

## ANNEX

### FURTHER INFORMATION ON FUNDAMENTAL RIGHTS AND PROTECTION MECHANISMS

Although we do not have the power to deal with your individual complaint, below is information on other bodies that may be able to help you or procedures that may be open to you.

In addition to the list of bodies given below you may wish to consult the web pages of the European Commission, which give advice specifically relating to the EU's legislation on non-discrimination:

- 'What you should know about anti-discrimination legislation: Frequently asked questions':  
<http://ec.europa.eu/social/BlobServlet?docId=1713&langId=en> (English)  
<http://ec.europa.eu/social/BlobServlet?docId=1713&langId=fr> (French)  
<http://ec.europa.eu/social/BlobServlet?docId=1713&langId=de> (German)
- 'What you can do if you have suffered discrimination: Guidance for victims':  
<http://ec.europa.eu/social/BlobServlet?docId=1712&langId=en> (English)  
<http://ec.europa.eu/social/BlobServlet?docId=1712&langId=fr> (French)  
<http://ec.europa.eu/social/BlobServlet?docId=1712&langId=de> (German)

Any more general queries about EU matters may be directed to the Europe Direct response service by calling the toll-free number **00 800 6 7 8 9 10 11**, from anywhere in the EU, or through their website: <http://europa.eu/europedirect/>.

### NATIONAL COMPLAINTS MECHANISMS

Where possible you should always begin your complaint at the national level. Your Member State has set up the following bodies specialised to give information on non-discrimination and/or fundamental rights issues. It may be possible that this body has the power to decide on individual complaints, but you should check this with the body itself.

#### **OFFICE OF THE EQUAL OPPORTUNITIES OMBUDSPERSON (LYGIŲ GALIMYBIŲ KONTROLIERIAUS TARNYBA)**

Šeimyniškių 1A,  
09312 Vilnius, LITHUANIA  
Tel: (+370) 5 261 2787  
Fax: (+370) 5 261 2725  
E-mail: [mvlgk@lrs.lt](mailto:mvlgk@lrs.lt)  
Website: <http://www.lygybe.lt/>

**OMBUDSPERSON FOR CHILDREN/Lietuvos Respublikos vaiko teisių apsaugos  
kontrolieriaus įstaiga**

Plačioji str. 10

01308 Vilnius, Lithuania

Tel/Fax: + 370 (8 5) 210 7176

Phone line for children: +370 8 800 01230

Email: [vaikams@lrs.lt](mailto:vaikams@lrs.lt)

Website: <http://vaikams.lrs.lt>

Other associations or organisations probably also exist at the national level that can offer you further support and information on making a complaint. Information on these should be available at the national level. In particular you should be aware that the following might exist:

- Local advice or legal support agencies, facilitating access for victims of rights violations to the legal system;
- Trade unions or professional associations, representing the interests and well-being of their members;
- Confidential ‘help-lines’, advising individuals how to take action;
- Non-Governmental Organisations, giving out information and supporting court cases or complaints on behalf of those alleging violations of their rights.

**NON-GOVERNMENTAL ORGANISATIONS**

There are many NGOs operating at the national and European level. While most NGOs do not deal directly with individual complaints they are a valuable source of information and contacts for those experiencing discrimination on different grounds, or other alleged violations of fundamental rights. If you are searching for an NGO working on an area relevant to you a useful starting point is the Commission-funded Platform of European Social NGOs (Social Platform). The Social Platform represents NGOs covering a wide range of social issues at the local, regional, national, and EU levels. Below are examples of NGOs dealing with different types of discrimination:

- Issues related to ageism are tackled by **AGE** (European Older People’s Platform) - website: <http://www.age-platform.org/>;
- Prejudice on the basis of sexual orientation is addressed by **ILGA Europe** (International Lesbian and Gay Association) – <http://www.ilga-europe.org/>;
- **ENAR** (European Network Against Racism) deals with racism and xenophobia - <http://www.enar-eu.org/>;
- **EDF** (European Disability Forum) advocates for the rights of the disabled - <http://www.edf-feph.org/>.

- **European Women's Lobby** dealing with discrimination against women - <http://www.womenlobby.org/>.

In addition to the NGOs mentioned above the Social Platform lists NGO members covering other themes such as children's rights, access to health care and education. A list of their members and the issues they cover can be found on their web page: <http://www.socialplatform.org/>. If you find an NGO that deals with the issue that relates to your complaint, you may be able to access information on their website that lists who their members are in your Member State.

### **COMPLAINTS MECHANISMS AT THE E.U.**

Where you feel that your rights have been infringed by a Member State or by the E.U. institutions you wish to contact one of the following bodies. Note that these web pages may appear initially in English. However, there is usually an option on the page to choose a different language:

- The European Parliament's Committee on Petitions:  
<http://www.europarl.europa.eu/parliament/public/staticDisplay.do?id=49>.

This is available to EU citizens and those people resident in an EU Member State. You may make a complaint that is related to an issue of EU interest or responsibility.

- The Ombudsman of the European Parliament:  
<http://www.ombudsman.europa.eu/atyourservice/ataglance.faces>.

This is available to EU citizens and those people resident in an EU Member State. You may make a complaint relating to poor or bad administration by a body of the EU.

- The European Commission:  
[http://ec.europa.eu/community\\_law/your\\_rights/your\\_rights\\_forms\\_en.htm](http://ec.europa.eu/community_law/your_rights/your_rights_forms_en.htm).

This is available to anyone who wishes to complain to the Commission that a member State has failed to comply with EU law.

### **EUROPEAN AND INTERNATIONAL HUMAN RIGHTS ORGANISATIONS**

You may also wish to consult the web pages of the Council of Europe or the United Nations. Some of the bodies listed below have power to deal with individual complaints, while others may be able to offer you with information. More details are available through the web links. Do note that for some of these bodies you will need to satisfy certain requirements before they are able to deal with a complaint, in particular the

European Court of Human Rights and the UN's treaty bodies. The most significant of these is the obligation to attempt to resolve your complaint through mechanisms available at the national level (otherwise known as 'exhausting' your 'local remedies').

### **Council of Europe bodies –**

European Court of Human Rights:

<http://www.echr.coe.int/Pages/home.aspx?p=press/factsheets&c> (English)

<http://www.echr.coe.int/Pages/home.aspx?p=press/factsheets&c&c=fra> (French)

European Social Charter and the Committee of Social Rights:

[http://www.coe.int/t/dghl/monitoring/socialcharter/default\\_EN.asp](http://www.coe.int/t/dghl/monitoring/socialcharter/default_EN.asp) (English)

[http://www.coe.int/t/dghl/monitoring/socialcharter/default\\_FR.asp](http://www.coe.int/t/dghl/monitoring/socialcharter/default_FR.asp) (French)

Commissioner for Human Rights:

<http://www.coe.int/t/commissioner/> (English)

[http://www.coe.int/t/commissioner/default\\_FR.asp](http://www.coe.int/t/commissioner/default_FR.asp) (French)

Framework Convention for the Protection of National Minorities and the Advisory Committee:

[http://www.coe.int/t/dghl/monitoring/minorities/default\\_en.asp](http://www.coe.int/t/dghl/monitoring/minorities/default_en.asp) (English)

[http://www.coe.int/t/dghl/monitoring/minorities/default\\_FR.asp](http://www.coe.int/t/dghl/monitoring/minorities/default_FR.asp) (French)

European Committee for the Prevention of Torture:

<http://www.cpt.coe.int/en/default.htm> (English)

<http://www.cpt.coe.int/fr/default.htm> (French)

<http://www.cpt.coe.int/en/other-languages.htm> (Other languages)

### **United Nations & international human rights treaty bodies -**

The United Nations has two distinct avenues for individual complaints. The Human Rights Council (which replaced the Commission on Human Rights in 2006) operates 'special procedures' allowing an individual to make a complaint to an independent expert holding a mandate either in a relevant theme or relating to a particular State. The 'special procedures' are available to individuals anywhere in the world in relation to any State, as long as their complaint falls within an established mandate. Information on how to access this procedure may be found via –

<http://www2.ohchr.org/english/bodies/chr/special/communications.htm> (English)

<http://www2.ohchr.org/french/bodies/chr/special/index.htm> (French)

In addition to the 'special procedures' a State that is party to a given UN-sponsored human rights treaty is subject to supervision by the relevant monitoring body. Several treaties provide the possibility of making an individual complaint, as long as the State has given its prior consent. Information on making a complaint to the treaty-bodies may be found via –

<http://www2.ohchr.org/english/bodies/petitions/index.htm>.