

# FRONTEX

ENGLISH

## Your right to complain to Frontex



# Your human rights and fundamental freedoms

You have the right to respect for your physical and mental integrity, to be treated with dignity, to asylum and not to be discriminated against. These are among the fundamental rights that are recognised in European law.

You have the right to complain if you believe your fundamental rights have been violated in an activity of Frontex, the European Border and Coast Guard Agency.

The Agency helps Member States of the European Union (EU) control the external borders of the EU. There are many persons involved in those activities, such as officers registering your data when you arrive in the EU, staff taking your fingerprints, interpreters, dog handlers, escorts accompanying returned persons to their country of origin, doctors and cultural mediators. All of these people have to respect your fundamental rights. Otherwise, you can submit a complaint to the Agency.

## Who can submit a complaint?

You can submit a complaint, no matter your age, if you believe that your fundamental rights have been violated by someone involved in an Agency activity.

You can be represented by any other person, lawyer, or organisation, who can file a complaint on your behalf.

You can submit a complaint independent of your administrative situation in Europe (for example, whether you have a valid permit to stay or you are applying for asylum).

If several persons have been affected by the same actions, you can submit a joint complaint.

## **How to submit a complaint?**

You have to submit a complaint in writing and provide your contact details. If you want to use a complaint form, you can find one in various languages on the Agency's website. You can also send a complaint by e-mail or letter.

Please describe how your rights have been violated, which ones, and where the violation took place. You can send additional material about your complaint at any time. The Agency can also contact you for further information.

You can send your complaint online, by e-mail or letter:

### **Website:**

<https://frontex.europa.eu/fundamental-rights/complaints-mechanism/>

**E-mail:**

complaints@frontex.europa.eu

**Postal address:**

Frontex - European Border and Coast Guard Agency  
Fundamental Rights Officer  
Plac Europejski 6  
00-844 Warsaw  
Poland

## **How does the complaints procedure work?**

The Fundamental Rights Officer of the Agency will study your complaint and decide whether it can be handled. Otherwise, you will be informed, whenever possible, about other options for your complaint.

There are specific criteria for admitting complaints. You can find them in the Agency's rules on the complaints mechanism on the Agency's website.

If your complaint can be processed, it will be sent to the Executive Director of the Agency. If staff from an EU Member State are involved in your case, the complaint will also be sent to the authorities of that Member State. These authorities will be responsible for providing the findings

and reporting back to the Fundamental Rights Officer, who will then inform you about the results of your case.

The time needed to process a complaint may vary, depending on the case. However, the Agency is committed to effectively handling and following up on your complaint.

Your personal information (name, contact details, etc.) will be shared with the competent authorities, but only with your consent, and will not be processed for any purpose other than the investigation of your complaint.

You can also address your case at the same time to other institutions, such as national courts, which may also help to protect your rights.

# FRONTEX

Plac Europejski 6  
00-844 Warsaw, Poland  
T +48 22 205 95 00  
F +48 22 205 95 01

[frontex@frontex.europa.eu](mailto:frontex@frontex.europa.eu)  
[www.frontex.europa.eu](http://www.frontex.europa.eu)

© European Border and Coast Guard Agency (Frontex), 2023



Publications Office  
of the European Union



FPI 23.0269

PDF  
TT-08-23-011-EN-N  
ISBN 978-92-9467-568-2  
doi:10.2819/562791