

COMPLAINTS PROCESSING PROTOCOL, INTERNATIONAL PROTECTION LEGAL GUIDANCE SERVICE

A form is available for all users of the Legal Guidance Service, on which they can rate the service they have received. Completion of the form is voluntary and anonymous.

If, moreover, you wish to make a complaint, you can do so on the same form. To make a complaint you must provide your personal details and contact information.

The complaint will be studied and the service coordinators will compile a brief report on the service provided and assess the reason for the incident you have recorded.

The report will be sent to the Service Management Office where the information will be expanded, and you will be answered.

If the incidents we are informed of could constitute a human rights' violation, the information will be sent to UNHCR.

An updated list of the complaints received, including their timeline and processing status, will be made available.