After a careful analysis of the documents submitted in the course of my inquiry, I consider that certain issues need to be clarified before I can take a decision on the complaint.

#### **Request for further information**

To help me continue inquiring into this complaint, I would appreciate it if EPSO could respond to the following questions:

(1) Could EPSO please explain what happens with questions which have been neutralised, namely whether they are removed from the CBT database or corrected and re-used in future competitions?

(2) Could EPSO please explain why it considered adequate the three questions published in the compulsory self-assessment introduced in the registration process for the 2011 Open Competition, which were contested by the complainant?

In addition, having regard the complainant's observations on EPSO's opinion, I would also be grateful if EPSO could please

(a) provide information (namely, overall figures concerning the entire CBT database) about the number of erroneous questions, which were used in competitions and which were subsequently cancelled?



(b) explain in detail its internal quality control procedures set up to ensure the reliability of the CBT database (according to the complainant, only one EPSO staff member checks the questions in all EU official languages)?

(c) provide information about i) the scientific data (reports, studies, statistics), which support the validity and reliability of the CBT database for the EU selection process and also ii) statistical analyses concerning the results obtained thus far, as of the date the CBT system was established.

I would be grateful if your reply could reach me by 30 April 2012.

Please find enclosed, for your information, copies of the complainant's observations and his further correspondence of 1 and 18 December 2011 and 8 and 13 February 2012.

Yours sincerely,

P. Nikiforos Diamandouros

Enclosures:

- Copy of the complainant's observations
- Copy of the complainant's further correspondence of 1 and 18 December 2011 and 8 and 13 February 2012