



Complaints mechanism: standard complaint form (English)

1. Information about the complainant

You are submitting the complaint as:

- ☐ Complainant.
- ☐ Representative of the complainant (a complainant can be represented by any other person, a lawyer, an organisation, etc. that can file a complaint on the complainant's behalf. If you choose this option, you must submit proof that you have been authorised to submit this complaint on the complainant's behalf by filling and submitting the [authorisation form](#)).

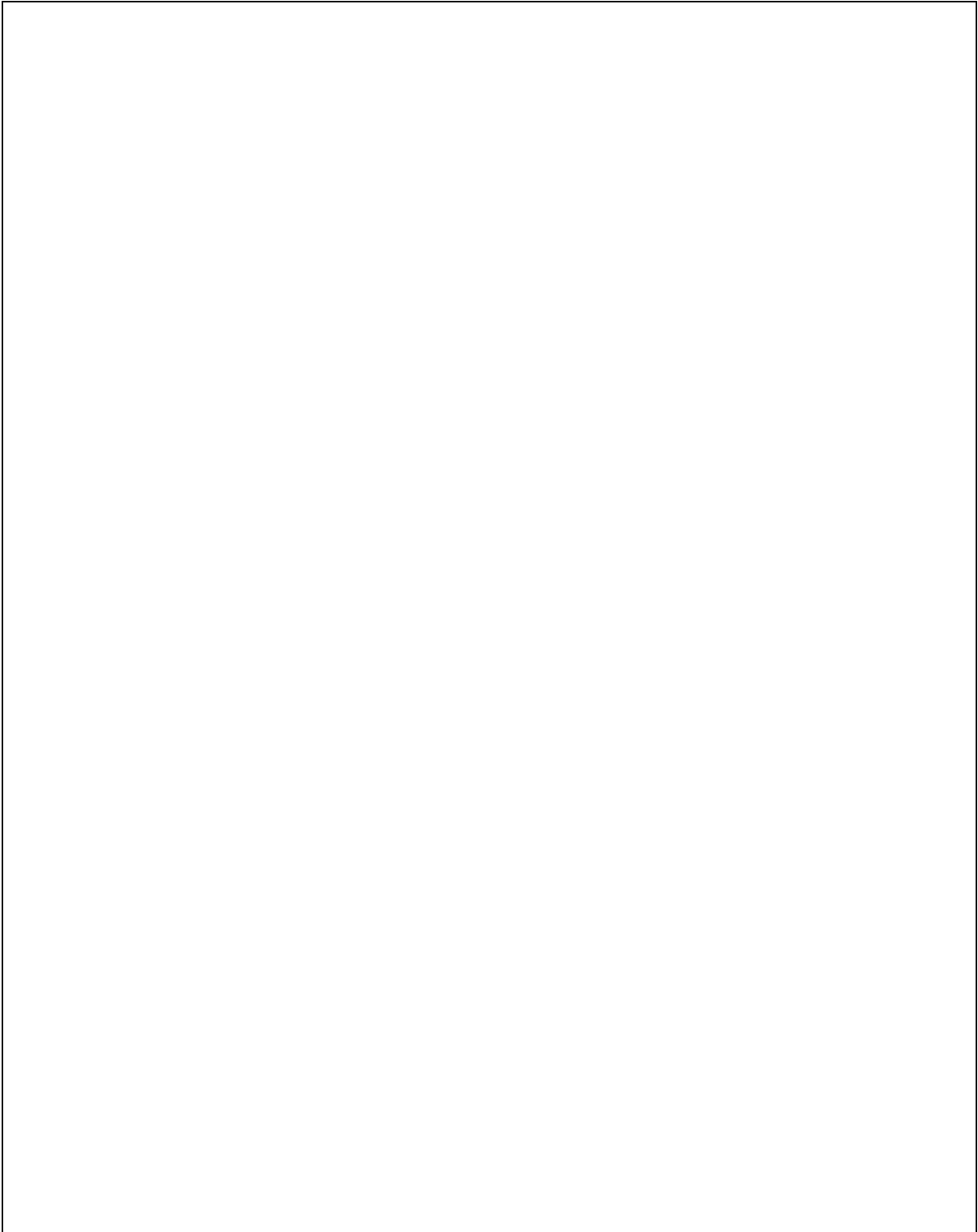
Complainant		Representative of the complainant <i>(to be completed only if the second option above has been selected)</i>	
Last name*		Last name*	
First name*		First name*	
Age*		Organisation name (if applicable)	
Nationality*			
Gender*	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> I do not wish to share	Relationship to the complainant	
Email address*		Email address*	
Telephone number		Telephone number	
Postal address		Postal address	

*Fields marked with * are mandatory*

2. Information on the alleged violation(s) of fundamental rights and relevant details related to the complaint

- Please provide a detailed description of the events and how they have affected you personally or the person you are representing. What happened? Who was involved? Were there witnesses?







- Please provide a detailed description of the person(s) you are complaining about. Provide information about the person(s) involved (e.g. name, clothing description*, language spoken, physical appearance, what job or function she/he was performing, etc.).

** Experts of the European Union Agency for Asylum (EUAA) are identifiable through distinctive clothing or badges portraying the logo reproduced below.*



- What is the approximate date of the latest event leading to the alleged violation(s) of fundamental rights?

(day) _____ / (month) _____ / (year) _____

- When and where did the events take place (e.g. approximate dates, description of the place, precise location, name of reception centre, city, country)?



- Have you submitted your complaint to any other institution (e.g. a national ombudsman, a national human rights institution, police, etc.)? Please specify which institution, the status and the outcome of the procedure, if any.

3. Confidentiality and personal data

By submitting this complaint, you consent to the processing of your personal data by the Fundamental Rights Officer and the EUAA. The Fundamental Rights Officer deals with complaints confidentially. If your complaint is declared admissible, it will be referred for a follow-up to the competent authorities (the EUAA's Executive Director and/or national authorities of the relevant Member States) and sent to relevant national fundamental rights institutions.

The Fundamental Rights Officer and the EUAA can only disclose your data to the competent national authorities and national fundamental rights institutions with your express consent. The authorities will be able to better follow up on your complaint if you agree to share your personal data with them.

I hereby consent to the sharing of my personal data with the competent national authorities from the relevant Member State(s) and the relevant national fundamental rights institutions, as applicable.

- ☐ Yes, I consent
- ☐ No, I do not consent

You can refer to the data protection notice [here](#).



4. Signature of the complainant

- ☐ By ticking this checkbox, you are signing this form as the complainant.
- ☐ By ticking this checkbox, you are signing this form on behalf of the complainant.

The complainant or their representative must sign this standard complaint form. If the form is signed by the representative, proof of representation, such as a valid authorisation in writing, must be provided. If the complainant is unable to sign the complaint or authorisation form for justified reasons (e.g. deceased, missing, detained incommunicado, health reasons, illiteracy, etc.) or there are other compelling reasons for the complainant not to give a written authorisation for representation, please provide, as a supporting document (see section 5 below), other means to verify the veracity of the mandate.

Before signing this complaint, please ensure that all the admissibility criteria are met.

- The complaint is submitted by you, as the potential victim, or by your representative.
- You, as the potential victim, or your representative, have provided contact details allowing your identification.
- You have provided sufficient information to support the complaint.
- Your complaint is submitted in writing.
- Your complaint concerns the actions of a member of an EUAA asylum support team.
- The facts alleged in relation to the actions of a member of an EUAA asylum support team can be considered as a violation of the complainant's fundamental rights.
- You submitted the complaint within one year from the moment the facts happened.
- Your complaint is not abusive, malicious, frivolous, vexatious, hypothetical or inaccurate.

Signature (please type your name if filling out the form electronically)

Date of signature

(day) _____ / (month) _____ / (year) _____



5. Annexes: copies of supporting documents

In order to assess your complaint, it is useful to receive copies of available supporting documents related to your identity and your complaint. Examples of such documents are:

- concerning your identity: a picture or copy of your identity card, passport or any other form of identification (for example, documents released by the country where you applied for asylum);
- concerning your complaint: copies of any documentation, reports, certificates, witness statements or other supporting documents relevant to your complaint, including pictures or video if available;
- in case you are submitting a complaint as a representative on behalf of the complainant, please also submit the [authorisation form](#).

You can submit this standard complaint form and its annexes either by sending an email to complaints@euaa.europa.eu or by post to:

European Union Agency for Asylum
Attention: Fundamental Rights Officer
Winemakers Wharf
Valletta MRS 1917
Malta

If sending by post, please mark the envelope 'PRIVATE AND CONFIDENTIAL'.