

# **Committee on the Rights of Persons with Disabilities**

## **New guidelines on how to complain to the Committee on the Rights of Persons with Disabilities**

Plain English version of:

**Revised guidelines for submission of communications to the Committee on the Rights of Persons with Disabilities under the Optional Protocol to the Convention adopted by the Committee on the Rights of Persons with Disabilities**

**CRPD/C/5/3/Rev.1**

**Note:** This is not a United Nations official document.

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# 1. Introduction

This document tells you the information you need to include when you complain to the Committee on the Rights of Persons with Disabilities.

Read this document and the fact sheet on how to complain to the Committee on the Rights of Persons with Disabilities before you send your complaint.

You will find the fact sheet in plain English on our website at [link tbc].

## What words mean

Some words are explained in the text.

Other words are in **bold** and are explained at the end of this document, in the word bank on page 19.

## **What is the Convention on the Rights of Persons with Disabilities?**

The Convention on the Rights of Persons with Disabilities is a **human rights** agreement.

From now on we call it the Convention.

Many countries have agreed to protect the rights of people with disabilities under the Convention.

The Convention aims to make sure people with disabilities:

- are treated fairly
- have the same chances as people without disabilities
- are fully included in society.

## **What is the Optional Protocol?**

Many human rights agreements have an extra agreement that countries can choose to **ratify** after they ratify the main agreement.

The Optional Protocol to the Convention is one of those extra agreements.

## **What is the Committee on the Rights of Persons with Disabilities?**

The Committee on the Rights of Persons with Disabilities is a group of experts who see how well countries use the Convention.

From now on we call it the Committee.

The Committee also helps countries understand what to do to make sure people with disabilities have their rights.

## 2. About the person complaining

When you complain to the Committee, give the following details:

- Your family name
- Your first name(s)
- Your date of birth
- Your place of birth
- Your **nationality** or **citizenship**
- Your sex
- Other details about who you are if you can't give the details above
- Your current address
- An address for us to send **confidential** mail, if it's different to your current address
- Your home phone number, if you have one
- Your mobile number, if you have one
- Your email address, if you have one
- Your fax number, if you have one

## **If you're complaining for someone else**

The person complaining can be an **alleged victim** or someone complaining for them.

If you're complaining for the alleged victim, send a signed statement from them to show they have given you permission to complain.

If you can't send one, tell the Committee why you are complaining without permission.

### **3.About the alleged victim**

Give these details about the alleged victim, if they are different to the person complaining:

- Family name
- First name(s)
- Date of birth
- Place of birth
- Nationality or citizenship
- Sex
- Other details about who the alleged victim is if you can't give the details above
- Current address
- An address for us to send confidential mail, if it's different to their current address
- Home phone number, if they have one
- Mobile number, if they have one
- Email address, if they have one
- Fax number, if they have one



**If the alleged victim has a disability**

Tell the Committee what disability the alleged victim has and the support he or she needs, if it makes a difference to the complaint.

**If there's more than one alleged victim**

If the complaint involves a group of alleged victims, give the information in the list above about each person separately.

## **4.About the country involved**

Include the name of the country involved in the complaint.

## 5. The subject of the complaint

Give a short description of the type of **violation** you are complaining about.

For example, no reasonable accommodation for a person with a disability or discrimination against a person with a disability.

## 6. The details of the complaint

Give as much information as you can about why you're complaining, including:

- what happened – for example if the alleged victim was treated badly or denied support
- which **authorities** you're complaining about
- when and when it happened
- the rules of the Convention that have been **allegedly** broken, if you can.

If you think more than one rule has been broken, give details about each one separately.

## 7. What the country has done about the complaint

The courts and authorities in the country involved must have looked at the complaint before the Committee can look at it.

Describe what you or the alleged victim have done about this. For example, give details if you have tried to get **redress**.

Also explain what the courts or authorities have done about the complaint.

You must include the following details:

- What the alleged victim, or person complaining, has done – for example taken the complaint to court
- Which authorities or other organizations have seen the complaint
- The name and place of any courts or authorities that have dealt with, or are dealing with, the complaint
- When the complaint went to court or was sent to the authorities
- Who sent the complaint or tried to get redress
- The main points of any decisions about the complaint

When you send your complaint, include copies of any documents that will help.

This can include copies of:

- legal decisions, for example from a court
- decisions from other authorities or organizations, for example about things like insurance or jobs
- any of the country's laws that will help
- summaries of these decisions or laws.

If you or the alleged victim haven't taken the complaint to court or to the authorities in the country involved, tell the Committee why.

## **8. What has been done outside the country**

If the Committee, another part of the UN or another organization in another country has seen the complaint, or is looking at it now, include the following information:

- Which organizations are looking at, or have looked at, the complaint
- What they have done, or are doing, about it
- When you or the alleged victim sent the complaint
- Where you or the alleged victim sent the complaint
- The results, if there are any

When you send your complaint, include copies of any documents that will help.

## **9. What you would like the Committee to do**

Give details about what you would like the Committee to do about the complaint.

You can ask the Committee to arrange more than one thing.

For example, you could tell the Committee you want:

- the country to promise it will not happen again
- money to make up for what happened
- the country to change its law
- the country to make services better for people with disabilities.



## **10. When you send your complaint**

Sign and date the complaint, and include the place you signed it.

Include your documents with your complaint.

Don't send the original documents, only send copies.

Include a list of all the documents you've sent.

Make sure the complaint and the documents are in one of these languages:

- English
- French
- Russian
- Spanish

## **11. Where to send your complaint**

Send your complaint and documents to:

Petitions Team

Office of the United Nations High

Commissioner for Human Rights

United Nations Office at Geneva

1211 Geneva 10, Switzerland

Email: [petitions@ohchr.org](mailto:petitions@ohchr.org)

Fax: 00 41 22 917 90 22

## 12. Word bank

<b>Word</b>	<b>What it means</b>
<b>Human rights</b>	Rights that everyone has, like the right to education or the right to be treated fairly
<b>Ratify</b>	When a country officially decides to follow an agreement
<b>Nationality</b>	Someone's race or ethnic background
<b>Citizenship</b>	Someone's legal status in a country  For example, if you have a French passport, you are legally a citizen of France and have the rights and responsibilities that come with that
<b>Confidential</b>	When things are kept private among only the people who need to know
<b>Alleged victim</b>	Someone who believes or says they have been treated badly but it has not been proved yet

<b>Violation</b>	When a rule is broken or somebody's rights are disrespected
<b>Authorities</b>	Organizations or people that work for the government and have the power to make decisions – like the police or the courts
<b>Allegedly</b>	Not been proved
<b>Redress</b>	How a violation is put right  For example, a guarantee it won't happen again or a refund of someone's expenses