

- information to us. Criminal liability shall be envisaged for it.

- Questioning or taking an explanation from us shall be prohibited; we shall be prohibited from providing the documentation at our disposal for familiarization without the Defender's written consent.

LODGING A COMPLAINT WITH THE DEFENDER

- Everybody, including refugees, asylum seekers and stateless persons can apply to the Defender.

- A complaint to the Defender shall be lodged in writing or orally.

- Written complaints can be submitted to the Staff of the Defender in person, sent by post or lodged online.

- No specific form is prescribed for the complaint but it must include the applicant's name and surname, information on alleged violation of human rights as well as, if available, documents necessary for clarifying and deciding the case.

- The complaint must also be dated and signed.

- The complaints lodged with the Defender shall not be subject to verification or censorship.

- Complaints must be sent to the Defender immediately after being received by competent authorities or organisations, no later than within 24 hours.

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HUMAN RIGHTS DEFENDER'S SUPPORT

**UNDER THE MANDATE OF THE
NATIONAL PREVENTIVE MECHANISM**

HUMAN RIGHTS DEFENDER AS NATIONAL PREVENTIVE MECHANISM

- The RA Human Rights Defender shall be entrusted with the mandate of the National Preventive Mechanism provided for by the Optional Protocol to the 1984 UN Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment;
- The Human Rights Defender in the capacity of the National Preventive Mechanism shall exercise his or her powers through the Department for the Prevention of Torture and Ill-Treatment as well as independent experts.
- Lawyers, a psychologist, sociologist and doctors, including a psychiatrist, shall be engaged in those works.

WHAT CAN WE DO?

- Make regular as well as adhoc visits to places of deprivation of liberty for the purpose of preventing ill-treatment and we shall not be obliged to inform the institution in advance of the time and purpose of the visits;
- Visit in a confidential and unimpeded manner persons held in places of deprivation of liberty and have private conversations with them;

- Nobody shall be entitled to wiretap or intervene in the private conversations;
- where necessary, engage an interpreter, use technical means;
- Submit recommendations to competent authorities and organisations for the purpose of preventing ill-treatment as well as improving the conditions of detention at any place of deprivation of liberty;
- get familiar with any documents on the spot and obtain the copies of those documents.

WE CAN VISIT IN AN UNIMPEDED MANNER

- Places for holding arrestees and detainees;
- Penitentiary institutions;
- Psychiatric organisations;
- Garrison disciplinary isolators;
- Vehicles for transporting persons deprived of liberty;
- Any other place which a person may not freely leave without a relevant decision or permission.

HOW DO WE PERFORM OUR WORK?

- The outcomes of the National Preventive Mechanism's activities shall contribute to solving the issues raised by persons deprived of liberty and identified by us;
- As a result of discussing individual cases we take decisions on the availability of violation of human rights and freedoms and make recommendations on solving them;
- We make conclusions on draft normative legal acts relating to human rights and freedoms;
- We submit applications and special opinions to the Constitutional Court;
- We conduct trainings of officers employed by places of deprivation of liberty;
- We present the conducted studies and identified issues in an annual report sent to the National Assembly as well as introduce them to the public;
- We publish special reports or messages ensuring consistent supervision over those issues as well as over the elimination and solution of the raised problems.

GUARANTEES FOR OUR ACTIVITIES

No state authority, official or person shall have the right to threaten and exert pressure on persons deprived of liberty for meeting and speaking with us, applying or providing