



In the eyes of the law, we are all equal

Défenseurdesdroits
— RÉPUBLIQUE FRANÇAISE —

DEFENDING THE RIGHTS OF USERS OF PUBLIC SERVICES

Throughout life, individuals are received and supported by public services. Sometimes, the complexity and opacity of the system prevent users of public services from fully benefiting from their rights.

The Defender of Rights helps people to better assert their rights and guides them through the process, in particular through its delegates.

It intervenes to defend the fundamental rights of users, when the steps they have previously taken to assert their rights or challenge a decision have not been successful.

WHICH PUBLIC SERVICES ARE INVOLVED?

- **State departments:** ministries, prefectures, regional or departmental directorates, education authorities, regional health agencies, schools, etc.;
- **Services of local authorities:** town halls, departmental councils, regional councils, etc.;
- **Private bodies** charged with a public service mission: Caisse d'Allocations Famille (CAF), primary health insurance funds (CPAM), employment centre, Régime social des indépendants (RSI), Caisse nationale d'assurance vieillesse (CNAV), etc.;
- **Other public services:** public establishments, health establishments, departmental homes for disabled people (MDPH), energy suppliers (Engie, GRDF, ENEDIS, etc.) and water boards, public transport companies (SNCF, RATP, etc.) for non-commercial aspects.

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“MY APPLICATION FOR APL* HAS BEEN BLOCKED BY THE CAF.”

** Aide personnalisée au logement (HOUSING BENEFIT)*

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“I WAS DENIED ACCESS TO MY LATE MOTHER’S MEDICAL RECORDS.”

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“THE EMPLOYMENT CENTRE SUSPENDED MY BENEFITS EVEN
THOUGH I HAD UPDATED MY SITUATION ONLINE.”

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 45% OF THE CLAIMS RECEIVED ON PUBLIC
SERVICES CONCERN THREATS TO SOCIAL RIGHTS
AND ACCESS TO THEM**

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
YOU HAVE TO SAY**



**GUIDE YOU THROUGH
THE PROCESS**



**HELP YOU ASSERT
YOUR RIGHTS**



**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.