


D



**UPHOLDING YOUR RIGHTS
IN YOUR DEPARTMENT**

In the eyes of the law, we are all equal

Défenseur des droits
RÉPUBLIQUE FRANÇAISE

CONTACT A DELEGATE

Whether you are a natural person or a legal entity, of French or foreign nationality, you can contact a delegate of the Defender of Rights concerning:

DEFENCE OF THE RIGHTS OF USERS OF PUBLIC SERVICES

If you disagree with a decision or behaviour of a state department, a local authority or any public service body, and the steps you have taken to resolve this problem have failed.

DEFENCE OF THE RIGHTS OF THE CHILD

If you find that the rights of a child or young person are not being respected or that a situation is threatening the interests of a minor.

COMBATING DISCRIMINATION

If you believe you are the victim of a difference in treatment in recruitment, at work or when it comes to access to housing, a public place or services, for reasons prohibited by law such as your origin, disability, gender, age or sexual orientation...

THE ETHICS OF SECURITY

If you believe that you have been a victim of or witness abusive behaviour by anybody engaged in security activities (police officers, gendarmes, security or surveillance officers, etc.).

ORIENTATION AND PROTECTION OF WHISTLEBLOWERS

If, within the organisation that employs you or with which you work, you become aware of a crime or offence, a threat or serious harm to the public interest or the breach of an international commitment.

99

“I WASN'T HIRED BECAUSE OF MY APPEARANCE.”

99

“I'M GETTING DIVORCED AND MY CHILD WANTS TO TALK
TO THE JUDGE.”

99

“I CAN'T GET MY PENSION BECAUSE I CAN'T PROVE THAT I'VE PAID
CERTAIN CONTRIBUTIONS.”

WHAT CAN THE DEFENDER OF RIGHTS DO?



INVESTIGATE



PROPOSE
AN AMICABLE
SETTLEMENT



MAKE
RECOMMENDATIONS



PRESENT
ITS OBSERVATIONS
BEFORE THE JUDGES



REQUEST
DISCIPLINARY
ACTION



MAKE PROPOSALS
FOR LEGAL REFORM

ONE INSTITUTION, 5 AREAS OF OPERATION

**“THE DEFENDER OF RIGHTS UPHOLDS RIGHTS
AND FREEDOMS”**

Article 71-1 of the Constitution

The Defender of Rights is an independent institution responsible for defending individual rights and freedoms within the framework of 5 areas of expertise determined by law:

- ★ Defence of the rights of users of **public services**
- ★ Respect for the **ethics of security**
- ★ Defence and promotion of the **rights of the child**
- ★ Orientation and protection of **whistleblowers**
- ★ Combating **discrimination** and promoting **equality**

TO CARRY OUT ITS MISSION, THE DEFENDER OF RIGHTS:

- ★ **handles the claims** addressed to it by offering appropriate solutions;
- ★ **acts in favour of equal access to rights for all** through information, training, the development of partnerships and the proposal of reforms.

**MORE THAN 165,000 REQUESTS FOR INTERVENTION
PER YEAR**

MEET WITH A DEFENDER OF RIGHTS DELEGATE

TEAMS THROUGHOUT FRANCE

MORE THAN 550 DELEGATES IN THE TERRITORIES

The delegates of the Defender of Rights are present throughout the national territory, in mainland France and overseas. They hold free clinics by appointment. You can meet them at one of the **870 centres** near you: Maison de la Justice et du Droit (MJD), Point d'accès au droit (PAD), prefectures, town halls, etc. In addition, in order to allow inmates to enforce their rights, one or more delegates are appointed for each prison.

NEARLY 300 EMPLOYEES IN PARIS

The employees of the Defender of Rights make their **skills** and **expertise** available to claimants. They process the files sent to the institution and provide appropriate **solutions**.

**80% OF THE CLAIMS OF THE DEFENDER OF RIGHTS
ARE RECEIVED BY DELEGATES WITHIN THEIR CLINIC**

SEE THE LIST OF CLINICS:

defenseurdesdroits.fr

**DO YOU BELIEVE THAT YOUR RIGHTS
HAVE BEEN VIOLATED?**

CONTACT THE DEFENDER OF RIGHTS FREE OF CHARGE

★ **THROUGH THE DELEGATES**

Online at defenseurdesdroits.fr /
“How to get answers?” or at a centre.

★ **BY POST FREE OF CHARGE, WITHOUT POSTAGE**

Défenseur des droits - Libre réponse 71120 -
75342 Paris Cedex 07

★ **USING THE ONLINE FORM**

Online at defenseurdesdroits.fr / “File a Claim”.

★ **+33 (0)9 69 39 00 00 FROM 9 AM TO 6 PM**

Information can be obtained by telephone or during
an appointment with a delegate.

**IT IS ESSENTIAL TO ATTACH ALL USEFUL DOCUMENTS
(COPY OF ADMINISTRATIVE DOCUMENTS, LETTERS, EMAILS,
TESTIMONIALS, ETC.) TO ENABLE THE DEFENDER OF RIGHTS
TO PROCESS YOUR FILE.**

GOOD TO KNOW

Recourse to the Defender of Rights is free of charge.
The Defender of Rights cannot challenge a court
decision. Referral to it does not interrupt or suspend
the limitation periods for civil, administrative
or criminal actions or those of administrative
or litigation appeals.