

WHEN AND HOW TO CONTACT THE OMBUDSMAN?

This is the sign for the Ombudsman of the Republic of Slovenia.



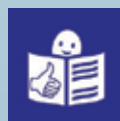
REPUBLIC OF
SLOVENIA



HUMAN
RIGHTS
OMBUDSMAN



Is someone violating your rights?
Is someone violating your fundamental freedoms?
Are you being wronged?
The Ombudsman can help and intervene.
The Ombudsman makes sure that
everyone respects our rights.



Easy-to-read

The Ombudsman protects the human rights
in the country of Slovenia.

We call

this person the Human Rights Ombudsman.

Here you will find out:

- **when to contact the Ombudsman,**
- **when the Ombudsman can help,**
- **when the Ombudsman cannot help,**
- **how to contact the Ombudsman,**
- **how to write a complaint,**
- **how the Ombudsman can help.**

For Slovenia, right now
the Ombudsman is
Peter Svetina.



In public institutions,

sometimes mistakes are made.

Maybe they are doing things incorrectly
or maybe they are not following the law.

We call

that unlawful work.

This is why the Ombudsman monitors their work.

We also call public institutions
public authorities.

Which public institutions does the Ombudsman monitor?

The Ombudsman monitors and investigates the work of:

- the police,
- social work centres,
- municipalities and administrative units,
- schools,
- health centres,
- care homes for the elderly,
- institutions and others.

WHEN TO CONTACT THE OMBUDSMAN?

People have different problems.

The Ombudsman sometimes:

- **intervenes** and
- **helps.**

The Ombudsman makes **a proposal** for something to change.

The Ombudsman **brings attention to the problem.**

The Ombudsman **cannot:**

- solve issues for others,
- intervene when two people are fighting,
- make someone change something.



WHEN CAN THE OMBUDSMAN HELP AND HOW?



WHEN CAN'T THE OMBUDSMAN HELP?



The Ombudsman may not help
in the way that we would like.

The Ombudsman can tell us
who to call for help
to sort things out.

The Ombudsman cannot
put things right instead of those
who caused the problem.

Here are some examples with pictures, for:

- when the Ombudsman can help and how,
- when the Ombudsman cannot help.



WHEN CAN THE OMBUDSMAN HELP?



Children have to wait for the school bus beside a very busy road.

Parents write to the Ombudsman.

The Ombudsman looks into the problem.

The Ombudsman warns the municipality about this problem.

The Ombudsman instructs the municipality to solve this problem.

The municipality provides a bus stop.

Children are now safer on their way to school.

The Ombudsman has ensured the right to safety.



WHEN CAN THE OMBUDSMAN HELP?



A person with a visual impairment receives an income tax assessment decision from the tax office.

The decision is written in such a way that a person with a visual impairment cannot read it.

The person with a visual impairment tries several times to get a decision from the tax office in a form that they can read.

The person with a visual impairment tries really hard but is not successful. The person with a visual impairment writes to the Ombudsman.

The Ombudsman warns the tax office:

People with disabilities have the right to receive decisions in a form

written in a way that is accessible to them.



WHEN CAN THE OMBUDSMAN HELP?



Joseph and Molly got divorced.
Joseph was disappointed.
He was worried
that he would not see the children enough.
Joseph complained
to the centre for social work.
The centre for social work did not reply.
Joseph wrote to the Ombudsman.

The Ombudsman told the centre for social work:

Send a reply to Joseph.

The centre for social work replied to Joseph.



WHEN CAN THE OMBUDSMAN HELP?



Paul was involved in a car accident. He felt that the police officers did not act in a professional manner.

Paul made a complaint to the Ombudsman.

The Ombudsman referred the issue to the Ministry of the Interior.

The police officers were found to have done a poor job.

Several police officers acted in a negligent and wrongful manner.

They also noted that the time for appeal had expired.

The Ombudsman proposed that the police officers apologise to Paul.

The police officers did what the Ombudsman proposed.



WHEN CAN'T THE OMBUDSMAN HELP?



A pear tree grows on the border between two neighbours.

The two neighbours fight because of the pear tree.

The Ombudsman cannot intervene

between two neighbours

who are fighting over a pear tree on the border.

The Ombudsman tells them:

You can resolve the dispute in another way.

You can talk.

Or go to court.

A pear tree should not be a reason to fight.



WHEN CAN'T THE OMBUDSMAN HELP?



A worker and his boss are arguing.

The worker gets fired.

The worker complains to the Ombudsman.

The Ombudsman cannot help.

The Ombudsman informs the worker:

Contact the

Labour Inspectorate of the Republic of Slovenia.

The Inspectorate

can help with this problem.



HOW TO CONTACT THE OMBUDSMAN?

We can write a letter to the Ombudsman.

We call that sending **a complaint**.

We send the complaint to this address:

Ombudsman of the Republic of Slovenia,
Dunajska cesta 56,
1000 Ljubljana.

The Ombudsman also has **offices** at this address.

The Ombudsman also has an **e-mail address**:

info@varuh-rs.si.

We can also call the Ombudsman.

The **toll-free phone number for the Ombudsman**:

080 15 30.

More information can also be found on the **website**:

www.ombudsman.si/en



HOW TO WRITE A COMPLAINT?

The complaint is **written in our native language**.

Slovenian is the native language of Slovenian people.

There are several native languages.

The complaint must be **signed**.

A letter of complaint needs to state:

- who we are – **first name and last name**,
- our **phone number** and **e-mail address**.

We also write:

- **what happened**,
- **when the violation happened**,
- **who committed the violation**.

We need to provide evidence.

Evidence is: a letter, a document,
a decision, an official record.

Anything related to what we are writing about.

It is good to make the complaint as soon as possible.



You can write your complaint
on a blank piece of paper.
You can use the form for help.

The form can be found on the website:

www.ombudsman.si/en

The form is available at the Ombudsman's offices.
At the Ombudsman's offices, you can also get information.
If you want to know more about the Ombudsman
or if you need help, please ask.

Come visit us.

Write to us.

Call us.

We will help you.

We will tell you:

- **how to write a complaint,**
- **what is evidence,**
- **when is the right time
and more.**



HOW CAN THE OMBUDSMAN HELP?

The Ombudsman reads the complaint.

The Ombudsman determines if they can help.

The Ombudsman reads:

- the Constitution and laws,
- international documents and laws.

The Ombudsman obtains all the information.

If necessary, the Ombudsman asks questions.

If necessary, the Ombudsman makes inquiries with the institution that you have described in the complaint.

If necessary,

the Ombudsman makes inquiries with other institutions.

The Ombudsman reviews all the documents.

The Ombudsman produces findings.

The Ombudsman can propose solutions.



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