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UPHOLDING RIGHTS AND FREEDOMS

In the eyes of the law, we are all equal

Défenseur des droits
— RÉPUBLIQUE FRANÇAISE —

PROTECTING YOUR RIGHTS

THE DEFENDER OF RIGHTS HANDLES INDIVIDUAL CLAIMS ADDRESSED TO IT

Each situation calls for a personal response, depending on the nature of the case and the expectations. Its teams of lawyers may propose **amicable settlements** (mediation, recommendations, transactions), but they may also present **observations** before the courts or request **sanctions**.

The quality of the work of the Defender of Rights rests on the strength of its **expertise** and **the impartiality** of its decisions. For example, during its investigations, the Defender of Rights always compares the views of the claimant and those of the defendant.

MORE THAN 165,000 REQUESTS FOR INTERVENTION PER YEAR

PROMOTING EQUALITY

The Defender of Rights takes action to promote equality and access to rights. Its objective is to act **preventively**, before inequalities occur, to stop these situations from happening. It shall inform those concerned about their rights. It conducts **awareness-raising** and **training** actions for non-profit sectors and professionals to improve practices on a daily basis. It regularly exchanges with these stakeholders to find out their expectations and inform them of its actions within the framework of its liaison committees and working groups. It makes **recommendations** and drives legislative **reform proposals**.

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"I COULDN'T REGISTER MY DAUGHTER AT THE LEISURE CENTRE
BECAUSE SHE IS DISABLED."

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"THE POLICE STATION REFUSED TO FILE MY COMPLAINT."

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"DESPITE ASKING SEVERAL TIMES, I CAN'T GET MY HEALTH
INSURANCE CARD."

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**
- ★ 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.

MORE THAN 100,000 CLAIM FILES PROCESSED PER YEAR

TEAMS THROUGHOUT FRANCE

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**.

THE DEFENDER OF RIGHTS RELIES ON A NETWORK OF MORE THAN 550 DELEGATES

The delegates of the Defender of Rights are present throughout mainland France, as well as in the overseas departments and regions. They hold clinics at **more than 870 centres**, including prisons.

They receive anybody experiencing difficulties in the full enjoyment of their rights and deal directly with a large number of claims. They listen, support, advise and guide people in their efforts, helping them to assert their rights. They are also responsible for handling individual claims, in the form of amicable settlements and, when amicable settlement fails or proves impossible, for forwarding the file to the head office in Paris.

**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.