**WHAT IS A COMPLAINT AND HOW TO LODGE IT**

A complaint is an instrument that gives you the possibility to have a request processed on issues related to the conditions of detention or to report violations of rights during your stay in an Immigration Removal Centre (‘CPR’). Some of the rights of admitted migrants can be also found in the "Charter of the Rights and Duties of Aliens" which is delivered upon arrival at the Centre.

It is possible to lodge a complaint to the National Guarantor for the Rights of Persons Deprived of Liberty or to other concerned local Guarantors (the list of Guarantors, complete with postal and e-mail addresses, can be found here below).

The Guarantors are independent public authorities that protect the rights of detained persons and have supervision over any treatment violating their dignity and not respectful of their person.

The Guarantors’ remit is to examine any complaint and to inform the responsible administrations of the issues raised, in order to give possible solutions.

You can lodge your complaint **orally or in writing** in Italian or in the communicative languages, English or French. Or else, it can be submitted, in this case only in written form, via a lawyer, a trusted person or associations and bodies for the protection of rights.

The complaint remains confidential and does not have negative consequences for the person submitting it.

A **written complaint** can be

* handed over, in a sealed envelope, to the staff of the Managing Body of the ‘CPR’ who will send it to the Guarantor indicated on the envelope.
* left in the complaint box located in the ‘CPR’, if present. The box can only be opened by the Guarantors or by persons authorized by the Guarantors.
* sent to the address of the National Guarantor or to that of the local Guarantor.
* sent by e-mail to the address of the National Guarantor or of the local Guarantor.

The **oral complaint** can be addressed to the National Guarantor or other local Guarantors in the occasion of their visit to the ‘CPR’, at the counselling desk on the rights of migrants organized by the local Guarantors, if present in the ‘CPR’, or to persons delegated by the Guarantors.

On the following pages, you will find a standard complaint form - also available in English and French - which is recommended but not mandatory to use. You can also write your complaint on a blank piece of paper. It will go through the same process so far described.

**COMPLAINTS CAN BE SENT TO THE FOLLOWING ADDRESSES**

|  |  |  |  |
| --- | --- | --- | --- |
| **DETENTION PLACE** | **AUTHORITY** | **POSTAL ADDRESS** | **E-MAIL** |
| **FOR ALL ‘CPRs’** | **NATIONAL GUARANTOR** | via di San Francesco di Sales, 34 – 00165 Roma | [migranti@garantenpl.it](mailto:migranti@garantenpl.it) |
| ‘CPR’ BARI | REGIONAL GUARANTOR | via Gentile, 52 – 70126 Bari | [garanteliberta@consiglio.puglia.it](mailto:garanteliberta@consiglio.puglia.it) |
| ‘CPR’ BRINDISI | REGIONAL GUARANTOR | via Gentile, 52 – 70126 Bari | [garanteliberta@consiglio.puglia.it](mailto:garanteliberta@consiglio.puglia.it) |
| PROVINCE  GUARANTOR | via De Leo, 3 – 72100 Brindisi | [genico23@gmail.com](mailto:genico23@gmail.com) |
| ‘CPR’ CALTANISSETTA | REGIONAL GUARANTOR |  |  |
| ‘CPR’ GRADISCA D’ISONZO | REGIONAL GUARANTOR | piazza Oberdan, 6 – 34133 Trieste | [garantefvg@regione.fvg.it](mailto:garantefvg@regione.fvg.it) |
| CITY GUARANTOR | via M. Ciotti, 49 – 34072 Gradisca d’Isonzo | [corbattoprotetto@gmail.com](mailto:corbattoprotetto@gmail.com) |
| ‘CPR’ MACOMER\* |  |  |  |
| ‘CPR’ MILANO\* |  |  |  |
| ‘CPR’ PALAZZO SAN GERVASIO\* |  |  |  |
| ‘CPR’ ROMA | REGIONAL GUARANTOR | via della Pisana, 1301 – 00163 Roma | [info@garantedetenutilazio.it](mailto:info@garantedetenutilazio.it) |
| CITY GUARANTOR | via della Mercede, 52 – 00187 Roma | [garante.detenuti@comune.roma.it](mailto:garante.detenuti@comune.roma.it) |
| ‘CPR’ TORINO | REGIONAL GUARANTOR | via Alfieri, 15 – 10121 Torino | [garante.detenuti@cr.piemonte.it](mailto:garante.detenuti@cr.piemonte.it) |
| CITY GUARANTOR | piazza Palazzo di Città, 1 – 10121 Torino | [ufficio.garante@comune.torino.it](mailto:ufficio.garante@comune.torino.it) |
| ‘CPR’ TRAPANI\* |  |  |  |

\* Please submit your complaint to the National Guarantor.

**COMPLAINT FORM (Article 14, paragraph 2 bis of the Consolidated Immigration Law)**

To the Guarantor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, the undersigned \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (first name and surname), born in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, nationality \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, with residence in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (complete with main residential address or place of habitual dwelling), currently held at the ‘CPR’ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, since \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (day of arrival to the ‘CPR’), and held / not held in the Centre as asylum seeker,

**DECLARE and/or ASK:**

*(Provide as detailed a description as possible of the problem(s) to be reported and/or any other request)*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any formal communication sent in response to my complaint must be mailed to this address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (postal address and/or e-mail address).

I authorize the processing of my personal data pursuant to Legislative Decree No. 196 of 30 June 2003 and art. 13 of the General Data Protection Regulation (EU Regulation 2016/679) for the purpose of dealing with this complaint.

Date,

Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

List of attached documents:

**COMPLAINT FORM (Article 14, paragraph 2 bis of the Consolidated Immigration Law)**

*(to be used if the complaint is not presented directly by the detained person)*

To the Guarantor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, the undersigned \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (first name and surname), born in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, with residence in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (complete with main residential address or place of habitual dwelling),

**SUBMIT A COMPLAINT REPRESENTING**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (first name and surname), born in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, nationality \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, with residence in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (complete with main residential address or place of habitual dwelling of the detained migrant you represent), currently held at the ‘‘CPR’’\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, since \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (day of arrival at the ‘‘CPR’’ of the person for whom you are filing the complaint), and held/ not held as an asylum seeker,

N.B.: please, attach to the form the consent of the complainant indicating you as representing his/her interests. In case it is impossible to enclose such a documentation, the undersigned shall provide adequate reasons and specify the ways in which the consent has been acquired, possibly also verbally: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**DECLARE and/or ASK:**

*(provide as detailed a description as possible of the problem(s) to be reported and/or any requests)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any formal communication sent in response to the lodged complaint can be mailed to this address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (postal address and/or e-mail address).

I authorize the processing of my personal data pursuant to Legislative Decree No. 196 of 30 June 2003 and art. 13 of the General Data Protection Regulation (EU Regulation 2016/679) for the purpose of dealing with this complaint.

Date,

Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

List of attached documents: