

The Ombudsperson oversees and protects human rights and fundamental freedoms of persons from unlawful and irregular actions or inactions of the public authorities;

The Ombudsperson investigates complaints lodged by the citizens related to the allegations on violation of human rights and fundamental freedoms, foreseen by the Constitution, Laws and other legal acts as well as international standards.



Office in Prishtinë

Str. "Migjeni", no.21, 10000 Prishtinë
Tel: +383 (0) 38 223 782

Working hours with parties:
Each working day, from 08:00 – 16:00

For complaints please phone at the following number

080015555 free-of-charge

Email: info.oik@oik-rks.org

Web: <https://www.oik-rks.org/>

OMBUDSPERSON INSTITUTION REGIONAL OFFICES

Office in Prizren

Address: Str. "Remzi Ademi", n. n.
Regional Pension Administration Building in
Prizren, 3rd floor
Tel: +383 (0)29 222 138

Office in Pejë

Address: Str. "Queen Teuta"
No.59, 3rd floor, No. 3, Municipal building
Tel: +383 (0)39 432 931

Office in Gjiçan

Address: Str. "Bulevardi i Pavarësisë"
(former Court's building), n. n.
Tel: +383 (0)280 320 843

Office in Ferizaj

Address:
Municipal building (ground floor)
Tel: +383 (0)290 326 032

Office in Gjakovë

Address: Str. "Ismail Qemali"
(former Cadastral building)
Tel +383 (0)390 327 698

Office in Mitrovicë

Address: Str."Afrim Zhiti", n.n.
Kosovo Pension Administration Building, 3rd floor,
Office No. 11 and 12
Tel: +383 (0)28 530 138

Sub-office, Mitrovicë

Address: Str. "Sami Frashëri" n. n. Bosnian
Neighborhood,
AOK building in the North of Mitrovica,
Tel: 00381649560050 // + 383 (0) 45 455 319

Office in Graçanicë

Address: Str. "Car Lazar", n. n.
Mobil: +383 (0) 44 367 719
Mobil: +383 (0) 44 322 979



Institucioni i Avokatit të Popullit në Republikën e Kosovës
Institucija Ombudsmana Republike Kosovo
Ombudsperson Institution of Republic of Kosovo

OMBUDSPERSON INSTITUTION

OMBUDSPERSON ON PROTECTION OF CHILDREN'S RIGHTS

CHILDREN

According to the Convention of the Rights of a Child you have the right to life, health, education, participation, freedom of speech as well as protection from all forms of discrimination and ill-treatment.

You also have the right that your best interest is taken in regard from public authorities, when they take decisions concerning you.

You have the right to express your thoughts and be heard from adults when they take decisions concerning you.

You have the right to be protected from hard work which is hazardous and damages your health and your education.

DEPARTMENT FOR PROTECTION OF CHILDREN'S RIGHTS

Department for Protection of Children's Rights (DPCHR), within the Ombudsperson Institution (OI), protects, monitors as well as promotes children's rights.

DPCHR is firm to cautiously investigate complaints submitted by children or their representatives regarding violations of children's rights from public authorities in Kosovo.

HOW TO COMPLAIN?

Complaints can be lodged in the Main Office as well as in Regional Offices:

- ❖ By showing in person at one of OI offices;
- ❖ By filling the complainant form;
- ❖ Via urgent OI telephone line (free of charge);
- ❖ Via post;
- ❖ Via electronic post (e-mail);
- ❖ Through "Know your rights Platform" at <http://www.knowyourrightskos.org>

IN WHICH LANGUAGE THE COMPLAINT CAN BE LODGED?

Official languages of the Ombudsperson Institution are:

- ❖ Albanian Language
- ❖ Serbian Language
- ❖ The complainant may also file a complaint in Turkish, English, Roma or any other language and the Institution shall strive to provide services in applicant's language.

