

Tórshavn, tann 3. september 2025  
J.Nr.: LUM-16- 25/00124-17

English summary of report dated 18 August 2025 from the Parliamentary ombudsman of the  
Faroe Islands

**Report on case-processing time and lack of response from The Faroese National Board of  
Industrial Injuries (Vanlukkutryggingarráðið) and The Faroese Safety Authority  
(Arbeiðs- og brunaeftirlitið) in connection with occupational injury cases**

*The Ombudsman has dealt with four complaints regarding case-processing time and lack of response from The Faroese National Board of Industrial Injuries and The Faroese Safety Authority, acting as its secretariat, in connection with occupational injury cases. The cases had been active for more than 2.5 years without any final decision or interim decision being made. Furthermore, in several instances the complainants had not received a reply or feedback to their inquiries. Delays were also observed in the collection of information for one consultation response, as well as incomplete documentation. The Ombudsman considered this to be wholly unsatisfactory and, in summary, issued a serious reprimand to The Faroese National Board of Industrial Injuries and The Faroese Safety Authority for their handling of the four occupational injury cases.*

Between 14 January 2025 and 26 March 2025, the Ombudsman received four complaints about case-processing time and lack of response from The Faroese National Board of Industrial Injuries and The Faroese Safety Authority in connection with occupational injury cases.

In three of the complaints, the issue was case-processing time, while in two of the complaints the issue was lack of response.

In the complaints concerning case-processing time, the cases had been active for more than 2.5 years without any final decision or interim decision being made.

In the complaints concerning lack of response, one complainant had not received a reply or feedback to his inquiry for two months. In the other complaint about lack of response, it appeared that the complainant had not received any reply or feedback to the inquiry submitted in September 2024.

The Faroese Safety Authority pointed out that the extended case-processing time and lack of responses were partly due to the significant challenges faced by the agency in taking over the administration of occupational injury cases from the Court of Faroe Islands.

The Faroese Safety Authority also explained that several measures had now been taken to improve case-processing time and response time to citizens.

---

The Ombudsman did not consider it acceptable that the cases had been active for more than 2.5 years without any final decision or interim decision being made, and that the complainants had not received responses within a reasonable time.

During the processing of the complaints, the Ombudsman became aware that the documentation of The Faroese Safety Authority in the relevant cases was incomplete, and the Ombudsman also received incorrect information and delayed responses from the Inspectorate on several occasions.

In conclusion, the Ombudsman issued a serious reprimand to The Faroese National Board of Industrial Injuries and The Faroese Safety Authority for their handling of the four occupational injury cases and reminded The Faroese Safety Authority to respond to the Ombudsman within the deadlines set. In accordance with § 10 of the Ombudsman Act, a notification of the matter was sent to the Presidium of the Faroese Parliament, the Prime Minister, and the Minister of Environment.

(LUM 25/01251, LUM 25/06200, LUM 25/07541 and LUM 25/08634)