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## UPHOLDING YOUR RIGHTS

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## 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.

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"I WASN'T HIRED BECAUSE OF MY APPEARANCE."

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

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"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

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

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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**

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## 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.

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

# MEET WITH A DEFENDER OF RIGHTS DELEGATE

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## 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.

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## 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**.

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

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SEE THE LIST OF CLINICS:

[defenseurdesdroits.fr](https://defenseurdesdroits.fr)

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

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### CONTACT THE DEFENDER OF RIGHTS FREE OF CHARGE

#### ★ THROUGH THE DELEGATES

Online at [defenseurdesdroits.fr](https://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](https://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.