How to contact the Citizens Advisor

You are always welcome to contact the Citizens Advisor, either by phone, by mail or in person.

If you want to be sure you see the citizen advisor, it is advisable to call and make an appointment

Citizens Advisor
Meta Fuglsang and
Social Work
Consultant Roar M.
Johansen

Rådhuset
Radhuspladsen 11. 2. Sal
4200 Slagelse
Phone: 58 57 44 86
Mail: borgerraadgiveren@slagelse.dk

Facts about the
Citizen Advisor in Slagelse

The objectives of the Citizen Advisor are:

- Strengthen the dialogue between the citizens and the municipality
- Ensure Citizens legal rights
- Assist citizens through the municipal system and ensure that their voice is heard
- Enact the municipality to improve its services to citizens

SLAGELSE
KOMMUNE

How the citizen advisor can assist you:

Need help understanding a decision from the municipality, or figuring out pursuing a particular case?

The citizens advisor will cordially help you.

In this folder you can find more details about how the citizens' advisor can help you.

Citizen Advisor

The task of the citizens' advisor is to handle complaints about municipal case management and contribute in providing good public service focused on the citizen.

The citizen advisor shall then consequently help forge a dialogue between the citizen and the municipal administration.

The citizen advisor is independent of the municipal administration.

At the citizens advisors you can:

- Complain about case management by the municipality
- Get assistance in understanding decisions from the municipality
- Obtain information and guidance on how to file a complaint and to whom
- Suggest how the municipality can improve service and case management

The citizen advisor cannot examine complaints on:

- The professional content of a municipal decision
- Political decisions e.g. service levels
- Staff and employment conditions in the municipality
- Compare how other instances are handled

The citizen advisor does not usually examine complaints more than a year old after the occurrence.