



## WHAT IS THE OMBUDSPERSON'S OFFICE?

The Ombudsperson's Office is there to monitor, defend and protect your fundamental rights when you are interacting with the Kosovo Specialist Chambers (KSC) or the Specialist Prosecutor's Office (SPO).

The Ombudsperson may:

- Receive complaints and examine their admissibility;
- Conduct inquiries into admissible complaints;
- Enter and inspect detention facilities;
- Facilitate mediation and reconciliation, where appropriate;
- Make recommendations to the President of the KSC and the Specialist Prosecutor; and
- Make referrals to the Specialist Chamber of the Constitutional Court.



KOSOVO SPECIALIST CHAMBERS  
DHOMAT E SPECIALIZUARA TË KOSOVËS  
SPECIJALIZOVANA VEÇA KOSOVA

## OMBUDSPERSON'S OFFICE

MONITOR

DEFEND

PROTECT

KOSOVO SPECIALIST CHAMBERS

P.O. Box 47  
2501 CA The Hague  
The Netherlands

[www.scp-ks.org](http://www.scp-ks.org)

## COMPLAINTS PROCEDURE

### Who can make a complaint to the Ombudsperson?

Any person interacting with the Kosovo Specialist Chambers (KSC) or the Specialist Prosecutor's Office (SPO) alleging a violation of his or her fundamental rights can make a complaint to the Ombudsperson.

### What are the essential requirements of the complaint?

You have to show that you have interacted with the KSC or the SPO. Additionally, the complaint must be related to an alleged violation of your fundamental rights by the KSC or the SPO.

### How can I make a complaint?

A **Secure Contact Form** can be found on the website. Once you have submitted your personal details on this Secure Contact Form, the Ombudsperson's Office will contact you and provide further information on how to submit your complaint. If you have any difficulty accessing or completing the Secure Contact Form you can contact the Ombudsperson's Office by post or email.

### What will the Ombudsperson do?

The Ombudsperson will examine your complaint. If he or she is satisfied that your complaint relates to an alleged violation of your fundamental rights by the KSC or the SPO he or she may conduct an inquiry into the complaint. Once the inquiry is completed, the Ombudsperson will determine whether or not your fundamental rights have been violated. He or she will issue a report on his or her findings and issue recommendations, where appropriate.

### Limitations to be aware of

The Ombudsperson cannot intervene in cases or other legal proceedings before the KSC.

Therefore, if your complaint relates to a case or legal proceedings being dealt by the KSC, the Ombudsperson will not be able to examine your complaint, unless it relates to unreasonable delay in these proceedings. Additionally, the Ombudsperson will need to be satisfied that you have exhausted all other remedies available to you in respect of your complaint before he or she can proceed with it.

### What about confidentiality?

While dealing with your complaint the Ombudsperson will uphold the highest standards of confidentiality and will ensure the protection and security of all confidential information received.

For all media and general queries please contact the Public Information and Communication Unit at: [mediaKSC@scp-ks.org](mailto:mediaKSC@scp-ks.org), or call +31 (0)6 249 21 036.

You can contact the Office of the Ombudsperson regarding a complaint at: [ombudsperson@scp-ks.org](mailto:ombudsperson@scp-ks.org), visit [www.scp-ks.org](http://www.scp-ks.org) or write to:

Office of the Ombudsperson, Kosovo Specialist Chambers  
P.O. Box 47  
2501 CA, The Hague, The Netherlands