



HELLENIC REPUBLIC
Ministry of Migration & Asylum

COMPLAINT FORM

General Guidance

Who can submit a complaint?

1. A third-country national may submit a complaint to the Fundamental Rights Officer (FRO) if he/she believes that he/she is directly affected by state actions or omissions and he/she considers that one or more of his/her fundamental rights have been violated due to those actions or omissions, during access to territory and/or reception and/or asylum procedures in Greece.

How do I submit a complaint?

2. Your complaint must be submitted **by name and in writing**. Your complaint will be handled, at a preliminary stage, by the Fundamental Rights Officer (FRO), who acts with autonomy and is independent in the performance of his duties. Using this complaint form will help the FRO to process your complaint more efficiently, but you can also submit a complaint in writing by other means of your choice. At any stage of the procedure, the FRO may request you to submit additional information, documentation or clarification to your complaint. For this reason, it is important that you insert your contact details below.
3. Complaints may be submitted currently in Greek and in English.
4. There is no maximum length for your complaint. However, it is recommended that your complaint **should not exceed 15 pages**.
5. You do not need to go through any other actions before submitting your complaint.
6. If you submit a complaint to the FRO, this does not prevent you from accessing other forms of complaint, such as actions brought before national or European courts.

7. Complaints of incidents brought before judicial or prosecuting authorities shall be closed.
8. You should describe in a concrete, specific and sufficiently substantiated manner **the facts of your complaint, which may constitute violations of fundamental rights.**
9. The submission of your complaint is **free of charge.**

What happens after I submit my complaint?

10. The FRO will treat all complaints **with confidentiality.**
11. Within a reasonable time, the FRO will conduct a preliminary examination of your complaint, refer it, if declared admissible, to the National Transparency Authority or to competent authorities, in accordance with the applicable legislation, and will inform you in writing. The FRO will be kept informed of the examination process of your complaint.
12. If your complaint is declared inadmissible, the FRO will inform you in writing of the reasons for inadmissibility and, if possible, provide you with further options for your complaint.
13. If your complaint is declared inadmissible, the FRO will re-examine it if you submit new evidence.
14. Any change of mailing address, email address or other contact details of the complainant should be notified as soon as possible to the FRO.

1. Information on the complainant

Fields marked with an asterisk (*) are mandatory.

Last name: (*)

First name: (*)

Age over 18 years old: (*) YES NO

Nationality(ies) (if known):

If stateless, please specify the country of habitual residence:

Address for correspondence:

Postcode:

City:

Country:

E-mail: (*)

Telephone (please indicate country and area code):

Other relevant information:

2. Information on the alleged violation(s) of fundamental rights

Please provide information on the alleged violation(s) of fundamental rights including dates, places, a description of any action(s) or omission (s) of the staff involved. Please explain how you consider that these action (s) or omission (s) may constitute violations of your fundamental rights:

a. Date and time of the event(s) (approximately):

b. Location:

In case the exact location is unknown, please provide a detailed description of the location where the event took place:

c. Detailed description of the person(s) against whom your complaint is directed, please indicate, to the best of your knowledge, whether the complaint refers to action(s) or omission(s) performed by (tick all that apply):

- (1) Person(s) wearing a uniform
- (2) Person(s) working for a State authority
- (3) Other persons, such as interpreters, drivers, etc.

Provide information about the person(s) involved (e.g., name, clothing description, language spoken, physical appearance, what job or functions he or she was performing, etc.):

d. Detailed description of the event (s), in a chronological order, if possible. If the alleged violation is still ongoing, please specify:

e. Please provide detailed description of how the event (s) described above has affected you and how you consider that it violates your fundamental rights:

3. Submission of your complaint to other authorities

- a. Have you already submitted your complaint to any prosecuting authority or court (e.g., national, European courts etc.)? Please specify which court and procedure as well as the outcome of the procedure, if known:

Note: Complaints of incidents brought before judicial or prosecuting authorities shall be closed.

- b. Have you submitted your complaint to any other institution (e.g., the Greek Ombudsman, the Greek National Commission for Human Rights, the National Transparency Authority, etc.)? Please specify which institution and the outcome of the procedure, if known:

4. Copies of supporting documents

- a. Please provide **copies** of all available supporting documents related to your complaint.

Examples of these documents could be:

- (1) a copy of your ID, passport or other forms of identification;
- (2) copies of any documentation, pictures, videos, reports, certificates, witness statements or other supporting documents relevant to your complaint;
- (3) if you have submitted your complaint to other institutions or courts, please provide copies of documents related to these procedures (e.g. complaint forms, criminal complaints, pleadings or decisions).

- a. If you cannot provide supporting documentation, please explain the reasons:

Note: Any document or file provided will not be returned to you

5. Personal data protection policy

The legal basis for the processing of your personal data in the context of the examination of your complaint is article 6 (1) (e) GDPR, which allows the processing of personal data when it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

By submitting this complaint, you consent to the processing of your personal data by the Fundamental Rights Officer (FRO) for the preliminary examination of your complaint and explicitly authorize him to share your personal data, where applicable, to the National Transparency Authority or to other competent bodies, in accordance with the applicable legislation, if your complaint is declared admissible.

The FRO will process your personal data in order to act in the performance of his public duties, but in any case, you retain at any time the right to object to the processing of your personal data, however it is clarified that the lawfulness of the processing carried out before the withdrawal of the consent, is not affected. In addition, you have the right to access your data at any time, to have them rectified if they are inaccurate or incomplete, to have them erased or to restrict processing under certain conditions, and to lodge a complaint. For more information related to the Personal data protection policy of the Ministry of Migration and Asylum, see here: <https://migration.gov.gr/en/privacy-policy> .

I hereby consent to the collection and processing of my personal data by the Fundamental Rights Officer and to its transfer to competent authorities, where applicable (please indicate):

YES NO

6. Submission of your complaint

You can submit your complaint and the necessary attachments via:

a. The website of Ministry of Migration and Asylum at:

<https://migration.gov.gr/fro-complaints> .

b. This complaint form, which should be sent, duly completed and signed, by e-mail to:

fro-complaints@migration.gov.gr .

c. Post, by duly completing and signing this complaint form, at the following address:

Fundamental Rights Officer
Ministry of Migration and Asylum
Thivon Avenue 196-198
182 33 Ag. Ioannis Rentis – Nikaia

Kindly write your full name below:

Date:

Complainant:

Signature