



DEPUTY COMMISSIONER FOR FUNDAMENTAL RIGHTS
OMBUDSMAN FOR THE RIGHTS OF NATIONAL MINORITIES

Lodging a complaint with the Minority Ombudsman



The main task of the Minority Ombudsman is to investigate or inquire into cases of maladministration in relation to nationality rights and equal treatment and to initiate specific or general measures to remedy them.



The guide answers the following questions.



WHO
can make a
complaint?



WHAT
should the
complaint
contain?



IN WHAT
form and
where can a
complaint be
submitted ?



Who can make a complaint?

Anyone can lodge a complaint with the Minority Ombudsman, either **on their own behalf or on behalf of a nationality community:**

- because of an act or omission by a **public authority or a public service body** exercising a public or local authority function
- he or she or the members of the group he or she represents has suffered harm in connection with **the exercise of their nationality rights as members of a nationality community or as an individual**, or
- he or she, or the members of the community he or she represents, has been or is at risk of being **discriminated** against on the grounds of their affiliation with a nationality group.

The Minority Ombudsman may not act if the petitioner has not exhausted the administrative remedies available to him or her or if the case is pending before a court or has been the subject of a final court decision

It is important to know that the Minority Ombudsman's proceedings are free of charge for the complainant and under the law, in principle, no one may be retaliated for initiating such proceedings.



What should the complaint contain?

If you submit a complaint in writing, the Minority Ombudsman should be aware of the following in order to open and conduct an effective investigation:

- your name and address and, if you have one, your e-mail address and telephone number;
- which nationality community you belong to;
- the state or local government institution, authority or public service concerned, the time and the circumstances of violation of your rights, and
- the type of violation of rights (discrimination, harassment, segregation, retaliation) you have suffered.

If you are concerned that your complaint may lead to retaliation by the body complained of, you may ask that the Minority Ombudsman does not reveal your name during the procedure.



In what form and where can the complaint be submitted?

E-mail address:	panasz@ajbh.hu
Intelligent form:	https://www.ajbh.hu/en/forduljon-a-biztoshoz
Mail address:	Alapvető Jogok Biztosának Hivatala 1387 Budapest Pf. 40.
Telephone:	(06-1) 475-7100
In person:	
- prior appointment:	(06-1) 475-7100
- opening hours of the complaints office:	monday - thursday: 8:00 - 16:00 friday: 8:00 - 12:00
- address of the complaints office:	1055 Budapest, Falk Miksa utca 9-11.