# National Standard

| Country | Detention Issues | Key provision | Legal Instrument | NPM Recommendation | NPM Recommendation year | NPM report URL |
|---|---|---|---|---|---|---|
| Czechia | Complaints | Detainees can turn to state authorities and international organisations with their complaints in the case of a breach of their rights. | Act No. 169/1999 Coll., on the Execution of the Punishment of the Deprivation of Liberty (zákon o výkonu trestu odnětí svobody) | Findings from visits<br>In one of the prisons visited, the complaints boxes were located in the corridors, so that the accused could only access them when being directed to outings or activities.<br>In another prison visited, the complaint boxes were located on each floor near the staircase and were separated by bars from the area where the accused could move around.<br>In another prison visited, there was only one complaint box in the detention section, next to the door of the office of the Deputy Head of the Detention and Sentencing Department; thus, the accused's access to the box was severely restricted.<br>In three prisons visited, the boxes did not indicate who collects them (who collects the complaints). […]<br>Recommendation:<br>Add information on the complaint boxes indicating who collects the complaints. Place a grievance box in each ward. | 2022 | https://eso.ochrance.cz/Nalezene/Edit/10920 |

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| Czechia | Complaints | Detainees can contact the Ombudsperson and initiate an inspection. The Ombudsperson may propose remedial measures (which in this context mainly involve the review of a decision, act, or procedure of the authorities, the initiation of disciplinary procedures, and the provision of damages). | Act. No. 349/1999 Coll., on the Public Defender of Rights (zákon o veřejném ochránci práv) | Findings from visits<br>In one of the prisons visited, the complaints boxes were located in the corridors, so that the accused could only access them when being directed to outings or activities.<br>In another prison visited, the complaint boxes were located on each floor near the staircase and were separated by bars from the area where the accused could move around.<br>In another prison visited, there was only one complaint box in the detention section, next to the door of the office of the Deputy Head of the Detention and Sentencing Department; thus, the accused's access to the box was severely restricted.<br>In three prisons visited, the boxes did not indicate who collects them (who collects the complaints). [...]<br>Recommendation:<br>Add information on the complaint boxes indicating who collects the complaints. Place a grievance box in each ward. | 2022 | https://eso.ochrance.cz/Nalezene/Edit/10920 |

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| Czechia | Complaints | Detainees have the right to legal assistance from a lawyer, who is entitled, within the limits of his or her authority, to correspond with the detainee and to speak to him or her without the presence of a third party. This right of the detainee has to be ensured within 24 hours of receipt of the request. The Prison Service cannot inspect the content of correspondence between a detainee and his/her attorney. | Act No. 169/1999 Coll., on the Execution of the Punishment of the Deprivation of Liberty (zákon o výkonu trestu odnětí svobody) | Findings from visits<br>In one of the prisons visited, the complaints boxes were located in the corridors, so that the accused could only access them when being directed to outings or activities.<br>In another prison visited, the complaint boxes were located on each floor near the staircase and were separated by bars from the area where the accused could move around.<br>In another prison visited, there was only one complaint box in the detention section, next to the door of the office of the Deputy Head of the Detention and Sentencing Department; thus, the accused's access to the box was severely restricted.<br>In three prisons visited, the boxes did not indicate who collects them (who collects the complaints). [...]<br>Recommendation:<br>Add information on the complaint boxes indicating who collects the complaints. Place a grievance box in each ward. | 2022 | https://eso.ochrance.cz/Nalezene/Edit/10920 |

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http://fra.europa.eu/en/databases/criminal-detention/

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