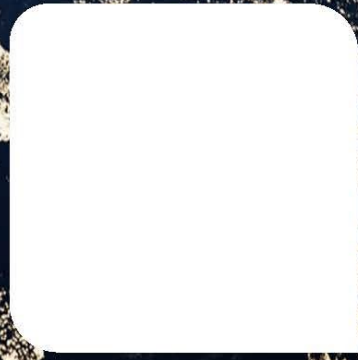
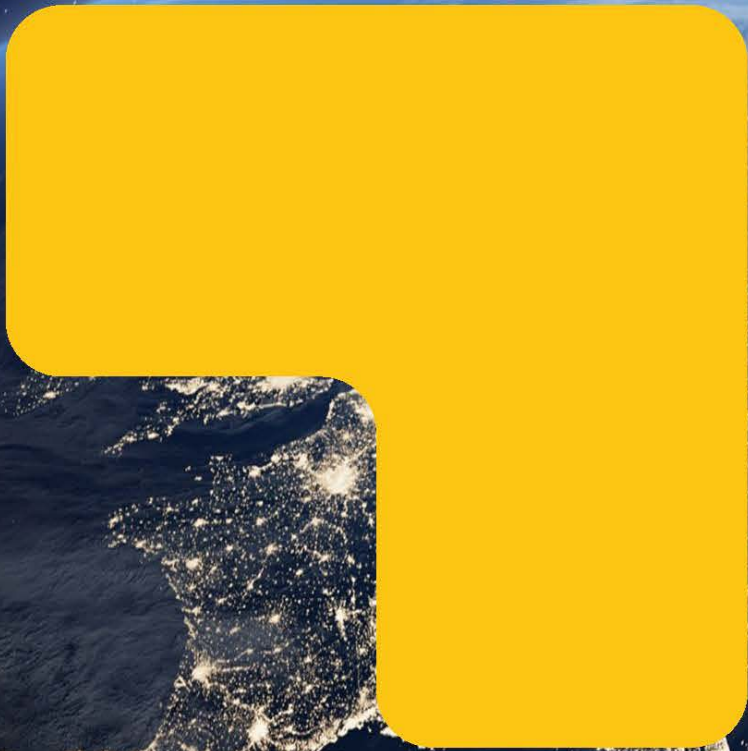


Role of National Human Rights Institutions and Ombudspersons



The Role of National Human Rights Institutions, Ombudsperson Institutions and Ombudspersons for Children

**Who is Who in International Protection in the EU+,
Issue No 10**

August 2024



For more information, please contact ids@euaa.europa.eu

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Contents

The Who is Who in International Protection in the EU+ project.....	5
Methodology.....	5
Reader's guide.....	5
The role of National Human Rights Institutions and Ombudsperson Institutions in the field of international protection.....	7
Austria.....	13
Belgium.....	17
Bulgaria.....	24
Croatia.....	27
Cyprus.....	30
Czechia.....	32
Denmark.....	37
Estonia.....	41
Finland.....	43
France.....	48
Germany.....	51
Greece.....	56
Hungary.....	60
Iceland.....	61
Ireland.....	66
Italy.....	69
Latvia.....	72
Lithuania.....	74
Luxembourg.....	76
Malta.....	80
Netherlands.....	81
Norway.....	86
Poland.....	90
Portugal.....	91
Romania.....	96
Slovakia.....	100
Slovenia.....	103
Spain.....	106
Sweden.....	109
Switzerland.....	113



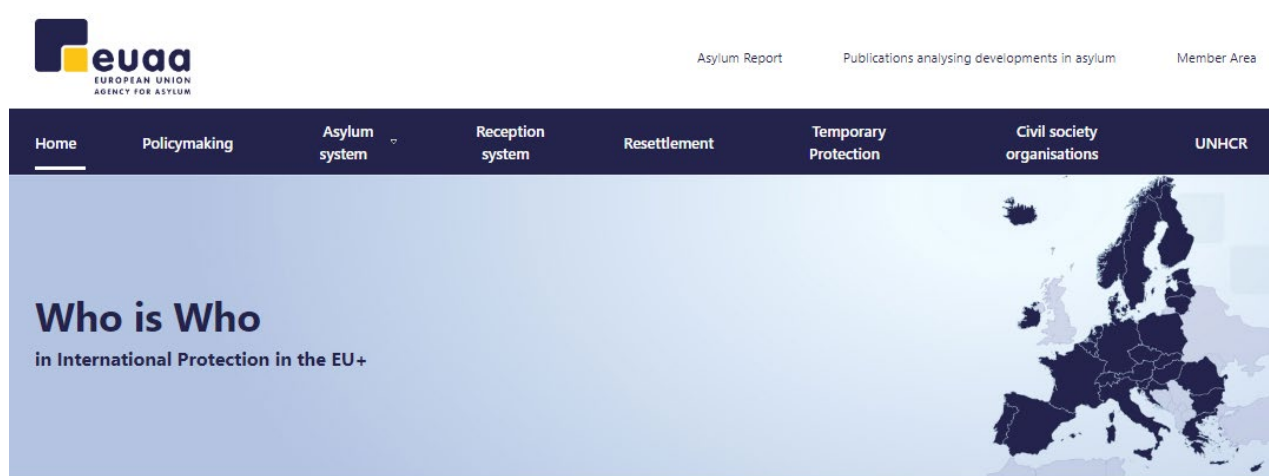


The Who is Who in International Protection in the EU+ project

Who is Who is a mapping project of various stakeholders and their roles in asylum and reception systems at the European, national and local levels. The key actors and their roles are presented as defined in national policies and legislation and implemented in practice. The different competences and interlinks between actors are also outlined.

The information is available online on the Who is Who platform:

<https://whoiswho.euaa.europa.eu/>



Methodology

The Who is Who project follows the same methodology that is used for the EUAA Asylum Report. Accordingly, the Information and Analysis Sector undertakes desk research based on publicly available sources. The information is validated by Member States and other stakeholders, if applicable.

The information has been validated by each country, except for Croatia, Estonia, Iceland, Portugal and Romania. In addition, the Austrian Children and Youth Ombuds Offices, the Dutch National Ombudsman and the Office of the Children's Ombudsman and the Slovak National Centre for Human Rights were not officially validated.

For regional Ombudspersons, including in Austria, Germany, Italy and Switzerland, if one or more regional Ombudspersons has responsibilities in the field of international protection, it was determined that they provide these activities. However, the roles and responsibilities of regional Ombudspersons in the field of international protection may vary.

This publication acknowledges that National Human Rights Institutions (NHRI) and Ombudsperson institutions engage in a wide range of activities unrelated to international





protection. However, as Who is Who in International Protection in the EU+ is a mapping project of various stakeholders and their roles in asylum and reception systems, this publication focuses exclusively on their role in the field of international protection.

The terms ‘Ombudsman’ and ‘Ombudsperson’ are used interchangeably. Ombudsman may be used for the official title or translations of an institution, while in general terms, this report uses Ombudsperson for more gender-neutral and inclusive terminology.

Reader’s guide

Under a country profile, an NHRI, an Ombudsperson institution and an Ombudsperson for Children may be listed as separate national bodies. NHRIs and Ombudsperson institutions that function as the same organisation are presented together since they share the same mandate and responsibilities.

Ombudsperson institutions may exist at both the national and regional levels. In this case, the national Ombudsperson institution is presented as they delegate powers and responsibilities to regional Ombudspersons and coordinate the work of the offices at the national level. When an Ombudsperson institution does not exist at the national level, the regional Ombudspersons institutions are included along with links to their websites.

Ombudspersons for Children are presented as independent organisations with specific tasks and responsibilities pertaining to minors in the field of international protection. When an independent Ombudsperson for Children does not exist, the national Ombudsperson who is mandated to safeguard and protect children's rights is presented.

There are several countries that do not have NHRIs but are in the process of establishing an institution. In this situation, an explanation on their progress is provided and other organisations that play a similar role to an NHRI are mentioned.

Some countries do not have an accredited NHRI but have applied for accreditation. In this instance, a disclaimer is included.





The role of National Human Rights Institutions and Ombudsperson Institutions in the field of international protection

NHRIs are state-mandated bodies, independent of government, with a broad constitutional or legal mandate to protect and promote human rights of natural and legal persons at the national level.¹

There are various types of NHRIs with different organisational structures, the most prevalent being Ombudsperson institutions.² These institutions act as the guardian of citizens' rights and as a mediator between citizens and the public administration, with the responsibility of handling complaints of maladministration and human rights violations.³

NHRIs and Ombudsperson institutions often double up as the same institution; however, in several EU+ countries, there are independent NHRIs that are either Human Rights Commissions, Human Rights Institutes or Centres, Equality or Advisory Bodies or Hybrid Institutions.⁴ As a result, in many countries across Europe, an NHRI and an Ombudsperson institution may coexist at the national level.

Some countries do not yet have NHRIs but are in the process of establishing such an institution, for example, Czechia, Iceland, Italy and Malta. In other countries, Ombudsperson institutions exist at both the national and regional levels, with national and regional Ombudspersons operating and working in tandem. In a handful of countries, there are regional Ombudspersons rather than a national Ombudsperson institution.

Moreover, several EU+ countries have independent Ombudspersons for Children specifically tasked with safeguarding and protecting children's rights, while others have delegated this responsibility to the national Ombudsperson institution.

NHRIs and Ombudsperson institutions are commonplace in the institutional frameworks of most EU+ countries. Given the interplay between human rights and international protection, these institutions are important stakeholders in the field and play a significant role in following developments related to asylum and migration. Their mandate and role differ from country to country, but their legal mandate and functions make them well-suited to safeguard and protect the rights of asylum seekers and refugees within their overall mandate.⁵ As national

¹ European Network of National Human Rights Institutions (ENNHRI). *About National Human Rights Institutions*. <https://ennhri.org/about-nhris/>

² Council of Europe. *Support to Ombudsperson and anti-discrimination institutions (National Human Rights Institutions)*. <https://www.coe.int/en/web/national-implementation/thematic-work/ombudsperson-anti-discrimination>

³ Organisation for Economic Co-operation and Development. (2018). *The Role of Ombudsman Institutions in Open Government. OECD Working Paper on Public Governance No 29*. <https://web.archive.org/2018-12-06/492536-the-role-of-ombudsman-institutions-in-open-government.pdf>

⁴ Council of Europe. *Support to Ombudsperson and anti-discrimination institutions (National Human Rights Institutions)*. <https://www.coe.int/en/web/national-implementation/thematic-work/ombudsperson-anti-discrimination>; Global Alliance of National Human Rights Institutions (GANHRI). *National Human Rights Institutions*. <https://ganhri.org/nhri/>

⁵ European Network of National Human Rights Institutions (ENNHRI). *Asylum and Migration*. <https://ennhri.org/our-work/topics/asylum-and-migration/>; European Network of National Human Rights Institutions (ENNHRI). *Stronger Together*. <https://ennhri.org/nhri-response-conflict-ukraine/>





independent organisations with competencies in asylum and migration, they also serve as reliable sources of information.

Monitoring and raising awareness of the rights of asylum seekers and refugees at the national level

NHRIs and Ombudsperson institutions monitor and investigate the human rights situation on the ground, including the respect for the rights of asylum seekers and refugees.⁶ They raise awareness of issues affecting asylum seekers and refugees by publishing research, recommendations and opinions.⁷ By making their findings and recommendations public, sharing them with regional and international human rights bodies, as well as cooperating with international and civil society organisations, they further increase visibility to issues related to the rights of asylum seekers and refugees.⁸

Providing advice and recommendations related to international protection

Providing human rights advice to the government, Parliament and other stakeholders⁹ involved in international protection, including ministries responsible for defining policies related to the international protection procedure, national authorities responsible for the examination of applications for international protection and national authorities responsible for detention facilities and reception centres, is a core responsibility of NHRIs and Ombudsperson institutions.

NHRIs and Ombudsperson institutions provide recommendations to ensure national laws, policies and practices comply with the Common European Asylum System, as well as national law, and operate in a way that will help them to improve the human rights situation for asylum seekers and refugees.¹⁰

Most NHRIs and Ombudsperson institutions are required to report annually to the national Parliament on their activities,¹¹ including in the field of international protection. In their annual reports, institutions often include a section on asylum and migration with recommendations. Ombudsperson institutions that have the mandate to handle complaints usually include cases related to international protection which they investigated, as well as recommendations based on their findings.

Conducting research on asylum and migration

NHRIs and Ombudsperson institutions conduct research on asylum and migration as part of their mandate to monitor and raise awareness of the rights of asylum seekers and refugees, handle complaints, investigate complaints *ex officio*, and advise and make recommendations on matters related to international protection.

⁶ European Network of National Human Rights Institutions (ENNHRI). *About National Human Rights Institutions*. <https://ennhri.org/about-nhris/>

⁷ European Network of National Human Rights Institutions (ENNHRI). *About National Human Rights Institutions*. <https://ennhri.org/about-nhris/>

⁸ Global Alliance of National Human Rights Institutions (GANHRI). *Thematic Areas*. <https://ganhri.org/human-rights-by-theme/>

⁹ Global Alliance of National Human Rights Institutions (GANHRI). *Responsibilities of NHRIs: Providing advice*. <https://ganhri.org/providing-advice-nhris/>

¹⁰ Global Alliance of National Human Rights Institutions (GANHRI). *Responsibilities of NHRIs: Providing advice*. <https://ganhri.org/providing-advice-nhris/>

¹¹ Global Alliance of National Human Rights Institutions (GANHRI). *Responsibilities of NHRIs: Cooperating at the national level*. <https://ganhri.org/cooperating-at-the-national-level-nhris/>





In addition, several NHRIs and Ombudsperson institutions may conduct research on asylum and migration to publish thematic reports on specific topics, for example on access to the asylum procedure, processing asylum applications at first instance, reception of applicants for international protection, the content of protection, or children and people with special needs in the asylum procedure, among other topics.

Handling of complaints

NHRIs which also act as the Ombudsperson institution have the mandate to accept, investigate and attempt to resolve complaints of maladministration and human rights violations of citizens,¹² including from asylum seekers and refugees, as anyone can lodge a complaint with an Ombudsperson institution regardless of nationality. This includes particularly vulnerable groups, such as asylum seekers who have been deprived of their liberty, as well as minors and unaccompanied minor asylum seekers and refugees, whose complaints are handled by independent Ombudspersons for Children or national Ombudspersons tasked with protecting children's rights.¹³ In addition, Ombudsperson institutions can receive complaints brought by individuals, their representatives, third parties, non-governmental organisations or any other representative organisations on behalf of asylum seekers and refugees.¹⁴

The investigation procedure entails collecting evidence from the complainant and often results in a report and recommendations made to the government, Parliament or other stakeholders involved in international protection.¹⁵ Most Ombudsperson institutions also have the mandate to investigate complaints *ex officio* and may initiate an investigation on individual or recurrent violations of rights, including in the framework of international protection. Information about violations may come to their attention through civil society organisations, the media or other sources. The investigation procedure will be similar to that of filing a formal complaint.¹⁶

Providing legal advice

Several NHRIs and Ombudsperson institutions provide support to individuals to enforce their rights through legal assistance and advice,¹⁷ and asylum seekers and refugees may contact the institutions if they have questions about their rights.

In the context of the war in Ukraine, the Ombudsperson of the Republic of Bulgaria established a hotline for Ukrainians to receive free legal advice.¹⁸ Meanwhile, the Slovak

¹² Global Alliance of National Human Rights Institutions (GANHRI). *Responsibilities and functions of NHRIs: Complaint handling*. <https://ganhri.org/complaint-handling-nhris/>

¹³ Global Alliance of National Human Rights Institutions (GANHRI). *Responsibilities and functions of NHRIs: Complaint handling*. <https://ganhri.org/complaint-handling-nhris/>

¹⁴ Global Alliance of National Human Rights Institutions (GANHRI). *Responsibilities and functions of NHRIs: Complaint handling*. <https://ganhri.org/complaint-handling-nhris/>

¹⁵ Global Alliance of National Human Rights Institutions (GANHRI). *Responsibilities and functions of NHRIs: Complaint handling*. <https://ganhri.org/complaint-handling-nhris/>

¹⁶ Global Alliance of National Human Rights Institutions (GANHRI). *Responsibilities and functions of NHRIs: Complaint handling*. <https://ganhri.org/complaint-handling-nhris/>

¹⁷ European Network of National Human Rights Institutions (ENNHRI). *About National Human Rights Institutions*. <https://ennhri.org/about-nhris/>

¹⁸ Bulgaria, Ombudsman of the Republic of Bulgaria. (2022). *The Ombudsman opens a hotline for victims of the conflict in Ukraine / Ombudsmen opens a hotline for victims of the conflict in Ukraine*. <https://www.ombudsman.bg/bg/n/ombudsmanat-otkriva-goreshta-liniya-za-postra>





National Human Rights Centre set up an email address that Ukrainians can contact for questions about legal aid and general guidance on temporary refuge or asylum.¹⁹

National Preventive Mechanisms (NPM)

NHRIs and Ombudsperson institutions, as independent institutions of the state with a broad human rights mandate, play a crucial role in addressing torture and other forms of ill treatment and contributing to its prevention, including in the field of international protection. This includes by investigating, monitoring, reporting and advising the state and its institutions, as well as by conducting human rights education and awareness.²⁰

Many NHRIs and Ombudsperson institutions are designated as the National Preventive Mechanism (NPM), which are bodies established in accordance with the Optional Protocol to the United Nations Convention against Torture (OPCAT), with a role in the implementation of the international treaty.²¹ The main role of NPMs is their visiting function, namely carrying out visits to places of detention to regularly examine the treatment of people deprived of their liberty, including detention centres where asylum seekers may be detained.²² Several NHRIs and Ombudsperson institutions have extended this mandate to monitor entry and reception centres for asylum seekers and refugees.²³

Nonetheless, NHRIs and Ombudsperson institutions that are not designated as NPMs can still prevent torture and ill treatment in the framework of international protection in the course of the daily application of their broad mandate,²⁴ for example by handling complaints of asylum seekers who have been deprived of their liberty, as well as monitoring and reporting on detention facilities and reception centres through research, recommendations and opinions.

¹⁹ Slovakia, Slovak National Centre for Human Rights. *Free legal assistance of the Slovak National Centre for Human Rights*. <https://www.snslp.sk/nasa-cinnost/pravne-sluzby/pravna-pomoc/>

²⁰ Global Alliance of National Human Rights Institutions (GANHRI). *Torture and Other Ill-treatment*. <https://qanhri.org/torture-and-other-ill-treatment/>

²¹ United Nations, Human Rights Office of the High Commissioner. (2018). *Preventing Torture: The Role of National Preventive Mechanisms. A Practical Guide. Professional Training Series No.21*. https://www.ohchr.org/sites/default/files/Documents/Publications/NPM_Guide_EN.pdf

²² United Nations, Human Rights Office of the High Commissioner. (2018). *Preventing Torture: The Role of National Preventive Mechanisms. A Practical Guide. Professional Training Series No.21*. https://www.ohchr.org/sites/default/files/Documents/Publications/NPM_Guide_EN.pdf

²³ United Nations, Human Rights Office of the High Commissioner. (2018). *Preventing Torture: The Role of National Preventive Mechanisms. A Practical Guide. Professional Training Series No.21*. https://www.ohchr.org/sites/default/files/Documents/Publications/NPM_Guide_EN.pdf

European Network of National Human Rights Institutions (ENNHRI). *Asylum and Migration*. <https://ennhri.org/our-work/topics/asylum-and-migration/>

²⁴ Global Alliance of National Human Rights Institutions (GANHRI). *Torture and Other Ill-treatment*. <https://qanhri.org/torture-and-other-ill-treatment/>





Monitoring forced returns

Member States are obliged to establish an effective forced return monitoring system under Article 8(6) of the EU's Return Directive (2008/115/EC)²⁵. NHRIs and Ombudsperson institutions, as organisations independent from the state and those enforcing the return,²⁶ are well positioned to monitor returns in accordance with the directive, as is the case in Bulgaria, Cyprus, Czechia, Denmark, Greece, Latvia and Spain.

Cooperating with international and civil society organisations in the field of international protection

International and civil society organisations are essential partners of NHRIs and Ombudsperson institutions, as they share a similar commitment to improving the protection and promotion of human rights within their specific areas of expertise.²⁷

Many NHRIs and Ombudsperson institutions cooperate with international organisations in the field of international protection. For example, they regularly meet with representatives of the United Nations Office of the High Commissioner for Refugees (UNHCR), the International Organization for Migration (IOM) and other international organisations in the field of international protection.

As state-mandated bodies, independent of government, NHRIs and Ombudsperson institutions act as a bridge between the government and civil society organisations.²⁸ Most institutions cooperate with a variety of organisations by holding meetings on various thematic areas, participating in workshops, conferences and training sessions, and working together to protect and raise awareness about the rights of asylum seekers and refugees at the national level.

Providing information on rights related to asylum and migration

Many NHRIs and Ombudsperson institutions publish information on asylum and migration on their websites for asylum seekers and refugees. The information may address the right to seek asylum and refugee rights,²⁹ as well as international or civil society organisations working in the field of international protection which may help applicants or beneficiaries of international protection.³⁰

²⁵ Official Journal of the European Union. *DIRECTIVE 2008/115/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 December 2008 on common standards and procedures in Member States for returning illegally staying third-country nationals*. <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32008L0115>

²⁶ International Centre for Migration Policy Development. (2021). *Human Rights Monitoring of Forced Returns in Europe Forced-Return Monitoring Projects – Cooperation with the European Border and Coast Guard Agency, the European Union Agency for Fundamental Rights and Member States*. https://www.icmpd.org/content/download/56831/file/FReM%20III_Final%20Publication_Quart_WEB.pdf

²⁷ Global Alliance of National Human Rights Institutions (GANHRI). *Responsibilities of NHRIs: Cooperating at the national level*. <https://ganhri.org/cooperating-at-the-national-level-nhris/>

²⁸ European Network of National Human Rights Institutions (ENNHRI) *About National Human Rights Institutions*. <https://ennhri.org/about-nhris/>

²⁹ France, French National Consultative Commission on Human Rights. (2024). *Asylum and Immigration*. <https://www.cncdh.fr/asile-et-immigration>

Luxembourg, Consultative Commission on Human Rights. *Asylum and immigration*. <https://ccdh.public.lu/fr/thematiques/asileetimmigration.html>

³⁰ Luxembourg, Consultative Commission on Human Rights. *Asylum and immigration*. <https://ccdh.public.lu/fr/thematiques/asileetimmigration.html>



Independent Ombudspersons for Children, or Ombudspersons who have the mandate to protect children's rights, frequently provide child-friendly information on the rights of minors and unaccompanied minors, as well as organisations that assist refugee children.³¹

In the context of the war in Ukraine, several NHRIs and Ombudsperson institutions published important information for persons fleeing the conflict, including information on temporary protection, rights to residence, housing, employment, education, social assistance and health care, as well as contacts for national authorities, international organisations, civil society organisations and non-governmental organisations working in the asylum field.³² Ombudspersons for Children posted specific information for children, parents and families from Ukraine.³³

In addition, NHRIs and Ombudsperson institutions often post information about their work in the field of asylum and migration, such as articles, opinions, research, reports, recommendations and the most recent asylum and migration news.³⁴

Ombudsperson institutions, in particular, provide information on how they can assist asylum seekers and refugees,³⁵ as well as the types of cases in which they may intervene in the framework of international protection.³⁶ Following Russia's invasion of Ukraine, several NHRIs and Ombudsperson institutions also published information on how they can help Ukrainians.³⁷

³¹ Germany, German Institute for Human Rights. *Refugee children*. <https://www.institut-fuer-menschenrechte.de/themen/kinderrechte/gefluechtete-kinder>

Ireland, Ombudsman for Children. *Protection from War*. <https://www.oco.ie/itsyourright/13-plus-years-old/protection-from-war/>

³² Czechia, Public Defender of Rights. *Ukraine in the Czech Republic*. <https://www.ochrance.cz/situace/letaky-pro-ukrajince/>; Hungary, Office of the Commissioner for Fundamental Rights. *Important Information for Persons Fleeing Ukraine*. <https://www.ajbh.hu/en/web/ajbh-en/important-information-for-persons-fleeing-ukraine>; Slovakia, Public Defender of Rights, Slovakia. *Help to Ukraine*. <https://vop.gov.sk/en/help-to-ukraine/>; Poland, Office of the Commissioner for Human Rights of the Republic of Poland. (2022). *How to get Help – Information for Ukrainian citizens*. <https://bip.brpo.gov.pl/pl/content/rpo-kak-poluchit-pomosch-ukraina>

³³ Denmark, the Childrens Rights National Association. *Practical information for Ukrainian families in Denmark*. <https://bornsvilkar.dk/praktisk-information-til-ukrainske-familer-i-danmark/>; Croatia, Office of the Ombudsman for Children. (2022). *Basic information about the Ombudsperson for Children - for children and adults from Ukraine*, <https://dijete.hr/hr/osnovne-informacije-o-pravobraniteljici-za-djecu-za-djecu-i-odrasle-iz-ukrajine/>; Slovakia, Office of the Commissioner for Children. *Current topic – Ukraine*. <https://www.komisarpredeti.sk/agenda/aktualna-tema-ukraina/>; Poland, Office of the Ombudsman for Children, *Ukrainian refugee in Poland – a guide*. <https://brpd.gov.pl/pl-ua/>

³⁴ Denmark, Danish Institute for Human Rights, *Refugees and foreigners*. <https://menneskeret.dk/status/flygtninge-udlaendinge/>; Greece, Office of the Greek Ombudsman. *Aliens / Nationality / Civil status*.

<https://www.synigoros.gr/el/category/allodapoi-ithageneia-astiki-katastasi>; Netherlands, Netherlands Institute for Human Rights. *Asylum*. <https://www.mensenrechten.nl/themas/asielopvang/>; Norway, Norwegian National Human Rights Institution. *Asylum and Immigration*. <https://www.nhri.no/temaer/asyl-og-innvandring/>; Romania, Romanian Institute for Human Rights. *Migration and asylum*. <https://irido.ro/refugiati-azilanti.php?idpagina=52>; Spain, Office of the Ombudsman of Spain. *Migration*. <https://www.defensordelpueblo.es/area/migraciones/>

³⁵ Ireland, Office of the Ombudsman. *The Ombudsman and complaints about the direct provision system*. <https://www.ombudsman.ie/publications/information-leaflets/the-ombudsman-and-direct/>

³⁶ Czechia, Public Defender of Rights. (2024). *Are you a foreigner looking for safety in the Czech Republic or your family in Europe?* https://deti.ochrance.cz/aktualne/jsi_cizinec_ktery_hleda_v_ceske_republice_bezpeci_nebo_svou_rodinu_v_evrope/

³⁷ Belgium, Office of the Federal Ombudsman. *I have fled Ukraine and find myself in Belgium: can I turn to the Federal Ombudsman if I need help?*. <https://www.federaalombudsman.be/en/faq-ukraine-flee>



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Austrian Ombudsman Board (AOB) | Volksanwaltschaft Singerstraße

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The Austrian Ombudsman Board is the National Human Rights Institution and the Ombudsperson Institution in Austria.

The Austrian Ombudsman Board [monitors](#) public administration based on the Federal Constitution and is responsible for protecting and promoting compliance with human rights. In addition to the national Austrian Ombudsman Board, there are two regional Ombudspersons' in [Tyrol](#) and [Vorarlberg](#).

LEGAL FRAMEWORK

Article 148a-j of the Austrian Federal Constitution | [Bundes-Verfassungsgesetz \(B-VG\)](#)

The Federal Law on the Austrian Ombudsman Board (Ombudsman Act) | [Volksanwaltschaftsgesetz 1982 – VolksanwG](#)

The Rules of Procedure of the Austrian Ombudsman Board | [Geschäftsordnung der Volksanwaltschaft](#)

The Act on the Implementation of the United Nations Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) | [OPCAT Durchführungsgesetz](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Austrian Ombudsman Board has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the board is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The board handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The board is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration





- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





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Children and Youth Ombuds Offices | Ombudsstelle für Kinder und Jugendliche

Website: www.kija.at
is the common
webpage of the nine
organisations.

The provinces (Länders) were obliged to establish Children and Youth Ombuds Offices, which [offer](#) comprehensive counselling and aid services for children and young people as well as their parents or legal guardians.

There are Federal Children's Ombudspersons in [each](#) of the nine regions (Länders): [Burgernland](#), Carinthia, [Lower Austria](#), [Upper Austria](#), [Salzberg](#), [Styria](#), [Tyrol](#), [Vorarlberg](#) and [Vienna](#), which together form the Conference of Ombudspersons.

The Permanent Conference of the Children's and Young People's Ombudspersons in Austria | [Ständige Konferenz der Kinder- und Jugendanwaltschaften in Österreich](#) (Kija) was established for the [networking](#) of the Children and Youth Ombuds Offices at the national level.

LEGAL FRAMEWORK

Youth and Welfare Act 1989 | [Jugend- und Wohlfahrtsgesetz 1989](#)

Child and Youth Services Act 2013 | [Bundes-Kinder- und Jugendhilfegesetz 2013](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Children and Youth Ombuds Offices have the mandate to safeguard and protect children's rights. Within their overall mandate, an aspect of the work of the offices is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees at the regional level.

The offices handle complaints of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

Please note that the following list of activities are not uniformly applicable throughout Austria and the responsibilities may differ between the provinces.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration






- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration





BE



The [Internal Centre for Equal Opportunities and Opposition to Racism](#) (Unia) | Centre interfédéral pour l'égalité des chances et la lutte contre le racisme et les discriminations | Interföderales Zentrum für Chancengleichheit | Het Interfederaal Gelijkekansencentrum (vroeger Centrum voor Gelijkheid van Kansen en Racismebestrijding) has been accredited as a National Human Rights Institution in Belgium. However, Unia is not [involved](#) in the field of asylum, migration or fundamental rights of foreigners.



BE

The Federal Institute for the Protection of Human Rights (FIRM) | L'Institut Fédéral des Droits Humains (IFDH) | Het Federaal Instituut voor de Rechten van de Mens | Föderales Institut für den Schutz und die Förderung von Menschenrechte

President

Ms Julie Lejeune

AddressLeuvenseweg
48 1000 Brussels**Contact information**Telephone:
0752 575 290

Email:

info@firm-ifdh.be**Websites**<https://federaalinstituutmensenrechten.be/fr/accueil> (in French)<https://federaalinstituutmensenrechten.be/nl/home> (in Dutch)<https://federaalinstituutmensenrechten.be/de/home> (in German)

The Federal Institute for the Protection of Human Rights has also been accredited as a National Human Rights Institution in Belgium. The institute is an [independent](#) body that promotes and protects human rights in collaboration with other organisations.

LEGAL FRAMEWORK

Law of 12 May 2019 | [Loi du 12 mai 2019 portant création d'un Institut fédéral pour la protection et la promotion des droits humains](#) | [De oprichtingswet van het FIRM van 12 mei 2019](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Federal Institute for the Protection of Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, in collaboration with other organisations, an aspect of the work of the institute is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The mandated body in the field of asylum, migration and fundamental rights of foreigners is the [Federal Migration Centre](#) (Myria) | le Centre fédéral Migration | het Federaal Migratiecentrum. Myria is an independent public institution that promotes and protects the rights of foreigners. More information about the work of the Federal Migration Centre is found on its [website](#).

The institute works closely with Myria to ensure everyone's rights are protected. For example, together they [monitor](#) Belgium's compliance with its obligations and follows up on convictions of Belgium by the European Court of Human Rights. Both institutions also work closely together with other organisations on matters in the field of international protection.

The institute, in cooperation with other organisations, including Myria is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

More information about the work of the Federal Institute for the Protection of Human Rights in the field of migration is found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✗ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees



- ✗ Advising and making recommendations on matters related to international protection
- ✗ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✗ Cooperating with international organisations in the field of international protection
- ✗ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



BE

The Office of the Federal Ombudsman | Le Médiateur Fédéral | De Federale Ombudsman | Der Föderale Ombudsmann

French-speaking Ombudsperson

Jérôme Aass

Dutch-speaking Ombudsperson

David Baele

Address

Rue du Louvain 48
P.O. Box 6
1000 Brussels

Contact information

Telephone:
0800 99 961

Email:

contact@federalombudsman.be

Websites

<https://www.federaalombudsman.be/fr/accueil> (in French)

<https://www.federaalombudsman.be/nl/home> (in Dutch)

<https://www.federaalombudsman.be/de/homepage> (in German)

The Office of the Federal Ombudsman is an [independent](#) public body that helps everyone, including foreign nationals, to assert their rights in Belgium.

[Public sector Ombudspersons](#) exist at the federal and regional levels. At the federal level, there are two federal mediators, one French-speaking and one Dutch-speaking. At the regional level, there are Ombudspersons in [Brussels](#), [Flanders](#), the [German-speaking community](#) and [Wallonia and Wallonia-Brussels Federation](#).

LEGAL FRAMEWORK

Law establishing the Federal Ombudsman | [Loi instaurant le Médiateur fédéral](#) | [Wet tot instelling van de federale Ombudsman](#) | [Gesetz Einführung föderaler Ombudsmänner](#)

Law relating to the reporting of a breach of integrity in the federal public service | [Loi relative au signalement d'une atteinte à l'intégrité dans la fonction publique fédérale](#) | [Wet betreffende de melding van een integriteitsschending binnen de federale overheid](#) | [Gesetz Integritätsbeeinträchtigung](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The federal Ombudspersons have the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees, at the federal level.

The offices handle [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

More information about the Federal Ombudsman's work in asylum and migration is found on its [website](#).

Information on how the Federal Ombudspersons can help [Ukrainians](#) in Belgium is also provided on its website.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*



- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



BE

Flemish Office of the Children's Rights Commissioner | Het Kinderrechtencommissariaat and the General Delegate of the French Community for Children's Rights | Délégué général aux droits de l'enfant de la communauté française de Belgique

Children's Rights Commissioner (French)

Solayman Laqdim

Address

Rue de Birmingham
66
1080 Brussels

Contact information

Telephone:
+32 2 223 3699

Email:
dgde@cfwb.be

Website

<http://www.dgde.cfwb.be/>

Children's Rights Commissioner (Flemish)

Caroline Vrijens

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1000 Brussels

Contact information

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+32 2 552 9800

Email:
kinderrechten@vlaamsparlement.be

Website

www.kinderrechten.be

Independent Children's Rights Commissioners operate on different bases in the French and Flemish communities in Belgium. The General Delegate for Children's Rights is responsible for the French community (Wallonia-Brussels Federation), while the Flemish Office of the Children's Rights Commissioner is responsible for the Flanders.

Both are independent bodies that monitor compliance with children's rights in their respective regions. The offices have comparable missions and tasks.

LEGAL FRAMEWORK

The General Delegate for Children's Rights was established by the decree of 20 June 2002 establishing a general delegate of the French community for children's rights | [L'arrêté du 19 décembre 2002 relatif au délégué général de la Communauté française aux droits de l'enfant](#) and the decree of December 19, 2002 relating to the general delegate of the French Community for the rights of the child | [L'arrêté du 19 décembre 2002 relatif au délégué général de la Communauté française aux droits de l'enfant](#)

The Flemish Office of the Children's Rights Commissioner was established by decree of 15 July 1997 on establishing a Children's Rights Commissioner | [Decreet houdende oprichting van een Kinderrechtencommissariaat en instelling van het ambt van Kinderrechtencommissaris](#).

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The General Delegate of the French Community for Children's Rights is responsible for protecting and promoting the freedoms and human rights of children, including minors and unaccompanied minors in the French part of Belgium.

The Flemish Office of the Children's Rights Commissioner is responsible for protecting and promoting the freedoms and human rights of children, including minors and unaccompanied minors in the Flemish part of Belgium.

The offices handle complaints of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

More information on asylum and migration is found on the Flemish Office of the Children's Rights Commissioners [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors



- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



BG

Office of the Ombudsman of the Republic of Bulgaria | Омбудсман на Република България

Ombudsperson

Prof. Dr. Diana Kovacheva

Address

22 George Washington Street
1202 Sofia

Contact information

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+359 2 810 6955

Email:

priemna@ombudsman.bg

Website

<https://www.ombudsman.bg/bg>

The Office of the Ombudsman of the Republic of Bulgaria is the National Human Rights Institution and the Ombudsperson Institution in Bulgaria. The office [protects](#) the rights of all citizens, including the rights of children, minorities and foreigners.

LEGAL FRAMEWORK

Constitution of the Republic of Bulgaria | [Конституция на Република България](#)

The Ombudsman Act | [Закон за омбудсмана](#)

Rules of Procedure of the Ombudsman Institution | [Правилник за организацията и дейността на омбудсмана](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman of the Republic of Bulgaria has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

The office is responsible for monitoring forced returns and provides an effective forced return monitoring system, in line with Article 8(6) of the Returns Directive.

The office has a [hotline](#) for Ukrainians through which they can receive free legal advice.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*



- ✓ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✓ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



BG

Website for children

<https://www.ombudsman.bg/prava-na-deteto/bg/p/poday-signal>

A separate office for the independent Ombudsperson for Children does not exist in Bulgaria. However, the role is included within the national Ombudsperson's office.

The Office of the Ombudsman of the Republic of Bulgaria | [Омбудсман на Република България](#) is mandated to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



HR

Office of the Ombudswoman of the Republic of Croatia | Pučka pravobraniteljica

Ombudsperson

Tena Šimonović
Einwalter

Address

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10 000 Zagreb

Contact information

Telephone:
+385 1 4851 855

Email:

info@ombudsman.hr

Website

www.ombudsman.hr

The Office of the Ombudswoman of the Republic of Croatia is the National Human Rights Institution and the Ombudsperson Institution in Croatia. The Ombudsperson is a Commissioner of the Croatian Parliament and is [responsible](#) for the promotion and protection of human rights and freedoms enshrined in the Constitution, international treaties and laws.

LEGAL FRAMEWORK

Constitution of the Republic of Croatia (Official Gazette No 85/10) | [Ustav Republike Hrvatske \(NN, br. 85/10\)](#)

Law on the Ombudsman (Official Gazette No 76/12) | [Zakon o pučkom pravobranitelju \(NN, br. 76/12\)](#)

Law on the National Preventive Mechanism for the Prevention of Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (Official Gazette No 18/2011, 33/15) | [Zakon o Nacionalnom preventivnom mehanizmu za sprečavanje mučenja i drugih okrutnih, neljudskih ili ponižavajućih postupaka ili kažnjavanja \(NN, br. 18/2011, 33/15\)](#)

Act on the Protection of Reporters of Irregularities (Official Gazette No 46/22) | [Zakon o zaštiti prijavitelja nepravilnosti \(NN br. 46/22\)](#)

Rules of Procedure of the Ombudsman (Official Gazette No 99/13) | [Poslovník pučkog pravobranitelja \(NN br. 99/13\)](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudswoman of the Republic of Croatia has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

More information about the Ombudsperson's work in the field of international protection is found under [Migrants](#), [Refugees](#), [Persons deprived of their liberty](#), [Temporary Protection](#) and [Ukraine](#).





ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





HR

Office of the Ombudsman for Children | Pravobranitelj za djecu

Ombudsperson for children

Helena Pirnat
Dragičević

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10000 Zagreb

Contact information

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Email:

info@dijete.hr

Website

<https://dijete.hr/hr>

The Office of the Ombudsman for Children is an [independent](#) institution that protects, monitors and promotes the rights and interests of children on the basis of the Constitution of the Republic of Croatia, international treaties and laws.

LEGAL FRAMEWORK

Law on the Ombudsman for Children, Official Gazette No 73-2017 | [Zakon o pravobranitelju za djecu, NN 73-2017](#)

Rules of Procedure on the Work of Ombudsman for Children, Official Gazette No 49-2018 | [Poslovnik o radu pravobranitelja za djecu, NN 49-2018](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman for Children has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

Information about the work of the Ombudsman for Children for children and adults from Ukraine is found on its [website](#), which is also available in [Ukrainian](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



CY

Office of the Commissioner for Administration and Protection of Human Rights (Ombudsperson) | Επίτροπος Διοικήσεως και Προστασίας Ανθρωπίνων

Commissioner

Μαρία Στυλιανουού-
Λοττίδης

Address

Era House
Diagorou 2
1097 Nicosia

Contact information

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501

Email:

ombudsman@ombudsmen.gov.cy

Website

www.ombudsman.gov.cy

The Office of the Commissioner for Administration and the Protection of Human Rights is the National Human Rights Institution and Ombudsperson Institution in Cyprus. It is an [independent](#) entity tasked with investigating individual complaints about maladministration, misbehaviour and human rights violations by state authorities or officers.

LEGAL FRAMEWORK

Law No 3(I)/1991 (the Law on the Commissioner for Administration) | [Ο περί Επιτρόπου Διοικήσεως Νόμος του 1991 \(Ν. 3/1991\)](#), which has been amended [six](#) times, each time [enhancing](#) the institutions powers and mandate.

Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (Optional Protocol) (Enforcement) Act 2009 | [περί της Σύμβασης κατά των Βασανιστηρίων και Άλλων Μορφών Σκληρής, Απάνθρωπης ή Εξευτελιστικής Μεταχείρισης ή Τιμωρίας \(Προαιρετικό Πρωτόκολλο\) \(Κυρωτικός\) Νόμος του 2009](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Commissioner for Administration and Protection of Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

The office is responsible for [monitoring](#) forced returns and provides an effective forced return monitoring system, in line with Article 8(6) of the Returns Directive.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection



- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✓ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



CY

Office of the Commissioner for the Protection of Children's Rights | Επίτροπος Προστασίας των Δικαιωμάτων του Παιδιού

Children's Rights Commissioner

Despo Michaelidou-Livaniou

Address

Corner of Apelli and Pavlou Nirvana Strs
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Contact information

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+357 22873200

Email:

childcom@ccr.gov.cy

Website

www.childcom.org.cy

The Office of the Commissioner for Children's Rights is an [independent](#) institution which deals exclusively with the rights of the child and whose competences and obligations are prescribed by law.

LEGAL FRAMEWORK

The Commissioner for the Protection of Children's Rights Laws, 2007 and 2014 | [Ο Επίτροπος για την Προστασία των Δικαιωμάτων του Παιδιού Νόμοι, 2007 και 2014](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Commissioner for the Protection of Children's Rights has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



Czechia does not currently have a [National Human Rights Institution](#) (NHRI). The role of the NHRI is partially fulfilled by the Office of the Public Defender of Rights (the Ombudsperson) | [Veřejný ochránce práv](#). In April 2024, the government approved the creation of an [NHRI](#).



CZ

Office of the Public Defender of Rights (Ombudsperson) | Veřejný ochránce práv

**Public Defender of Rights
(Ombudsperson)**
Stanislav Křeček

Address
Údolní 39, PSČ
602 00 Brno

Contact information
Telephone:
+420 542 542 888

Email:
podatelna@ochrance.cz

Website
<https://www.ochrance.cz>

The Office of the Public Defender of Rights (the Ombudsperson) [protects](#) people from the actions of authorities and other institutions, if action is contrary to the law, does not correspond to the principles of the democratic rule of law, or the authorities are inactive.

LEGAL FRAMEWORK

Act on the Public Defender of Rights (No 349/1999 Coll.) | [Zákon o veřejném ochránci práv \(č. 349/1999 Sb.\)](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Public Defender of Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees, at the federal level.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

The office is responsible for monitoring forced returns and provides an effective forced return monitoring system, in line with Article 8(6) of the Returns Directive.

The office has prepared information leaflets in several languages for [asylum seekers and refugees](#) to manage various situations. Specific information for [Ukrainians](#) has also been produced.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)



- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✓ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



CZ

Contact information

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+420 542 542 888

Email:
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Website for children

<https://deti.ochrance.cz/>

A separate office for the independent Ombudsperson for Children does not exist in Czechia. However, the role is included within the national Ombudsperson's office.

The Office of the Public Defender of Rights (the Ombudsperson) | [Veřejný ochránce práv](#) is mandated to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles complaints of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees. The types of international protection cases in which the Ombudsperson may intervene is found [here](#).

The [website](#) for children has specific information for minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



DK

Danish Institute for Human Rights (DIHR) | Institut for Menneskerettigheder (IMR)

Head of the institution

Louise Holck

Address

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Contact information

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Website

www.menneskeret.dk

The Danish Institute for Human Rights is the National Human Rights Institution in Denmark. It is an [independent](#), state-funded institution that promotes and protects human rights, as well as advice the government, the Parliament, ministries and public authorities on human rights when new legislation is drafted.

LEGAL FRAMEWORK

Law on the Institute for Human Rights - Denmark's National Human Rights Institution (Act No 553, 18 June 2012) | [Lov om Institut for Menneskerettigheder - Danmarks Nationale Menneskerettighedsinstitution \(LOV nr 553, 18 Juni 2012\)](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Danish Institute for Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the institute is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The Office of the [Danish Parliamentary Ombudsman](#) is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment. The task is carried out in cooperation with the [Danish Institute for Human Rights](#) and the [Danish Institute Against Torture](#) (DIGNITY), which together regularly visit and report on detention facilities and reception centres.

More information about the work of the Danish Institute for Human Rights on [International Protection](#) and [Statelessness](#) is found on its website.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



DK

Office of the Danish Parliamentary Ombudsman | Folketingets Ombudsmand

Ombudsperson

Niels Fenger

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DK-1457 Copenhagen

Contact information

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Website

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The Office of the Danish Parliamentary Ombudsman is an [independent](#) authority that investigates complaints against public authorities and does monitoring visits. It can also take up cases on its own initiative.

LEGAL FRAMEWORK

The Danish Parliamentary Ombudsman Act, cf. Consolidation Act No. 349 of 22 March 2013 | [Lovbekendtgørelse nr. 349 af 22. Marts 2013 om Folketingets Ombudsmand](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Danish Parliamentary Ombudsman has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The Danish Parliamentary Ombudsman is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment. The task is carried out in cooperation with the [Danish Institute for Human Rights](#) and the [Danish Institute Against Torture](#) (DIGNITY), which together regularly visit and report on detention facilities and reception centres.

The office is responsible for [monitoring](#) forced returns and provides an effective forced return monitoring system, in line with Article 8(6) of the Returns Directive.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✗ Raising awareness of the rights of asylum seekers and refugees
- ✗ Advising and making recommendations on matters related to international protection
- ✗ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities



- ✓ Monitoring and reporting on reception facilities
- ✓ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



DK

Danish Children's Ombudsman | Børneombudsmanden

Chairperson

Bente Boserup

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Contact information

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Websites

Danish National
Council for Children's
Rights:

www.boeneraadet.dk

Children's Conditions
or Welfare:

<https://bornsvilkar.dk/>

Children's Office at
the Folketing
Ombudsman:

<https://boernekontoret.ombudsmanden.dk/>

Childrens portal:

The Danish Children's Ombudsman consists of [three bodies](#):

- The Danish National Council for Children's Rights | [Børnerådet](#), which is an advocate for children
- The Children's Conditions or Welfare | [Børns Vilkår](#), a non-governmental organisation which provides advice to children by phone
- The Children's Office at the Folketing Ombudsman | [Ombudsmandens Børnekontor](#) which handles complaints and is a legal backstop.

LEGAL FRAMEWORK

The Childs Act No. 721 of 13 June 2023 § 211 – The National Council for Children | [Herved bekendtgøres barnets lov, lov nr. 721 af 13. juni 2023 § 211 - Børnerådet](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Danish National Council for Children's Rights, the Children's Conditions or Welfare and the Children's Office of the Folketing, have the mandate to safeguard and protect children's rights. Within their overall mandate, an aspect of their work is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The [Children's Office at the Folketing Ombudsman](#) handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

The Children's Rights National Association has specific information for Ukrainians on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✗ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



EE

Office of the Chancellor of Justice | Õiguskantsleri Kantselei

Chancellor of Justice (Ombudsperson)

Ms. Ülle Madise

Address

Õiguskantsleri
Kantselei
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15193 Tallinn

Contact information

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Email:

info@oiguskantsler.ee

Website

<https://www.oiguskantsler.ee/et>

The Office of the Chancellor of Justice is the National Human Rights Institution and the Ombudsperson Institution in Estonia. It is an [independent](#) constitutional institution with a long history of protection and promotion of human rights.

LEGAL FRAMEWORK

The Chancellor of Justice Act of 1 June 1999 | [Õiguskantsleri seadus](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Chancellor of Justice has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✗ Cooperating with international organisations in the field of international protection
- ✗ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



EE

A separate office for the independent Ombudsperson for Children does not exist in Estonia. However, the role is included within the national Ombudsperson's office.

The Office of the Chancellor of Justice | [Õiguskantsleri Kantselei](#) is mandated to safeguard and protect [children's rights](#). Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles complaints of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✗ Cooperating with international organisations in the field of international protection
- ✗ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



Finnish Human Rights Centre | Ihmisoikeuskeskus / Människorättscentret

Head of the institution (Director)

Jarna Petman

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(Parliament
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Email:

info@ihmisoikeuskeskus.fi

Website

<http://www.ihmisoikeuskeskus.fi>

The Finnish Human Rights Centre, its Human Rights Delegation and the Parliamentary Ombudsman together form the National Human Rights Institution in Finland.

The [Human Rights Centre](#) is an independent organisation which has the mission to monitor and promote human rights and increase cooperation and information-exchange between different organisations.

The [Human Rights Delegation of the Human Rights Centre](#) consists of 20 to 40 members which broadly represent human rights actors in Finland.

The [Office of the Parliamentary Ombudsman](#) supervises and promotes the legality and implementation of fundamental human rights in the activities and actions of the authorities and private parties performing public tasks. The Ombudsman handles [complaints](#) of maladministration and human rights violations.

LEGAL FRAMEWORK

Chapter 3a Human Rights Centre (Law on the Parliamentary Ombudsman 197/2002, amendment 535/2011) | [3a luku Ihmisoikeuskeskus \(Laki eduskunnan oikeusasiamiehestä 197/2002, muutos 535/2011\)](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Finnish Human Rights Centre, in cooperation with the Human Rights Delegation and the Office of the Parliamentary Ombudsman, has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the centre is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The centre mainly involves itself with the rights of asylum seekers and refugees through overarching topics such as the rule of law, the implementation of regional and international human rights treaties and the rights of persons in vulnerable situations. In addition, the centre aims to avoid overlap with the activities of actors whose duties and/or mandates are more concretely focused on the rights of asylum seekers and refugees such as the Non-Discrimination Ombudsman | [Yhdenvertaisuusvaltuutettu - Diskrimineringsombudsmannen](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees





- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✗ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





FI

Office of the Parliamentary Ombudsman | Eduskunnan oikeusasiamiehen kanslia

Ombudsman

Petri Jääskeläinen

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Websites

www.oikeusasiamies.fi

<https://www.oikeusasiamies.fi/web/lasten-ja-nuorten-sivut> (for children)

The Parliamentary Ombudsman, the Finnish Human Rights Centre and its Human Rights Delegation together form the National Human Rights Institution in Finland.

The Parliamentary Ombudsman is one of the two supreme overseers of legality in Finland. The Ombudsman supervises and [promotes](#) the legality and the implementation of fundamental and human rights in the activities and actions of the authorities and private parties performing public tasks.

LEGAL FRAMEWORK

Constitutional provisions pertaining to Parliamentary Ombudsman of Finland (731/1999) | [Finlands grundlag](#)

Act on the Parliamentary Ombudsman 197/2002 | [Laki eduskunnan oikeusasiamiehestä 197/2002](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Parliamentary Ombudsman has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The Ombudsman also has the [mandate](#) to safeguard and protect children's rights, including the promotion and protection of human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The Ombudsman handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees, as well as [minors and unaccompanied minors](#).

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception facilities.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations based on complaints relating to international protection
- ✗ Conducting research on asylum and migration





- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✗ Cooperating with international organisations in the field of international protection
- ✗ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





FI

Office of the Ombudsman for Children | Lapsiasiavaltuutettu

Ombudsman for Children

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850

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Website

www.lapsiasia.fi

The Office of the Ombudsman for Children is an [independent](#) and autonomous authority that promotes the realisation of the rights and best interests of children in Finland. The office ensures that the position and rights of children are taken into account in legislation and decision-making.

LEGAL FRAMEWORK

Act on the Ombudsman for Children (1221/2004) | [Laki lapsiasiavaltuutetusta 21.12.2004/1221](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman for Children has the mandate to safeguard and protect children's rights in cooperation with other authorities, organisations, and civil society actors. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✗ Conducting research on asylum and migration
- ✗ Handling complaints of minors and unaccompanied minors
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



FR

National Consultative Commission on Human Rights | Commission nationale consultative des droits de l'homme (CNCDH)

Head of institution (President)

Jean-Marie Burguburu

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The CNCDH may be contacted through an [online questionnaire](#)

Website

www.cncdh.fr

The National Consultative Commission on Human Rights is the National Human Rights Institution in France. It is an [independent](#) institution whose mission is protect and promote the effectiveness of human rights for everyone in France.

LEGAL FRAMEWORK

Law No 2007-292 of 5 March 2007 relating to the National Consultative Commission on Human Rights | [Loi n° 2007-292 du 5 mars 2007 relative à la Commission nationale consultative des droits de l'homme](#)

Decree No 2007-1137 of 26 July 2007 relating to the composition and operation of the National Consultative Commission on Human Rights | [Décret n°2007-1137 du 26 juillet 2007 relatif à la composition et au fonctionnement de la Commission nationale consultative des droits de l'homme](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The National Consultative Commission on Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the commission is to promote and protect the human rights and freedoms of asylum seekers and refugees.

More information about the commission's work on asylum and migration, including information on the right to asylum and rights of refugees, is found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



FR

Defender of Rights | Défenseur des droits

Defender of Rights

Claire Hédon

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Contact information

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Website

<http://www.defensedroits.fr>

The Defender of Rights (the Ombudsperson) is an [independent](#) administrative authority enshrined in the Constitution. The Defender of Rights has two missions: to defend people whose rights are not respected and promote equality for all.

The Defender of Rights is the national Ombudsperson, the national Children's Ombudsperson, the National Equality body, the external oversight institution monitoring compliance with ethics (misconduct) by security professionals and the competent authority protecting whistle-blowers rights and freedoms.

LEGAL FRAMEWORK

Constitutional Law No 2008-724 of 23 July 2008 on the modernisation of the institutions of the Fifth Republic | [LOI constitutionnelle n° 2008-724 du 23 juillet 2008 de modernisation des institutions de la Ve République](#)

Organic Law No 2011-333 of 29 March 2011 relating to the Defender of Rights | [LOI organique n° 2011-333 du 29 mars 2011 relative au Défenseur des droits](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Defender of Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



FR

Defender of Rights
for Children
Eric Delemar

A separate office for the independent Ombudsperson for Children does not exist in France. However, the role is included within the national Ombudsperson's office.

The Office of the Defender for Rights (the Ombudsperson) | [Le Défenseur des Droits](#) is mandated to safeguard and protect [children's rights](#). Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The Defender of Rights also includes an independent Ombudsperson for Children, who handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



DE

German Institute for Human Rights (GIHR) | Deutsches Institut für Menschenrechte

Director

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The German Institute for Human Rights is the National Human Rights Institution in Germany. The institute is politically [independent](#) and is committed to ensuring that Germany respects and promotes human rights at home and abroad.

LEGAL FRAMEWORK

Law on the Legal Status and Tasks of the German Institute for Human Rights | [Gesetz über die Rechtsstellung und Aufgaben des Deutschen Instituts für Menschenrechte](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The German Institute for Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the institute is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The institute regulates the [protection](#) of children in its work, making it is also responsible for the promotion and protection of human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

More information about the institute's work on asylum and migration is found on its [website](#). The institute also provides specific information for [refugee children](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



DE

Germany does not have a national Ombudsperson's Office.

There are parliamentary-elected Ombudspersons (Bürgerbeauftragte) at the state level in the following federal states: [Baden-Württemberg](#), [Bavaria](#), Brandenburg, [Berlin](#), [Bremen](#), Hamburg, [Mecklenburg-Western Pomerania](#), [Rhineland-Palatinate](#), [Saarland](#), [Saxony](#), Saxony-Anhalt, [Niedersachsen \(Lower Saxony\)](#), [North Rhine-Westphalia](#), [Schleswig-Holstein](#) and [Thuringia](#). More information can be found [here](#).

In addition to the Ombudspersons offices that exist in the individual Länder, there are also municipal Ombudspersons offices.

The Ombudspersons act as a point of contact and advisor to citizens on all matters concerning public administration and bureaucracy. Their role is to protect citizens rights at the regional level, as well as advise and help them in their dealings with public administration.

LEGAL FRAMEWORK

Basic Law of the Federal Republic of Germany | [Grundgesetz für die Bundesrepublik Deutschland \(GG\)](#), as well as state constitution, special state laws and state parliament rules of procedures at the federal level.

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

Public Sector Ombudspersons have the mandate to protect fundamental human rights of natural and legal persons. Within their overall mandate, an aspect of the work of the offices is to promote and protect the human rights and freedoms of asylum seekers and refugees.

Public Sector Ombudspersons handle complaints of maladministration and human rights violations, including from asylum seekers and refugees. However, they cannot investigate matters that are subject to legal proceedings.

Please note that the following list of activities are not uniformly applicable throughout German and the responsibilities may differ between the federal states.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection



- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



DE

With the introduction of [Section 9a](#) Eighth Book of the Social Code as part of the Child and Youth Strengthening Act, the Länder must ensure that young people and their families can turn to an independent ombudsperson office for advice, mediation and clarification in the event of conflicts in connection with Child and Youth Welfare Services (Kinder- und Jugendhilfe) tasks and services.

There are various Ombudspersons offices in the respective Länder within the meaning of Section 9a SGB VIII including: [Baden-Württemberg](#), [Bavaria](#), [Berlin Advisory and Ombuds Office Youth and Welfare](#), [Berlin Legal Aid Fund Youth Welfare](#), [Brandenburg](#), [Ombudsman BeOBe](#), [Bremen](#), [Hamburg](#), [Hesse](#), [North Rhine-Westphalia](#), [Rhineland-Palatinate](#), [Saxony](#), [Saxony-Anhalt](#), [Lower Saxony](#), [Schleswig-Holstein](#), [Schleswig-Holstein](#) and [Thuringia](#).

In addition to the Youth Welfare Services (Kinder- und Jugendhilfe-Stellen) at federal state level, there are also municipal Youth and Welfare Services.

The Federal Network of Ombudsperson in Youth Welfare (eV) | [Bundesnetzwerk Ombudschaft in der Kinder- und Jugendhilfe](#) is an association of the independent Ombudsperson's Office in Germany. It fosters the exchange of expertise, qualification and further development of ombudsperson services in child and youth welfare.

LEGAL FRAMEWORK

The Eighth Book of the Social Code - Child and Youth Welfare (Sozialgesetzbuch Aches Buch – Kinder und Jugendhilfe, SGB VIII) - in the version published on September 11, 2012 ([Federal Law Gazette I p. 2022](#)), which was last amended by Article 5 of the Act of May 8, 2024 (Federal Law Gazette 2024 I No. 152).

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Youth and Welfare Services have the mandate to safeguard and protect children's rights. Within their overall mandate, an aspect of their work is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The Youth and Welfare Services handle complaints of maladministration, including from minors and unaccompanied minors, and advise on further proceedings.

Please note that the following list of activities are not uniformly applicable throughout Germany. The responsibilities may differ between the federal states.



ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✗ Advising and making recommendations on matters related to international protection
- ✗ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✗ Monitoring and reporting on reception facilities
- ✗ Cooperating with international organisations in the field of international protection
- ✗ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



EL

Greek National Commission for Human Rights (GNCHR) | Εθνική Επιτροπή για τα Δικαιώματα του Ανθρώπου (ΕΕΔΑ)

Head of institution
Maria Gavouneli

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+30 2107233221

Email: info@nchr.gr

Website
www.nchr.gr

The Greek National Commission for Human Rights is the National Human Rights Institution in Greece. The commission is an [independent](#) advisory body that monitors developments related to the status of human rights in Greece and abroad.

LEGAL FRAMEWORK

Law No 4780/2021 | [Νόμος 4780/2021](#)

Regulation of the Greek National Commission for Human Rights | [Κανονισμός της Ελληνικής Εθνικής Επιτροπής Ανθρωπίνων Δικαιωμάτων](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Greek National Commission for Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the commission is to promote and protect the human rights and freedoms of asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



EL

Office of the Greek Ombudsman | Συνήγορος του Πολίτη

Ombudsperson

Andreas I. Pottakis

Address

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Contact information

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The Office of the Greek Ombudsman is an [independent](#) authority sanctioned by the Constitution. The office mediates between public administration and citizens in order to help citizens in exercising their rights effectively.

LEGAL FRAMEWORK

Law No 2477/1997 / A-59 Ombudsman, Corps of Public Administration Inspectors-Controllers | [N 2477/1997 / A-59 Συνήγορος του Πολίτη, Σώμα Επιθεωρητών-Ελεγκτών Δημ.Διοίκησης](#)

Law No 3094/2003 / (Official Gazette A' 10/22.01.2003) | [N 3094/2003 / \(ΦΕΚ Α' 10/22.01.2003\) Συνήγορος του Πολίτη και άλλες διατάξεις](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Greek Ombudsman has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

The office is responsible for [monitoring](#) forced returns and provides an effective forced return monitoring system, in line with Article 8(6) of the Returns Directive.

More information about the work of the Office of the Greek Ombudsman on asylum is found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees





- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✓ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



EL

**Assistant
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Children's Rights**Theoni
Koufonikolakou**Address**Chalkokondili 17 P.K.
10432 Athens**Contact information**Telephone:
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A separate office for the independent Ombudsman for Children does not exist in Greece. However, the role is included within the national Ombudsman's office.

The Office of the Greek Ombudsman | [Συνήγορος του Πολίτη](#) has a [Children's Rights Circle](#) which has assumed the role of the Children's Ombudsman. It is mandated to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The Children's Rights Circle handles complaints of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration

HU

Office of the Commissioner for Fundamental Rights of Hungary (Ombudsperson) | Alapvető Jogok Biztosának Hivatala

Commissioner for Fundamental Rights

Ákos Kozma

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Miksa u. 9-11
1055

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Website

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The Office of the Commissioner for Fundamental Rights is the National Human Rights Institution and the Ombudsperson Institution in Hungary. The main task of the Commissioner is to [inquire](#) into infringements on constitutional rights and to initiate general or particular measures for their redress.

LEGAL FRAMEWORK

Article 30 of the Fundamental Law of Hungary | [Magyarország Alaptörvénye 30. cikkelye](#)

Act CXI 2011 on the Commissioner for Fundamental Rights (the Ombudsman Act) | [2011. évi CXI. törvény az alapvető jogok biztosáról](#)

CXLIII of 2011 Act Promulgating the Optional Protocol to the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) | [2011. évi CXLIII. törvény a kínzás és más kegyetlen, embertelen vagy megalázó bánásmód vagy büntetés elleni egyezmény fakultatív jegyzőkönyvének kihirdetéséről \(OPCAT\)](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Commissioner for Fundamental Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office provides legal assistance in the framework of international protection. This legal assistance includes general information, legislative background and further information on authorities, depending on the individual case.

The office is designated as the [National Preventive Mechanism](#) (NPM) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres. The [Civil Consultative Body](#) supports NPM activities and includes organisations working in the field of international protection.

The website of the Office of the Commissioner for Fundamental Rights provides specific information for persons fleeing [Ukraine](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION



- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



HU

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[u](#)**Webpage for children**<https://www.ajbh.hu/en/gyerekeknek>

A separate office for the independent Ombudsperson for Children does not exist in Hungary. However, the role is included within the national Ombudsperson's office.

The Office of the Commissioner for Fundamental Rights (the Ombudsperson) | [Alapvető Jogok Biztosának Hivatala](#) is mandated to safeguard and protect [children's rights](#). Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The Commissioner for Fundamental Rights handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

The office provides legal assistance in the framework of international protection, including children's rights. This legal assistance includes general information, legislative background and further information on authorities, depending on the individual case.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



Iceland does not currently have a National Human Rights Institution (NHRI). In June 2023, the Icelandic Government took [steps](#) towards establishing a NHRI and proposed a [draft bill](#) to establish the Icelandic Institute for Human Rights (IIHR).



IS

Office of the Parliamentary Ombudsman | Umboðsmaður Alþingis

Ombudsperson
Skúli Magnússon

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The Office of the Icelandic Parliamentary Ombudsman is [independent](#). The role of the office is to monitor the administration of the state and local authorities and safeguard the rights of citizens from the authorities.

LEGAL FRAMEWORK

Act on the Ombudsman of the Icelandic Parliament Althing No 85 27 May 1997 | [Lög um umboðsmann Alþingis 1997 nr. 85 27. maí](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Parliamentary Ombudsman has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✗ Cooperating with international organisations in the field of international protection
- ✗ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



IS

Office of the Ombudsman for Children | Umboðsmann barna

Ombudsperson

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The Office of the Ombudsman for Children works to ensure that the rights, needs and [interests of children](#) are fully taken into account. The office puts forward suggestions and proposals for improvements that affect the welfare of children in all areas of society.

LEGAL FRAMEWORK

Children's Ombudsman Act No 83 of 19 May 1994 | [Lög um umboðsmann barna 1994 nr. 83 19. maí](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman for Children has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles complaints of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✗ Cooperating with international organisations in the field of international protection
- ✗ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



IE

Irish Human Rights and Equality Commission (IHREC) | Coimisiún na hÉireann um Chearta an Duine agus Comhionannas

Director of the Commission

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The Irish Human Rights and Equality Commission is the National Human Rights Institution and National Equality Body in Ireland. It is an [independent](#), public body that is directly accountable to the Oireachtas (Irish Parliament). The purpose of the commission is to promote and protect human rights and equality in Ireland and build a culture of respect for human rights, equality and intercultural understanding.

LEGAL FRAMEWORK

Irish Human Rights and Equality Commission Act 2014 | [Tugann an tAcht um Choimisiún na hÉireann um Chearta an Duine agus Comhionannas 2014](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Irish Human Rights and Equality Commission has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the commission is to promote and protect the human rights and freedoms of asylum seekers and refugees.

A [strategic priority](#) for the commission for 2022 to 2024 is to defend access to justice and the rule of law in the international protection system. Their objective is to eliminate administrative delays in the international protection system and the end of direct provision. More details on how the organisation sets to achieve these objectives is found [here](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



Office of the Ombudsman | Oifig an Ombudsman

Ombudsperson

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Email:

info@ombudsman.ie

Website

<https://www.ombudsman.ie/>

The Office of the Ombudsman investigates [complaints](#) from people who feel they have been unfairly treated by a public service provider in Ireland.

LEGAL FRAMEWORK

The Ombudsman Act 1980 | [An tAcht Ombudsman 1980](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees. The role of the Ombudsperson is to investigate complaints from people who feel they have been unfairly treated by certain providers of public services, including international protection bodies in Ireland and accommodation centres.

The [remit](#) of the office covers any interaction residents of accommodation centres have with public service providers, including their experience within reception centres, but does not cover their applications for the right to live legally in Ireland. The types of international protection cases in which the Ombudsperson may intervene is found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✗ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



IE

Office of the Ombudsman for Children's Office (OCO) | Institiúid í Oifig an Ombudsman do Leanaí (OOL)

Ombudsperson

Niall Muldoon

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Website
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The Office of the Ombudsman for Children's Office is an [independent](#) human rights institution that promotes the rights and welfare of young people under 18 years of age living in Ireland. The office investigates complaints about services provided to children by public organisations.

LEGAL FRAMEWORK

Ombudsman for Children Act, 2002 | [An tAcht um Ombudsman do Leanaí, 2002](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman for Children's Office has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees. The office cannot [investigate](#) actions taken in the administration of the law relating to asylum, immigration, naturalisation or citizenship. However, it does handle complaints about the Direct Provision system.

The office provides information on children's [right to protection from war](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



Italy does not currently have a [National Human Rights Institution](#) (NHRI). Other state bodies, such as the National Guarantor of the Rights of Persons Deprived of Personal Liberty | [Garante nazionale dei diritti delle persone private della libertà personale](#), carry out human rights work in the country. However, they do not have a broad human rights mandate and do not fulfil other criteria under the UN Paris Principles to be considered as an NHRI.



IT

Italy does not have an [Ombudsperson's office](#) at the national level. However, there are Ombudspersons in the regions and autonomous provinces of [Abruzzo](#), [Basilicata](#), [Bolzano](#), [Calabria](#), [Campania](#), [Emilia-Romagna](#), [Friuli Venezia Giulia](#), [Lazio](#), [Liguria](#), [Lombardy](#), [Marches](#), [Molise](#), [Piedmont](#), [Sardinia](#), [Tuscany](#), [Trento](#), [Umbria](#), [Aosta Valley](#) and [Veneto](#).

LEGAL FRAMEWORK

Article 16 of State Law No 127 of 15 May 1997 | [L'articolo 17 del Legge 15 maggio 1997, n. 127](#), alongside regional laws.

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The regional Ombudspersons have the mandate to protect fundamental human rights of natural and legal persons. Within their overall mandate, an aspect of the work of the offices is to promote and protect the human rights and freedoms of asylum seekers and refugees, at the regional level.

The regional Ombudspersons handle complaints of maladministration and human rights violations, including from asylum seekers and refugees.

Please note that the following list of activities are not uniformly applicable throughout Italy and the responsibilities may differ between the regions.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



Italian Authority for Children and Adolescent | Autorità garante per l'infanzia e l'adolescenza (AGIA)

Guarantor

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Website

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The Italian Authority for Children and Adolescent is an [independent](#) authority specifically appointed to ensure the full fulfilment and protection of the rights and interests of children and adolescents.

In addition to the national authority, [Ombudspersons](#) in the regions and autonomous provinces also have the mandate to safeguard and protect children's rights in Italy.

LEGAL FRAMEWORK

Law 12 of July 2011, No 112 | [Legge 12 luglio 2011, n. 112](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Italian Authority for Children and Adolescent has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles complaints of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

The Guarantor monitors the national implementation of the guardianship system for unaccompanied children in Italy ([Article 11 of Law No 47/2017](#)).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



LV

Ombudsman's Office of the Republic of Latvia | Latvijas Republikas Tiesībsargs

Ombudsperson

Juris Jansons

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Website

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The Ombudsman's Office of the Republic of Latvia is the National Human Rights Institution and the Ombudsperson Institution in Latvia. It is [independent](#) and is tasked to protect human rights, prevent discrimination and promote the legal, effective exercise of state power in accordance with the principles of good governance.

LEGAL FRAMEWORK

Law of the Ombudsman 2007 | [Tiesībsarga likums 2007](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Ombudsman's Office of the Republic of Latvia has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

The office is responsible for monitoring forced returns and provides an effective forced return monitoring system, in line with Article 8(6) of the Returns Directive.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✓ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



Webpage for children

<https://www.tiesibsargs.lv/theme/bernu-tiesibas/>

A separate office for the independent Ombudsman for Children does not exist in Latvia. However, the role is included within the national Ombudsman's office.

The Ombudsman's Office of the Republic of Latvia | [Latvijas Republika Tiesībsargs](#) is mandated to safeguard and protect [children's rights](#). Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



LT

Office of the Seimas Controller | Lietuvos Seimo Kontrolierai

Ombudsperson

Erika Leonaite

Address

Gedimina Ave. 56
01110 Vilnius

Contact information

Telephone:
+85 266 8105Email:
ombuds@lrski.lt

Website

<https://www.lrski.lt>

The Office of the Seimas Controller is the National Human Rights Institution and the Ombudsperson Institution in Lithuania. Seimas inspectors [protect](#) the human right to good public administration which ensures human rights and freedoms and supervises whether government institutions fulfil their duty to the people.

LEGAL FRAMEWORK

Constitution of the Republic of Lithuania | [Lietuvos Respublikos Konstitucij](#)

Law on Controllers of the Seimas of the Republic of Lithuania | [Lietuvos Respublikos Seimo kontrolierių įstatymas](#).

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Seimas Ombudsperson's Office has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



Office of the Ombudsperson for Children's Rights | Vaiko teisių kontrolieriaus įstaiga

**Child Rights
Protection Controller**
Edita Žiobienė

Address
Plačioji g. 10
LT-01308 Vilnius

Contact information
Telephone:
+370 5 2107 077

Email:
vtaki@vtaki.lt

Website
<http://vtaki.lt>

The Office of the Ombudsperson for Children's Rights is an [independent](#), state institution for the supervision and control of the observance of children's rights in Lithuania.

LEGAL FRAMEWORK

Article 73 of the Constitution of the Republic of Lithuania | [Lietuvos Respublikos Konstitucij 73 str](#)

The Law on the Controller of Child Rights Protection of the Republic of Lithuania | [Lietuvos Respublikos vaiko teisių apsaugos kontrolieriaus įstatymas](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsperson for Children's Rights has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



LU

Consultative Commission on Human Rights | La Commission consultative des Droits de l'Homme (CCDH)

Head of institution

Noémie Sadler

Address

65 route d'Arlon
L-1140 Luxembourg

Contact information

Telephone:
+352 2837 3635

Email:

info@ccdh.public.lu

Website

<http://www.ccdh.lu/>

The Consultative Commission on Human Rights is the National Human Rights Institution in Luxembourg. The commission is a [consultative body](#) of the government which assists the government by presenting its opinions and reports on general human rights issues.

LEGAL FRAMEWORK

Law of 21 November 2008 creating a Consultative Commission on Human Rights in the Grand Duchy of Luxembourg | [Loi du 21 novembre 2008 portant création d'une Commission consultative des Droits de l'Homme au Grand-Duché de Luxembourg](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Consultative Commission on Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the commission is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The commission [analyses](#) the situation of asylum to enable the government to form migration policy that respects fundamental rights. It does this through opinions on draft laws, press releases and thematic reports, with a particular emphasis on the following thematic areas:

- the asylum procedure
- reception conditions for applicants for international protection
- administrative detention of applicants for international protection, in particular children
- the right to protection of privacy
- fundamental rights of unaccompanied minors
- the right to family reunification

More information about the commission's work on asylum and migration is found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- X Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- X Handling complaints of asylum seekers and refugees
- X Investigating complaints *ex officio*
- X Providing legal advice



- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





Office of the Ombudsman of the Grand Duchy of Luxembourg | La Médiateur du Grand-Duché de Luxembourg

Ombudsperson
Claudia Monti

Address
36 rue du Marché-
aux-Herbes
LU-1728 Luxembourg

Contact information
Telephone:
+352 2627 0101

Email:
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Website
[http://www.ombudsm
an.lu](http://www.ombudsm
an.lu)

The Office of the Ombudsman of the Grand Duchy of Luxembourg manages [complaints](#) relating to the functioning of state and municipal administrations, as well other appertaining public institutions or-bodies.

LEGAL FRAMEWORK

Law of 22 August 2003 establishing an Ombudsman | [Loi du 22 août 2003 instituant un médiateur](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman of the Grand Duchy of Luxembourg has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



Ombudsman for Children and Youth | Ombudsman fir Kanner a Jugendlecher (OKaJu)

Ombudsperson for Children

Charel Schmit

Address

65 route d'Arlon
L-1140 Luxembourg

Contact information

Telephone:
+352 2837 3635

Email:

contact@okaju.lu

Website

www.okaju.lu

The Office of the Ombudsman for Children and Youth is an [independent](#) institution with the mission to promote, safeguard, and protect the rights of the child as defined by the International Convention on the Rights of the Child.

LEGAL FRAMEWORK

Law of 1 April 2020, establishing the Ombudsman for Children and Youth | [Loi du 1er avril 2020 instituant l'Ombudsman fir Kanner a Jugendlecher](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman for Children and Youth has the mandate to safeguard, promote, and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.


ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





MT



Malta does not currently have a National Human Rights Institution (NHRI). Due to Parliament's dissolution ahead of the 2022 general elections, the Bill presented in 2019, the Human Rights and Equality Commission Bill | [Abbozz ta' Liġi dwar il-Kummissjoni għad-Drittijiet tal-Bniedem u l-Ugwaljanza](#) was not adopted and, therefore, must be presented once again. The Bill is being reviewed in light of previous debates in Parliament and the recently adopted EU Directives on establishing minimum standards for Equality Bodies and, during the course of 2024 it will go through a public consultation process following which it will be presented to Parliament.



Office of the Parliamentary Ombudsman | L-Uffiċċju tal-Ombudsman

Ombudsperson

Joseph Zammit
McKeon

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Contact information

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Email:

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Website

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The Office of the Parliamentary Ombudsman is an independent Officer of Parliament responsible for the investigation of complaints against the Government or other public authority or body as defined in the Ombudsman Act (Chapter 385 of the Laws of Malta) with regards to action taken in the exercise of administrative function.

Since January 2024, the Office of the Parliamentary Ombudsman in Malta was accepted as an Associate Member of the European Network on National Human Rights Institutions (ENNHRI).

LEGAL FRAMEWORK

The Ombudsman Act | [Att dwar l-Ombudsman](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Parliamentary Ombudsman has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees. The office can investigate allegations of improper discrimination by the Government in respect of asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





Office of the Commissioner for Children | L-Uffiċċju tal-Kummissarju għat-Tfal

Commissioner for Children

Antoinette Vassalo

Address

16/18 Tower
Promenade
St Lucia SLC 1019

Contact information

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+356 2148 5180

Email:
cfc@gov.mt

Website
www.tfal.org.mt

The Office of the Commissioner for Children focuses on the promotion and protection of [children's rights](#). It advocates for the implementation of children's rights and ensures that children have access to adequate services and that they participate in decisions that affect them.

LEGAL FRAMEWORK

Commissioner for Children Act, 2003 | [Att dwar il-Kummissarju għat-Tfal](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Commissioner for Children has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



Netherlands Institute for Human Rights | College voor de Rechten van de Mens

Head of institution

New interim Head of Institution is Nico Schrijver

Address

Kleinesingel 1-3
3572 CG Utrecht

Contact information

Telephone:
+31 0 30 888 3 888

Email:

info@mensenrechten.nl

Website

<https://www.mensenrechten.nl/>

The Netherlands Institute for Human Rights is the National Human Rights Institute in the Netherlands. As an [independent](#) regulator, the institute highlights, protects and promotes human rights in the European and Caribbean Netherlands.

LEGAL FRAMEWORK

Human Rights Council Act | [Wet College voor de rechten van de mens](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Netherlands Institute for Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the institute is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The institute handles human rights [complaints](#), including discrimination, from asylum seekers and refugees. Asylum seekers and refugees are advised to contact the institute with any human rights concerns, and the institute will inform them on what is possible and redirect them as needed.

The institute is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

More information about the institute's work on asylum is found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



NL

Office of the National Ombudsman of the Netherlands | Nationale Ombudsman

Ombudsperson

Reinier van Zutphen

Address

Postal address
National Ombudsman
P.O. Box 93122
2509 AC The Hague

Visiting address
Bezuidenhoutse
weg 151
2594 AG The Hague

Contact information

Telephone:
0800 3355 555

Website

<https://www.nationaleombudsman.nl/>

The Office of the National Ombudsman [conducts](#) research and provides assistance and advice when citizens have a complaint about services by the government. The office also holds the government to account by ensuring that respect for the interests of citizens are included in services.

LEGAL FRAMEWORK

Dutch Constitution (Chapter 4, Article 78a) | [Nederlandse Grondwet \(Hoofdstuk 4, Artikel 78a\)](#)

National Ombudsman Act | [Wet Nationale Ombudsman](#)

Dutch General Administrative Law Act | [Algemene wet bestuursrecht](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the National Ombudsman of the Netherlands has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees. More information on assistance is found [here](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



Office of the Children's Ombudsman | De Kinderombudsman

Ombudsperson for Children

Margrite Kalverboer

Address

Postal address
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Ombudsman
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Website

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The Office of the Children's Ombudsman is an [independent](#) office that safeguards the rights of the child in the Netherlands. The office advises young people about ways in which they can claim and assert their rights, either individually or collectively.

The office forms part of the national Ombudsperson organisation, but has clearly defined roles, rights and responsibilities.

LEGAL FRAMEWORK

Childrens Ombudsman Act, 2011 | [Wet Kinderombudsman, 2011](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Children's Ombudsman has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles complaints of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



NO

Norwegian National Human Rights Institution | Norges Institusjon for Menneskerettigheter (NIM)

Director

Adele Matheson
Mestad

Address

Postal address:
Norwegian Institute
for Human Rights
P.O. Box 299
Sentrum
0103 Oslo

Visiting address:
Akersgata 8
0158 Oslo

Contact information

Telephone:
23316970

Email:
info@nhri.no

Website
<http://www.nhri.no>

The Norwegian National Human Rights Institution is the National Human Rights Institution in Norway. The institution's main task is to [promote](#) and protect human rights in line with the Constitution, the Human Rights Act and other legislation, international treaties and international law in general.

LEGAL FRAMEWORK

The Norwegian Institution for Human Rights Act | [Lov om Norges institusjon for menneskerettigheter](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Norwegian National Human Rights Institution has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the institute is to promote and protect the human rights and freedoms of asylum seekers and refugees.

More information about the institute's work on asylum is found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✗ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration




NO

Parliamentary Ombud | Stortingets ombud for kontroll med forvaltningen (Sivilombudet)

Ombudsperson

Hanne Harlem

Address

Postal address:
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Website
<https://www.sivilombudet.no/>

Stortinget has appointed the Parliamentary Ombudperson to [safeguard](#) the rights of individuals in their dealings with the public administration. The office works to improve public authorities and helps to ensure that they respect and safeguard human rights in Norway.

LEGAL FRAMEWORK

The Constitution (Section 75(I)) | [Grunnloven \(§ 75, bokstav I\)](#)

Act on the Storting's Ombudsman for Control of the Administration (Civil Ombudsman Act) | [Lov om Stortingets ombud for kontroll med forvaltningen \(sivilombudsloven\)](#)

UN Torture Convention | [FNs torturkonvensjon](#)

Additional Protocol to the UN Convention on Torture (OPCAT) | [Tilleggsprotokollen til FNs torturkonvensjon \(OPCAT\)](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Parliamentary Ombud has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees. The office also investigates complaints from [children](#), including from minors and unaccompanied minor asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)





- ✓ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✗ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





NO

Office of the Ombudsman for Children | Barneombudet

Ombudsperson for Children

Inga Bejer Engh

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Website
www.barneombudet.no

The Office of the Ombudsman for Children is an [independent](#) body that advocates for children and young people's rights in Norway. It ensures that the opinions of children are heard and that their rights are upheld.

LEGAL FRAMEWORK

Children's Ombudsman Act, 1981 | [Lov om barneombud \[barneombudsloven\], 1981](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman for Children has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

The [website](#) of the office provides information on the rights of children seeking asylum in Norway.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



PL

Office of the Commissioner for Human Rights of the Republic of Poland | Rzecznik Praw Obywatelskich

Ombudsperson

Marcin Wiącek

Address

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00-090 Warszawa

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Website

<https://bip.brpo.gov.pl/pl>

The Office of the Commissioner for Human Rights of the Republic of Poland is the National Human Rights Institution and the Ombudsperson Institution in Poland. It is a constitutional legal protection body, which is [independent](#) from other bodies. The office ensures that citizens' rights are respected by state institutions.

LEGAL FRAMEWORK

Constitution of the Republic of Poland | [Konstytucja Rzeczypospolitej Polskiej](#)

Act of 15 July 1987 on the Commissioner for Human Rights | [Ustawa z dnia 15 lipca 1987 r. o Rzeczniku Praw Obywatelskich](#)

Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment | [Protokół Fakultatywny do Konwencji w sprawie zakazu stosowania tortur oraz innego okrutnego, nieludzkiego lub poniżającego traktowania albo karania](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Commissioner for Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on foreigners detention facilities and reception centres.

More information about the work of the office in the field of international protection is found under [foreigners, refugees and migrants](#). Specific information for Ukrainians is also available on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection



- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



PL

Office of the Ombudsman for Children | Biuro Rzecznika Praw Dziecka

Ombudsperson for Children

Monika Horna-
Cieślak

Address

Ul. Chocimska 6
00791 Warszawa

Contact information

Telephone:
+48 22 583 6600

Email:
rpd@brpd.gov.pl

Website

www.brpd.gov.pl

The Office of the Ombudsman for Children is an [independent](#) institution which supports efforts aimed at protecting children's rights in Poland.

LEGAL FRAMEWORK

Article 72 of the Constitution of the Republic of Poland | [Artykuł 72 Konstytucja Rzeczypospolitej Polskiej](#)

Act of 6 January 2000 on the Ombudsman for Children (consolidated text, Journal of Laws 2017.922, as amended) | [Ustawa z dnia 6 stycznia 2000 r.o Rzeczniku Praw Dziecka \(tekst jednolity Dz.U.2017.922 z t.j.\)](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman for Children has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

The office has information on its [website](#) for Ukrainian refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



Office of the Portuguese Ombudsman | Provedor de Justiça

Ombudsperson

Maria Lúcia Amaral

Address

Rua Pau de Bandeira
9 1249-088 Lisboa

Contact information

Telephone:
+351 213926600 / 19 /
21 / 22

Email:

[gerar@provedor-
jus.pt](mailto:gerar@provedor-jus.pt)

Website

www.provedor-jus.pt

The Office of the Portuguese Ombudsman is the National Human Rights Institution and the Ombudsperson Institution in Portugal. It is [independent](#) and impartial, defending people who have been harmed by unfair or illegal acts or omissions by the administration or other public authorities, or who have had their fundamental rights violated.

LEGAL FRAMEWORK

Constitution of the Portuguese Republic | [Constituição da República Portuguesa](#)

Statute of the Ombudsman | [Estatuto do Provedor de Justiça](#)

Law of the Ombudsman's Office | [Lei Orgânica da Provedoria de Justiça](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Portuguese Ombudsman has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities





- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





PT

Contact information

Telephone:
800 20 66 56
(Helpline for children)

A separate office for the independent Ombudsman for Children does not exist in Portugal. However, the role is included within the national Ombudsman's office.

The Office of the Portuguese Ombudsman | [Provedor de Justiça](#) is mandated to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



RO

Romanian Institute for Human Rights (RIHR) | Institutul Român pentru Drepturile Omului (IRDO)

Head of institution

Adrian Bulgaru

Address

Piata CA Rosetti
Square, No 4,
Sector 2
Bucharest 021051

Contact information

Telephone:
021 3114921
0783 247990

Email:

office@irdo.ro

Website

www.irdo.ro

Romania currently does not have an accredited National Human Rights Institution. The Romanian Institute for Human Rights is a [non-accredited institution](#) which has applied for accreditation.

The [mandate](#) of the institute is to ensure public bodies, non-governmental associations and Romanian citizens have better knowledge of human rights issues in Romania.

LEGAL FRAMEWORK

Law No 9 of 29 January 1991 on the establishment of the Romanian Institute for Human Rights | [Lege nr. 9 din 29 ianuarie 1991 privind înființarea Institutului Român pentru Drepturile Omului](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Romanian Institute for Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the institute is to promote and protect the human rights and freedoms of asylum seekers and refugees.

More information on the institute's work on asylum and migration is found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



RO

People's Advocate Institution (Ombudsperson) | Instituția Avocatul Poporului

People's Advocate (Ombudsperson)

Renate Weber

Address

George Vraca Street
No 8, Sector 1
Bucharest

Contact information

Telephone:
+4021 312 71 34

Email:

petitii@avp.ro

Website

<https://avp.ro/>

Romania currently does not have an accredited National Human Rights Institution. The People's Advocate Institution is a [non-accredited institution](#) which has applied for accreditation.

The People's Advocate Institution is also the Ombudsperson Institution in Romania. It is an independent institution that has a general [mandate](#) to defend the rights and freedoms of individuals, especially when dealing with public authorities.

LEGAL FRAMEWORK

The Constitution of Romania | [Constituția României](#)

Law No 35/1997 on the organisation and functioning of the People's Advocate Institution | [Legea nr. 35/1997 privind organizarea și funcționarea instituției Avocatul Poporului, republicată – formă consolidată realizată de Regia Autonomă Monitorul Oficial](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The People's Advocate Institution has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the institute is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The institution handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The institution is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

The People's Advocate Institution has been monitoring the observance of rights of refugees from [Ukraine](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees





- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



RO

A separate office for the independent Ombudsperson for Children does not exist in Romania. However, the role is included within the national Ombudsperson's office.

The People's Advocate Institution (Ombudsperson Institution) | [Instituția Avocatul Poporului](#) is mandated to safeguard and protect [children's rights](#). Within its overall mandate, an aspect of the work of the Institution is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The Institution handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration

SK

Slovak National Centre for Human Rights (SNCHR) | Slovenské národné stredisko pre ľudské práva

Head of institution

Silvia Porubánová

Address

Laurinská 18
81101 Bratislava

Contact information

Email: info@snslp.sk

Website

www.snslp.sk

The Slovak National Centre for Human Rights is the National Human Rights Institution in Slovakia. It is an [independent](#) institution whose main task is to ensure that international human rights obligations are appropriately reflected in the Slovak legal order. The centre is also mandated as the national anti-discrimination body (Equality Body).

LEGAL FRAMEWORK

Act No 308/1993 Coll. on the Establishment of the Slovak National Centre for Human Rights | [Zákon č.208/1993 Z.z. o zriadení Slovenského národného strediska pre ľudské práva](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Slovak National Centre for Human Right has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the centre is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The centre, as an Equality Body, handles [complaints](#) of discrimination, including from asylum seekers and refugees.

The centre provides legal advice to persons fleeing from [Ukraine](#). The centre has set up an email: pravnapomocutecencom@snslp.sk, through which Ukrainians can ask questions regarding legal aid. The centre may also provide general guidance on [temporary refuge or asylum](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✓ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



SK

Public Defender of Rights (Ombudsperson) | Verejný ochranca práv

Public Defender of Rights (Ombudsperson)
Róbert Dobrovodský

Address

Postal address:
Kancelária verejného
ochrancu práv
P.O. Box 1
82004 Bratislava 24

Visiting address
Grösslingova 35
81109 Bratislava
Staré Mesto

Contact information

Telephone:
+421 232 363 701
+421 232 363 702

Email:
podnet@vop.gov.sk

Website

<https://vop.gov.sk/>

The Public Defender of Rights (the Ombudsperson) is an [independent](#) body of the Slovak Republic with the mission to protect fundamental rights and freedoms in cases of possible violations by administrative bodies of the state or public authorities.

LEGAL FRAMEWORK

Article 15a(1) of the Constitution of the Slovak Republic | [Článok 15a ods. 1 Ústavy Slovenskej republiky](#)

Act on the Public Defender of Rights 564/2011 Coll of Laws | [564/2001 Z.z. - Zákon o verejnom ochrancovi práv](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Public Defender of Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The Public Defender of Rights is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



SK

Office of the Commissioner for Children | Úrad komisára pre deti

Commissioner for Children

Jozef Mikloško

Address

Odborárske
námestie 3
81107 Bratislava

Contact information

Telephone:
+421 232 19 16 91

Email:

info@komisarpredeti.sk

Website

<https://www.komisarpredeti.sk/sk/>

<https://www.komisarpredeti.sk/uk/> (in Ukrainian)

The Office of the Commissioner for Children is an [independent](#) authority that monitors the observance of children's rights, particularly by conducting individual investigations into the government's compliance with obligations arising from international treaties.

LEGAL FRAMEWORK

Law No 176/2015 Coll. Act on the Commissioner for Children and the Commissioner for Persons with Disabilities and on Amendments to Certain Acts | [Zákon č. 176/2015 Z. z. Zákon o komisárovi pre deti a komisárovi pre osoby so zdravotným postihnutím a o zmene a doplnení niektorých zákonov](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Commissioner for Children has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

The website of the office has specific information on help for [Ukrainians](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



SI

Human Rights Ombudsman of the Republic of Slovenia | Varuh človekovih pravic Republike Slovenije

Head of institution (Ombudsperson)

Peter Svetina

Address

Dunajska cesta 56
1109 Ljubljana

Contact information

Telephone:
01 475 00 50

Email:
info@varuh-rs.si

Website

www.varuh-rs.si

The Human Rights Ombudsman of the Republic of Slovenia is the National Human Rights Institution and the Ombudsperson Institution in Slovenia. It is an [independent](#) and autonomous body that supervises the government, and with its actions protects and promotes human rights and fundamental freedoms.

LEGAL FRAMEWORK

Article 159 of the Constitution of the Republic of Slovenia | [159. člen Ustave Republike Slovenije](#)

Act on the Ombudsman | [Zakon o varuhu človekovih pravic \(ZVarCP-UPB2\)](#)

Rules of Procedure of the Ombudsman | [Poslovník Varuha človekovih pravic](#)

Law on the Ratification of the Optional Protocol to the Convention Against Torture and Other Cruel, Inhuman or Degrading Punishment or Treatment | [Zakon o ratifikaciji Opcijskega protokola h Konvenciji proti mučenju in drugim krutim, nečloveškim ali poniževalnim kaznim ali ravnanju](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Human Rights Ombudsman has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The Human Rights Ombudsman handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The Human Rights Ombudsman is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*





- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration





SI

Contact information

Telephone:
080 36 86

Email:
otroci@varuh-rs.si

Webpage for children

<https://www.varuh-rs.si/za-otroke/levi-meni/isces-pomoc/kako-do-varuha/>

A separate office for the independent Ombudsperson for Children does not exist in Slovenia. However, the role is included within the national Ombudsperson's office.

The Human Rights Ombudsman of the Republic of Slovenia | [Varuh človekovih pravic Republike Slovenije](#) is mandated to safeguard and protect [children's right](#). Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



ES

Office of the Ombudsman of Spain | Defensor del pueblo

Head of institution (Ombudsperson)

Ángel Gabilondo

Address

Calle Zurbano 42
28010 Madrid

Contact information

Telephone:
900 101 025

Email:

registry@defensordelpueblo.es

Website

<https://www.defensordelpueblo.es/>

The Office of the Ombudsman of Spain is the National Human Rights Institution and the Ombudsperson Institution in Spain.

The Defensor del Pueblo is the [High Commissioner](#) of the Cortes Generales in charge of defending the fundamental rights and public freedoms of citizens by supervising the activity of public administrations.

In addition to the national Ombudsperson of Spain, there are several regional Ombudspersons in: [Andalucía](#), [Aragón](#), [Basque Country](#), [Canary Islands](#), [Castilla y León](#), [Catalonia](#), [Galicia](#), [Navarra](#) and [Valencia](#).

LEGAL FRAMEWORK

Article 54 of the Spanish Constitution | [Artículo 54 de la Constitución Española](#)

Organic Law No 3/1981 of 6 April on the Ombudsman | [Ley Orgánica 3/1981, de 6 de abril, del Defensor del Pueblo](#)

Rules on the Organisation and Operation of the Defensor | [Reglamento de Organización y Funcionamiento del Defensor del Pueblo](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman of Spain has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities and reception centres.

The office is responsible for monitoring forced returns and provides an effective forced return monitoring system, in line with Article 8(6) of the Returns Directive.

More information about the Ombudsperson's work on migration is found on its [website](#).



ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✓ Monitoring and reporting on reception facilities
- ✓ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



ES

A separate office for the independent Ombudsman for Children does not exist in Spain. However, the role is included within the national Ombudsman's office.

The Office of the Ombudsman of Spain | [Defensor del pueblo](#) is mandated to safeguard and protect [children's rights](#) at the state level.

The regional Ombudspersons of Andalucía, Aragón, Basque Country, Canary Islands, Castilla y León, Catalonia, Galicia, Navarra and Valencia are also tasked with protecting children's rights at the regional levels.

Independent Children's Ombudspersons are also established in the autonomous regions of the [Basque Country](#) and [Catalan](#).

Within the overall mandate of the Office of the Ombudsman of Spain, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations of children, including from minors and unaccompanied minor asylum seekers and refugees in Spain.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✓ Handling complaints of minors and unaccompanied minors
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



SE

Swedish Institute for Human Rights | Institutet för mänskliga rättigheter

Head of institution

Frederik Malmberg

Address

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22362 Lund

Contact information

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046 287 3900

Email:

registrator@mrinstitutet.se

Website

www.mrinstitutet.se/

Sweden's National Human Rights Institution, the Swedish Institute for Human Rights, was established on 1 January 2022. Its initial application for accreditation is pending review by October 2024.

The Swedish Institute for Human Rights is [independent](#) and its mandate is to safeguard and protect human rights in Sweden.

LEGAL FRAMEWORK

Law on the Institute for Human Rights (2021:642) | [Lag om Institutet för mänskliga rättigheter \(2021:642\)](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Swedish Institute for Human Rights has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the institute is to promote and protect the human rights and freedoms of asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- ✗ Handling complaints of asylum seekers and refugees
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration



SE

Office of the Parliamentary Ombudsmen (JO) | Riksdagens ombudsmans kontor

Ombudsmen

Erik Nymansson
Katarina Pålsson
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Website

<https://www.jo.se/>

The [Parliamentary Ombudsmen](#) are independent in their decisions and report directly to the Parliament (*Riksdag*). The main task of the Parliamentary Ombudsmen is to ensure compliance with the law.

LEGAL FRAMEWORK

The Instrument of Government (Chapter 13, Article 6) | [Regeringsformen](#)

The Riksdag Act | [Riksdagsordningen](#)

The Act with Instructions for the Parliamentary Ombudsmen | [Lag \[2023:499\] med instruktion för Riksdagens ombudsmän – ”JO-instruktionen”](#)

Public Access to Information and Secrecy Act | [Offentlighets- och sekretesslagen \[2009:400\]](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Parliamentary Ombudsmen has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of asylum seekers and refugees.

The office handles [complaints](#) of maladministration and human rights violations, including from asylum seekers and refugees.

The office is designated as the [National Preventive Mechanism](#) under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, and regularly visits and reports on detention facilities.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of asylum seekers and refugees at the national level
- ✓ Raising awareness of the rights of asylum seekers and refugees
- ✓ Advising and making recommendations on matters related to international protection
- ✗ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✓ Mandated as the National Preventive Mechanism (NPM)
- ✓ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities



- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✗ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



SE

Office of the Ombudsman for Children | Barnombudsmannen

Ombudsman for Children

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The Office of the Ombudsman for Children advocates for [children's rights](#) and systematically examines how their rights are met in Sweden.

LEGAL FRAMEWORK

Act (1993:335) on Children's Ombudsman | [Lag \(1993:335\) om Barnombudsman](#)

Ordinance (2007:1021) with instructions for the Children's Ombudsman | [Förordning \(2007:1021\) med instruktion för Barnombudsmannen](#)

Authority Regulation SFS 2007:515 | [Myndighetsförordning \(2007:515\)](#)

Children's Ombudsman - representative for children and young people (SOU1999:65) | [Barnombudsmannen - företrädare för barn och ungdomar SOU 1999:65](#)

Bill 2001/02:96 A strengthened Children's Ombudsman | [En förstärkt Barnombudsman Prop. 2001/02:96](#)

Sweden's strategy for strengthening children's rights (prop. 2009/10:232) | [Strategi för att stärka barnets rättigheter i Sverige Prop. 2009/10:232](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Office of the Ombudsman for Children has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

Children in migration is an important subject area of the office. More information about the offices activities on the topic may be found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✓ Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✗ Conducting research on asylum and migration
- ✗ Handling complaints of minors and unaccompanied minors
- ✗ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Monitoring and reporting on reception facilities
- ✓ Cooperating with international organisations in the field of international protection
- ✓ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



Swiss Human Rights Institution (SHRI) | Institution suisse des droits humains (L'ISDH) | Schweizerische Menschenrechtsinstitution (SMRI) | Istituzione svizzera per i diritti umani (L'ISDU)

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The Swiss Human Rights Institution was [inaugurated](#) on 23 May in Bern. Its creation is the culmination of a political process which has taken over 20 years.

The institute as an [independent](#) institution, protects and promotes human rights in Switzerland in cooperation with the federal, cantonal, and communal authorities, as well as with all other relevant actors.

LEGAL FRAMEWORK

Federal Act on Measures for Civilian Peacebuilding and the Strengthening of Human Rights | [Loi fédérale sur des mesures de promotion civile de la paix et de renforcement des droits de l'homme](#) | [Bundesgesetz über Massnahmen zur zivilen Friedensförderung und Stärkung der Menschenrechte](#) | [Legge federale su misure di promozione civile della pace e di rafforzamento dei diritti dell'uomo](#)

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Swiss Human Rights Institution has the mandate to protect fundamental human rights of natural and legal persons. Within its overall mandate, an aspect of the work of the institute is to promote and protect the human rights and freedoms of asylum seekers and refugees.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

The institute is in its first year of existence and is establishing itself as an institution, including its potential role in the field of international protection.



CH

Switzerland does not have a national Ombudsperson's Office.

There are cantonal [Ombudspersons](#) in [Basel-County](#), [Basel-City](#), [Vaud](#), [Zug](#) and [Zürich](#).

LEGAL FRAMEWORK

The legal framework of these cantonal Ombudsperson's Offices is regulated by the specific and individual cantonal law.

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The existing cantonal Ombudspersons have the mandate to protect fundamental human rights of natural and legal persons. Within their overall mandate, an aspect of the work of the offices is to promote and protect the human rights and freedoms of asylum seekers and refugees, at the regional level.

The offices handle complaints of maladministration and human rights violations, including from asylum seekers and refugees. However, it is limited to cases concerning a problem with the respective cantonal administration.

Please note that the following list of activities are not uniformly applicable throughout Switzerland and the responsibilities may differ between the cantons.

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- ✗ Monitoring the rights of asylum seekers and refugees at the national level
- ✗ Raising awareness of the rights of asylum seekers and refugees
- ✗ Advising and making recommendations on matters related to international protection
- ✗ Conducting research on asylum and migration
- ✓ Handling complaints of asylum seekers and refugees
- ✓ Investigating complaints *ex officio*
- ✗ Providing legal advice
- ✗ Mandated as the National Preventive Mechanism (NPM)
- ✗ Monitoring and reporting on detention facilities
- ✗ Monitoring and reporting on reception facilities
- ✗ Monitoring forced returns in line with Article 8(6) of the Returns Directive
- ✗ Cooperating with international organisations in the field of international protection
- ✗ Cooperating with civil society organisations in the field of international protection
- ✗ Providing information on rights related to asylum and migration



Ombuds Office for Children's Rights Switzerland | Office de l'Ombudsman des droits de l'enfant Suisse | Ombudsstelle Kinderrechte Schweiz | l'Ufficio dell'Ombudsman dei diritti dei bambini Svizzera

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The Ombuds Office for Children's Rights is an [independent](#) office that addresses gaps by offering children legal advice in an age-appropriate language and by intermediating between children and professionals. The Ombudsperson's Office for Children complements existing local and cantonal ombudspersons' offices in Switzerland.

LEGAL FRAMEWORK

The private foundation that began to provide service in January 2021 constitutes a transitory solution and hopes to remain in force through 2025. It is to be replaced in 2026 by the public ombuds office. The current approach guarantees children and youth immediate protection by filling gaps. It also promotes the ongoing improved implementation of children's rights in the next five years and ensures the transfer of knowledge to the future ombuds office. The foundation has funding from the Federal Government and several cantons as well as from Zurich Insurance and the Zurich Foundation and from other foundations. It serves as a de facto pilot project and model scheme for the future public ombuds office, which will also be national in scope, independent and multilingual – ideally with central direction of branches in the three regions of the country. Naturally, the rights of children will remain the focus of the public ombuds office.

ROLE IN THE FIELD OF INTERNATIONAL PROTECTION

The Ombuds Office for Children has the mandate to safeguard and protect children's rights. Within its overall mandate, an aspect of the work of the office is to promote and protect the human rights and freedoms of minors and unaccompanied minor asylum seekers and refugees.

More information on the office's assistance related to migration is found on its [website](#).

ACTIVITIES IN THE FIELD OF INTERNATIONAL PROTECTION

- X Monitoring the rights of minors and unaccompanied minors at the national level
- ✓ Raising awareness of the rights of minors and unaccompanied minors
- ✓ Advising and making recommendations on matters related to international protection
- ✓ Conducting research on asylum and migration
- X Handling complaints of minors and unaccompanied minors
- X Investigating complaints *ex officio*
- ✓ Providing legal advice
- X Monitoring and reporting on reception facilities





- X Cooperating with international organisations in the field of international protection
- X Cooperating with civil society organisations in the field of international protection
- ✓ Providing information on rights related to asylum and migration





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