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| Easy-to-read version |  |

**INSTRUCTIONS FOR COMPLETING THE COMPLAINT FORM**





This document provides guidance on how to complete the complaint form.

Each point is illustrated with an example.

The example will help you fill in the form.

The example is made up.

This means that the information is not real.

1. Personal data

Give your personal data.

Personal data:

Name and surname, e-mail and telephone number.

If you are submitting the complaint as a legal person, for example, as an association, company, institute or organisation, provide the name of the legal person, e-mail of the legal person and the telephone number of the legal person.

Example:

If you are a natural person:

Name: Ana

Surname: Novak

E-mail: ana.novak@naslov.si

Telephone number: 030 123 456

1. **Who has supposedly breached rights?**

Give the name and surname of the person who has supposedly breached the rights or has taken part in the breach.

If the rights have been breached by a legal person, write down the name of the legal person.

Example: Education Institute

1. **EU Funds**

Use the X sign to mark which EU Fund provided the money for the project subject to the alleged breach of rights.

If you don’t know, you can leave the box blank.

Example:

* European Regional Development Fund
* European Social Fund Plus
* Cohesion Fund

X Just Transition Fund

* Other

1. **Describe how the breach of rights happened.**

The Ministry of Cohesion and Regional Development needs all the information you can provide regarding the breach of rights.

This way, the Ministry can establish whether the breach happened.

Answer the following questions:

* Whose rights have been breached?
* What rights have been breached?
* Are the rights still being breached?
* When did the breach of rights start?
* Where did the breach of rights happen?

Example:

The Education Institute organised educational training.
The training took place on the first floor. There is no lift.

Because I use a wheelchair, I couldn’t attend the training.
My rights have been breached because the Educational Institute didn’t enable me to attend the training.

This happened on 20 June 2023 at Hiša 1 in Ljubljana.

1. **Have you already reported the breach of rights to anyone?**
Circle NO if you have not yet reported the breach.
Circle YES if you have already reported the breach to someone.
If YES, please indicate to whom you have reported the breach.

Example:

NO,
I have not yet reported the breach of rights to anyone.

YES,
I have already reported the breach of rights to someone.

If you circled YES,
write down **to whom you have reported the breach of rights?**

I reported the breach to the Advocate of the Principle of Equality.

1. **Evidence of a breach of rights**

Does anyone else know about the breach of rights?

Has anyone else witnessed the breach of rights?

We call this person a witness.

A witness can explain what happened.

We can use the witness’s testimony as evidence.

The following is also considered evidence:

* Documents
* E-mails
* Letters
* Photographs
* Videos

It’s important that you specify what kind of evidence you have.

Evidence will help you prove that your rights have been breached.

The complaint form should specify what kind of evidence you have.

If you know the witness, give their name, surname and telephone number or e-mail.

You can identify more than one witness. If you have other evidence (for example, documents, letters, photos), give a short description of the evidence and enclose them to the complaint form.

Example:

Blaž Kovač was with me.

His telephone number is 040 987 654.

His e-mail is blaz.kovac@naslov.si.

Blaž knew that I couldn’t attend the training.

He took a photo of me at the stairs.

Blaž took a photo of the house.

The photos show that there is no elevator in the house, which is the reason I couldn’t attend the training.

1. **Date and signature**

Write down the place where you filled in the complaint form.

Write down the date when you filled in the complaint form.

Sign the complaint form.

Example:

Place and date: Ljubljana, 24 June 2023

Signature: Ana Novak

**About the information in this document**

Information in this document is given in an easy-to-read format.

The information is meant for everyone who has trouble treading and difficulty understanding the content.

The document follows the recommendations for writing in an easy-to-read format.

The recommendations are published in *Lahko je brati: Nasveti za lahko branje v slovenščini, 2. zvezek*.

This is why we use the Slovenian easy-to-read sign:



© Slovenian Sign for Easy Reading: the Risa Institute.

The document also follows the European Union’s recommendations for easy reading.

The recommendations are published in the book Information for All.

That is why we also use the European easy-to-read logo.

© European Easy-to-Read Logo: Inclusion Europe

The document uses photos and illustrations which are available for free on the Internet.

We got the photos and illustrations also on the website *Freepic* and *Lahko je brati*.

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