



HELLENIC REPUBLIC
Ministry of Migration & Asylum
Fundamental Rights Officer

**Fundamental Rights
Officer**

COMPLAINTS MECHANISM

REFERENCE PERIOD: 26/09/2023 – 26/09/2025



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In which framework has the institution of the Fundamental Rights Officer been established?

- The position of Fundamental Rights Officer at the Ministry of Migration and Asylum was established by Law 4960/2022.
- One of the main responsibilities of the Fundamental Rights Officer at the Ministry of Migration and Asylum is to collect and conduct preliminary assessment of complaints for alleged violations of fundamental rights of third-country nationals during access to territory, reception and international protection procedures, and to transfer these complaints to the National Transparency Authority or competent bodies, as appropriate, in accordance with the legislation in force.
- The Officer acts autonomously and independently in the performance of the assigned duties.
- The appointment of the Officer is a tangible proof of Greece's commitment to respecting and promoting fundamental rights.
- Greece is the only country in the European Union that has established at a national level the institution of the Fundamental Rights Officer.
- To assist and provide administrative support to the Officer in the exercise of the assigned duties, an Independent Office of the Fundamental Rights Officer has been established, subordinate to the Minister of Migration and Asylum (P.D. 20/2023).
- The Officer is member of the Special Committee on Fundamental Rights Compliance at the Ministry of Migration and Asylum, which was established by Law 4960/2022, with the responsibility to monitor the procedures and the implementation of national, EU, and international legislation, in the areas of border protection and granting of international protection.





How does the Complaints Mechanism function?

When did it start operating?

- The Complaints Mechanism became fully operational on September 26, 2023, regarding incidents that took place from that date and onwards.

What does it concern?

- The Complaints Mechanism is available to third-country nationals who consider that they are directly affected by actions or omissions of a public authority and that one or more of their fundamental rights have been violated during access to territory, reception and/or the international protection procedure.
- The Complaints Mechanism is addressed only to asylum seekers/applicants for international protection, not to Greek citizens, EU citizens or legal residents in Greece.
- Violations of third-country nationals' fundamental rights must relate to incidents or situations that occur within the Greek territory during access to territory, and/or reception, and/or procedures for granting international protection.

How do you file a complaint?

- Standardized forms are available in Greek and English for filing the complaint and providing information about the alleged fundamental rights violations.
- By filling in the specific fields of the form, information on the complainants' personal data, detailed description of the incidents and the people involved, as well as any possible connection with fundamental rights violations must be provided.

Complaints are submitted in three ways:

- by completing the complaint form online and directly on the website of the Ministry of Migration and Asylum.
- by downloading the file and submitting it by email to fro-complaints@migration.gov.gr
- by completing the file, printing it, and mailing it to the following address:
Fundamental Rights Officer
Ministry of Migration and Asylum
196-198 Thivon Avenue
182 33 Agios Ioannis Rentis – Nikaia

Where are the complaint forms available?

- The complaint forms are available on the website of the Ministry of Migration and Asylum, <https://migration.gov.gr/fro-complaint-mechanism/> and on websites of the Ministry of Citizen Protection and the Ministry of Maritime Affairs and Insular Policy.

What is the procedure for assessing and transferring the complaints?

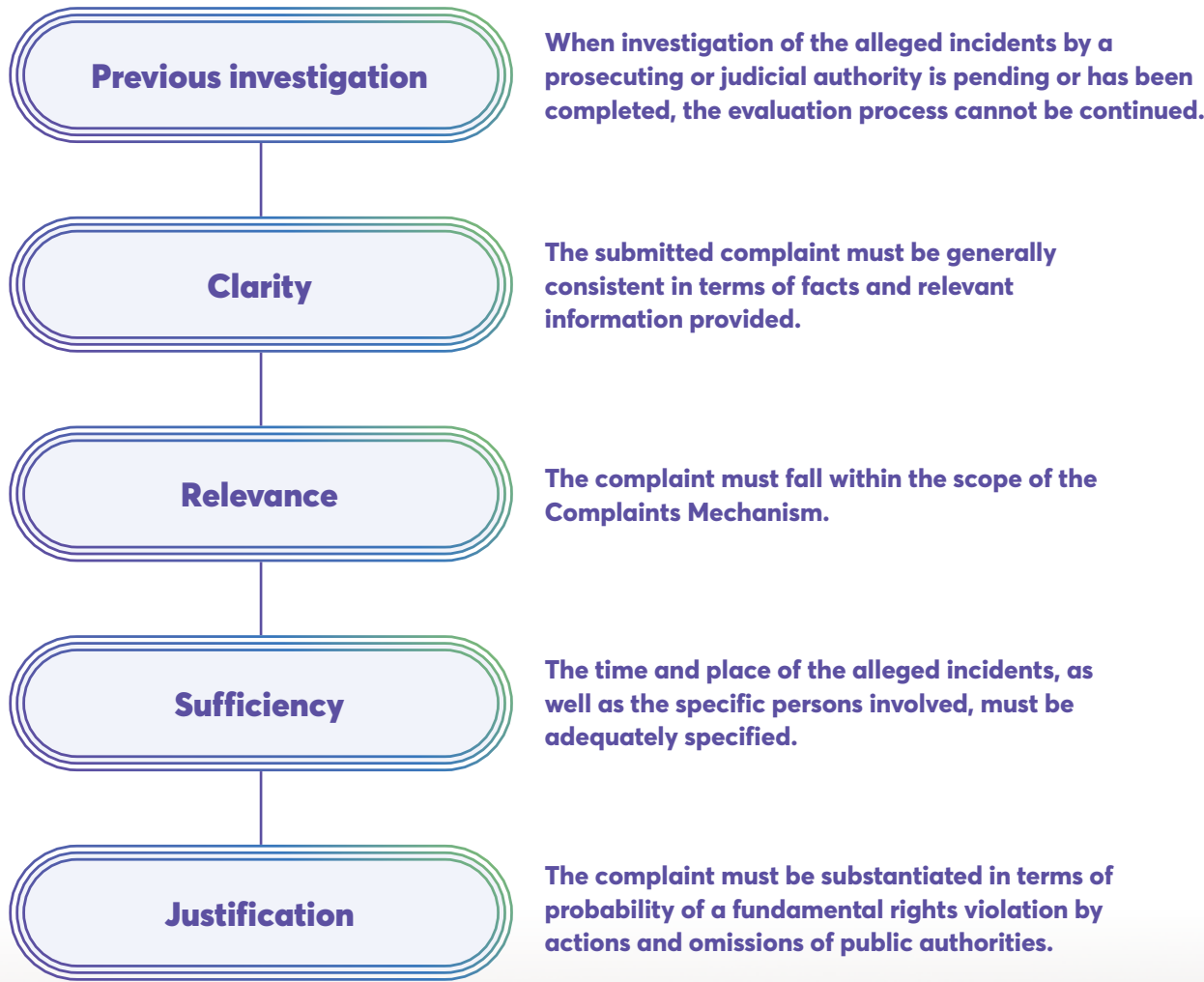
- The Fundamental Rights Officer examines the received complaints in full confidentiality.
- A complaints management and assessment Handbook has been drafted to draw up the procedure for receiving and registering complaints on alleged violations of fundamental rights, assessing them and thereafter transferring them in an objective and impartial way.
- Flow charts of procedures which schematically depict the procedural stages and the order of evaluation criteria applied, as well as a standardized checklist of external control and evaluation criteria appear as annexes to the Handbook. By completing the checklist, it can be gradually verified if the evaluation criteria leading to admissibility of the complaint are cumulatively fulfilled.
- An external formalities check is carried out, at first stage, during which the prerequisites of a complaint in writing, as signed and with the explicit consent of the complainant to the processing of personal data, must be met.
- Following the external formalities check, it must be ascertained that no previous investigation by a prosecuting or judicial authority is pending or has been completed. When found that such an investigation is pending or has been completed, the complaint is placed on file. Where this is not the case, the assessment process continues with the admissibility check of the complaint.
- For a complaint to be deemed admissible, it must meet all criteria of clarity, relevance, sufficiency and justification.
- Furthermore, the time and place of the alleged incidents must be adequately specified, as well as the persons that were involved.
- The complaint must be sufficiently substantiated. Documents and other evidence submitted in support of the complaint are taken into consideration.
- A reasoned conclusion is drafted after assessment of the complaint setting out the legal framework, a brief history of the events and the legal characterization of the claims and therefore leading to admissibility or not of the complaint. For the complaint to be admissible, there must be probability of violation of the complainant's fundamental rights.
- The Officer transfers the admissible complaints to the National Transparency Authority or to the competent bodies, as appropriate, in accordance with the legislation in force, informs the complainants of the findings of the preliminary assessment and is kept informed of the progress of the complaints.
- If the complaint is deemed inadmissible, it is registered as such, and the complainants are informed of the reasons for its inadmissibility.
- All decisions are documented and justified. The complaint may be re-evaluated if the complainant submits new evidence.
- The Special Committee on Fundamental Rights Compliance at the Ministry of Migration and Asylum is informed by the Fundamental Rights Officer of the complaints submitted through the Complaints Mechanism and ensures that all admissible complaints referring to violations of fundamental rights are thoroughly investigated by the competent authority in each case, in accordance with the applicable legislation.



Flowchart on the Complaints Handling Procedures of the Fundamental Rights Complaints Mechanism:



Assessment criteria of complaints:



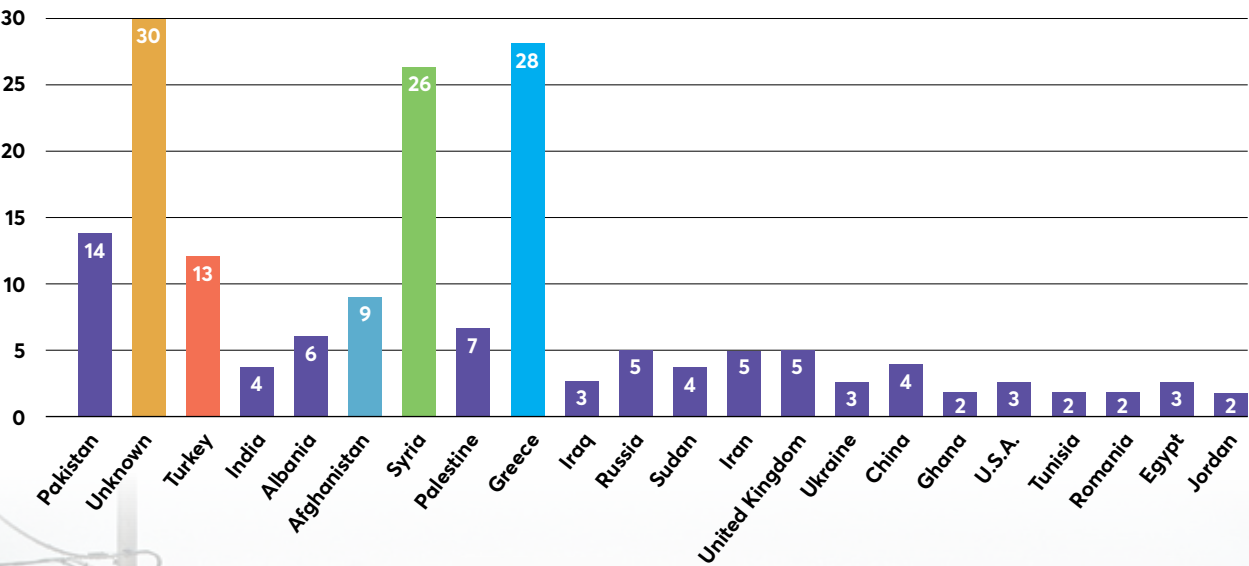


How is the two-year function of the Complaints Mechanism reflected in statistical data?

General Information:

- The number of visits to the Complaints Mechanism website reached up to September 26, 2025, **40,805** visits.
- In the period from 26.09.2023, launch date of the Complaints Mechanism, until 26.09.2025, **two hundred and three (203)** complaints have been submitted.

Nationality of the complainants



As to the complainants' profile based on the information provided in the complaints, two are the main countries of origin, that of Greece **(28)** and Syria **(26)**, representing a quarter of all complaints. Complaints by individuals whose nationality was not specified appear in similar numbers **(30)**. Complainants from Pakistan and Turkey follow, while other nationalities appear as isolated cases

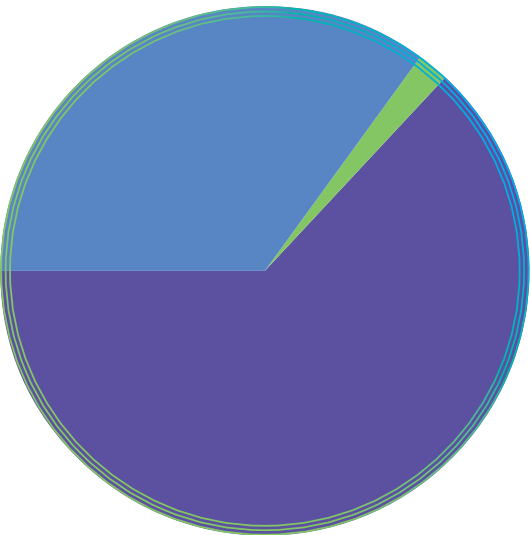
Reported Country of Origin	Number of complaints
Pakistan	14
Unknown	30
Turkey	13
India	4
Albania	6
Afghanistan	9
Syria	26
Palestine	7
Greece	28
Iraq	3
Russia	5
Sudan	4
Iran	5
Tunisia	2
Romania	2
Egypt	3
United Kingdom	5
Ukraine	3
China	4
Ghana	2
U.S.A.	3
Jordan	2



List of countries of origin as isolated cases	
Moldova	Chile
Yemen	Georgia
Cameroon	Lithuania
Germany	Kazakstan
New Zealand	Morrocco
Brazil	Kenya
Spain	Australia
Italy	Cyprus
South Africa	Sierra Leone
Philippines	Bangladesh
Israel	Somalia
Stateless	

Modalities for submitting a complaint

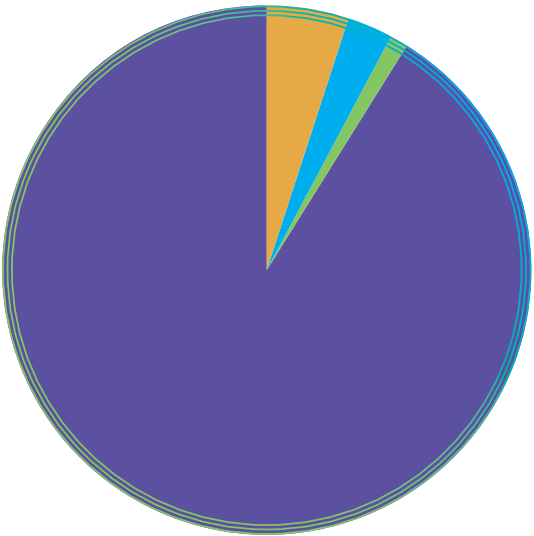
- Sixty-eight (68) complaints were sent by email, one hundred and thirty (130) complaints were delivered by filling in the online form, and five (5) complaints were submitted by sending the complaint form via e-mail.



35% Sending an e-mail message
2% Sending by e-mail the complaint form
63% Filling the online form

Identity of persons filing the complaint

- One hundred and ninety-two (192) complaints were filed by the person concerned, seven (7) complaints by a legal representative, one (1) by a guardian appointed to represent an unaccompanied minor, and three (3) by the complainant's relative.



94,27% The person concerned
3,65% Through a legal representative
1,56% Through a relative
0,52% Through appointed guardian

Breakdown of preliminary assessment results

- Out of the two hundred and three (203) complaints received in total, twenty (20) complaints were transferred, eleven (11) were under preliminary assessment, while the remaining one hundred and seventy-two (172) could not be further transferred.
- Of the one hundred and seventy-two (172) complaints that were not transferred, seventy-eight (78) did not meet the external formal criteria for submitting a complaint, such as submission by name, of specific claims, in the available languages, and consent to the processing of personal data. Ninety-three (93) were deemed inadmissible as falling outside the scope of the Complaints Mechanism, whereas one (1) complaint relating to incident that occurred during access to territory had already been subject to public prosecuting and judicial investigation, resulting in its placing on file.

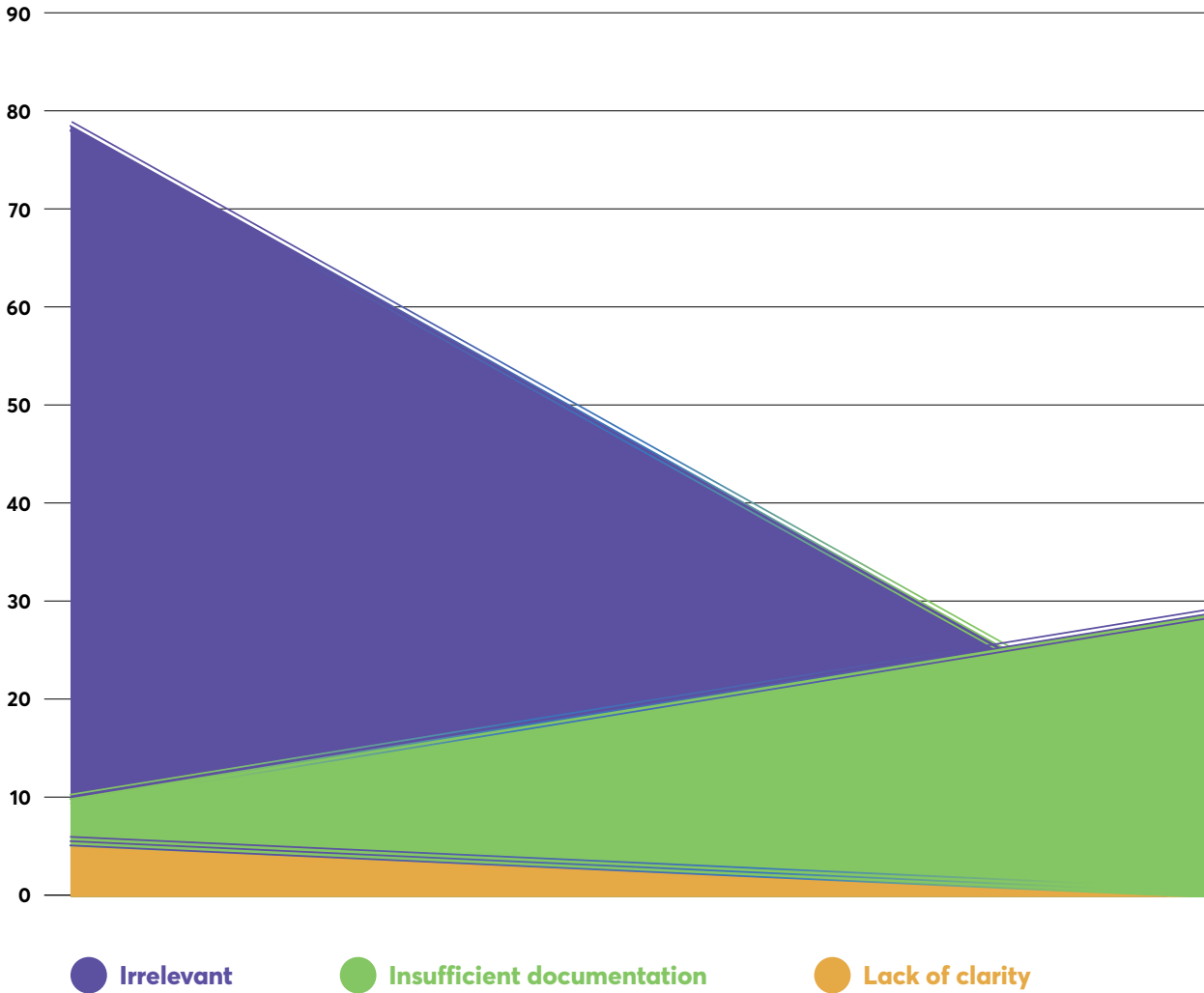
Ratio of transferred complaints

- Ninety-three (93) complaints that met the formal criteria of a complaint were deemed at the second stage of evaluation inadmissible, whereas twenty (20) complaints were deemed admissible and transferred for further examination. **Specifically, these twenty (20) complaints met both the external formal criteria for submitting a complaint**, such as submission by name, existence of claims and consent for the processing of personal data, **as well as the criteria of admissibility**, namely those of clarity, relevance, completeness, and justification.

Ratio of negative responses

- Of the above ninety-three (93) complaints that had the external formalities but were rejected as inadmissible, seventy-eight (78) complaints were deemed irrelevant to the scope of the Complaints Mechanism, as they either referred to Greek citizens, spouses of Greek citizens or others entitled, third persons and persons under legal resident status, the incidents reported had taken place outside Greek territory, concerned other services, or raised issues that did not fall within the field of migration and international protection. Five (5) of the above ninety-three (93) complaints were rejected because of a lack of clarity. Ten (10) complaints were rejected due to insufficient documentation of the complaint on the grounds that the allegations contained in the complaint either did not relate to an action or omission of a public authority, or from the information provided, no connection could be established with possible fundamental rights violation.

Conclusion: It turns out from the above that a **significant proportion of the complaints received did not meet the criteria of the first stage of the external formal review**, while out of those that were deemed complete at this first stage of screening, **their vast majority was not relevant to the scope** of the Complaints Mechanism. It should also be noted that almost all formal complaints that were relevant to the fields of the Complaints Mechanism, were duly transferred, with a few exceptions where no violation of fundamental rights was found.





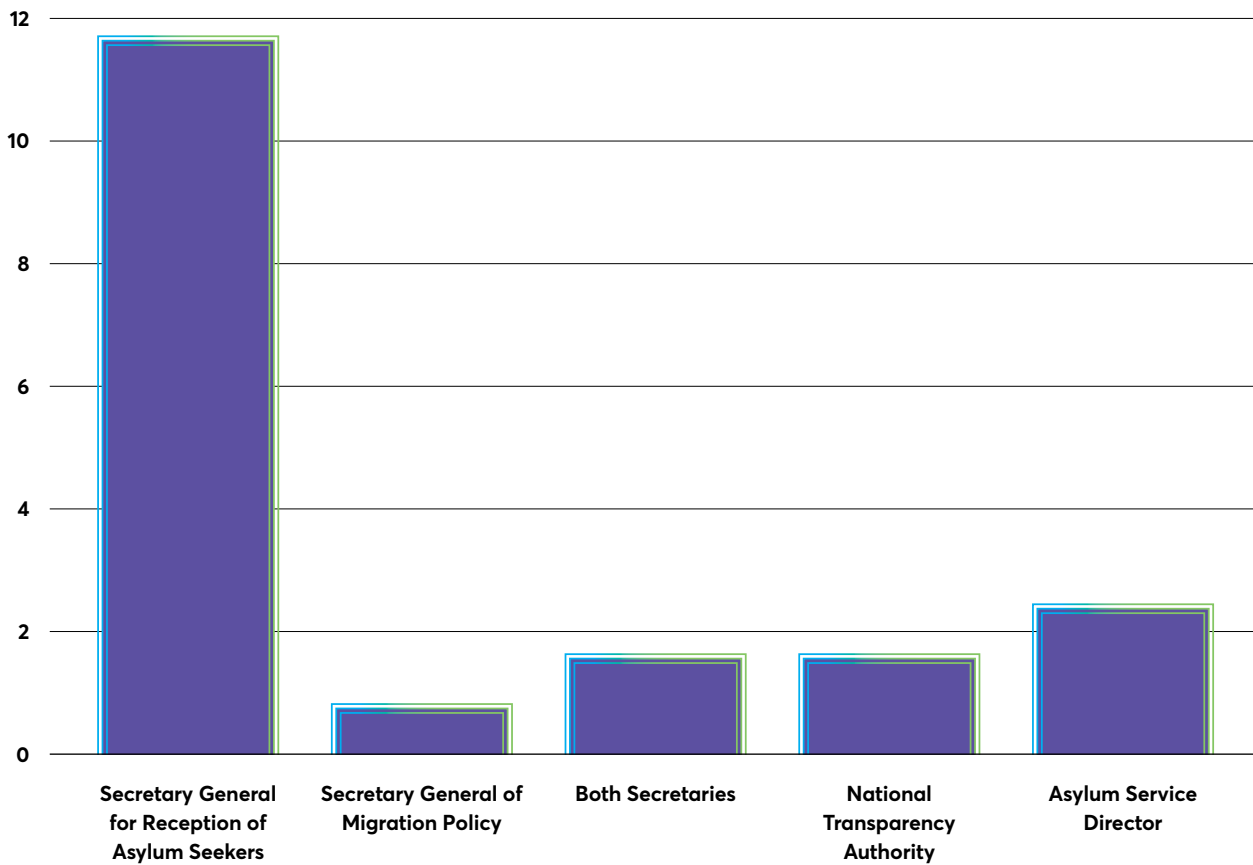
Thematic breakdown of transferred complaints

- Out of the twenty (20) complaints that were transferred, seventeen (17) concerned reception issues and three (3) concerned asylum procedures.



Breakdown of transferred complaints by receiving authority

- Twelve (12) complaints were transferred to the **Secretary General for Reception of Asylum Seekers** for further investigation, as they concerned issues of reception conditions.
- Two (2) complaints were transferred to **both the Secretary General for Reception of Asylum Seekers and the Secretary General of Migration Policy**, as they raised issues concerning reception conditions, implementation, and management of the financial assistance program for applicants seeking international protection.
- One (1) complaint was transferred exclusively to the **Secretary General of Migration Policy** because of the allegations concerning the same management aspects of the above-mentioned program.
- Two (2) complaints were transferred to the **National Transparency Authority (NTA)** concerning issues related to reception conditions.
- Three (3) complaints were addressed to the **Director of the Asylum Service** as they referred to procedures for granting international protection.



Specific thematic field of the admissible and transferred complaints

- The complaints sent to the **NTA** concerned issues related to reception conditions in centers and facilities. More specifically:
 - The first, transferred to the NTA, complaint contained allegations of informal administrative detention.
 - The second complaint that was transferred to NTA, contained allegations concerning provision of material reception conditions for a minor and his adult relative and procedures for appointing a guardian for the daily care of the first.
- The complaints that were addressed solely or equally to the **Secretary General for Reception of Asylum Seekers** concerned the following matters:
 - The first complaint referred to the conditions under which material reception conditions were terminated and questioned whether sufficient medical and psychosocial support services were actually offered to vulnerable persons.
 - The second complaint concerned matters of health care provision to residents and highlighted security problems in the specific reception and identification center.
 - The third complaint concerned matters of adequate health care and specialized medical care for the treatment of medical problems of vulnerable persons as well as issues of ensuring decent living conditions within the facility.
 - The fourth complaint referred to matters of emergency medical care and specialized medical treatment, as well as provision of adequate living conditions for person in serious medical condition.
 - The fifth complaint raised issues of providing adequate technical and logistical support, repair work and cleaning of the facilities as well as adequate food for the residents.
 - The sixth complaint contained allegations relating to the provision of non-food items and financial assistance.



7. In the seventh complaint allegations were made again regarding shortage of non-food items.
 8. The eighth complaint raised issues concerning decent living conditions and, more specifically, addressed the question of whether adequately equipped accommodation was effectively provided while ensuring protection for the private and family life of residents.
 9. By the ninth complaint questions of internal security and safety arose with the aim of preventing criminal offences within the premises of the facility.
 10. In the tenth case, the complaint was transferred due to allegations of a violent eviction from the facility and termination of material reception conditions.
 11. The eleventh complaint contained the main allegation of inadequate food provision.
 12. The following twelfth complaint addressed issues related to allocation to accommodation for resident within the facility.
 13. The thirteenth complaint concerned continued lack of financial assistance as a material reception condition for applicants seeking international protection, causing thereby a significant burden for persons in special reception needs.
 14. The fourteenth in order complaint also concerned faced delays in receiving full financial assistance.
- The complaint, which was transferred to the **Secretary General of Migration Policy**, contained the sole claim of not providing expected financial assistance as part of the material reception conditions for applicants for international protection.

Conclusion: It can be concluded in general that most transferred complaints concerned reception conditions. In particular and after dividing the complaints into multiple and successive pleas, it can be noted that two of them contained allegations of informal administrative detention, two concerned violent interruption of material reception conditions, one concerned procedures for appointing representative of minors, four concerned issues of health care provision, three concerned housing issues, two complaints raised issues of food provision for residents, three referred to internal security and safety matters, two referred to insufficient provision of non-food items, and four to the denial or delay in payment of financial assistance.

- Finally, regarding the subject matter of the three (3) complaints that were transferred to the **Director of the Asylum Service**, the complainants cited problems with the examination process of their applications for international protection, and in particular:

In the first complaint, the complainant contested the way in which he was represented by a member of the Lawyers' Registry, established by the Asylum Service, in the on-appeal examination of his application for international protection.

In the second complaint, the complainant referred to issues relating to the asylum procedure and, specifically, to the prescribed deadlines for timely examination of the application for international protection.

The third complaint contained allegations of the complainant for not being able to fix an appointment in a timely manner and register to apply for international protection.

Conclusion: It results from the above that the issues concerning the procedures for granting international protection related to the respective procedural aspects and not to substance of the case of the applicants.





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