

In the eyes of the law, we are all equa



## DEFENDING THE RIGHTS OF THE CHILD

#### A COMMITMENT TO THE BEST INTERESTS OF THE CHILD

Each child has fundamental rights in terms of care, education, justice, social protection, etc.

The Defender of Rights defends these rights and makes them known. The rights of children are recognised by law and are enshrined in the International Convention on the Rights of the Child. In France, the Defender of Rights is the organisation appointed by the United Nations to ensure that these rights are upheld. Its work is based on a dual mission, to both protect and promote the rights of the child. In particular, it ensures that "the best interests of the child" are respected, meaning that the best interests of the child are considered to be paramount and take priority over anybody else. In addition, the Defender of Rights ensures that children are not discriminated against and that they are involved in decisions and initiatives affecting them.

The Defender of Rights, Claire Hédon, is assisted by the Children's Defender, Eric Delemar, to accomplish this mission. The Defender of Rights and the Children's Defender may be contacted by anybody who finds that a situation violates the rights of a child or a young person.

#### WHO CAN CONTACT THE DEFENDER OF RIGHTS?

- ullet A child or young person under the age of 18
- His/her legal representative
- A family member
- A medical or social service (doctor, nurse, educator, social worker, etc.)
- An association for the protection of the rights of the child

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#### "MY PARENTS ARE GETTING DIVORCED AND I WANT

O TALK TO THE JUDGE."

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"MY DAUGHTER IS GETTING BULLIED AT THE LEISURE CENTRE."

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"I CAN'T FIND A SCHOOL CAPABLE OF SUPPORTING My disabled son."

## WHAT CAN THE DEFENDER OF RIGHTS DO?



INVESTIGATE



PROPOSE An amicable Settlement



MAKE RECOMMENDATIONS



PRESENT ITS OBSERVATIONS REFORE THE HINGES



REQUEST DISCIPLINARY



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
- ★ Defence and promotion of the rights of the child
- ★ Combating discrimination and promoting equality

- Respect for the ethics of security
- Orientation and protection of whistleblowers

#### 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.

30% OF CLAIMS RECEIVED ON THE RIGHTS OF THE CHILD

# DELEGATES: PROVIDING A UNIQUE LOCAL SERVICE

#### THE DEFENDER OF RIGHTS RELIES ON A NETWORK

#### OF ALMOST 550 DELEGATES

The delegates of the Defender of Rights are present throughout the national territory. Anyone seeking assistance in asserting their rights can contact them free of charge at **more than 870 centres** in mainland France and overseas: Maison de la Justice et du Droit (MJD), Point d'accès au droit (PAD), prefectures, town halls, etc.

#### DELEGATES CAN:



LISTEN TO WHAT



HELP YOU ASSERT



GUIDE YOU THROUGH THE PROCESS



FORWARD YOUR FILE
TO THE HEAD OFFICE

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.

