

How to Receive Counseling and File a Complaint

1. Anyone can receive counseling and file a complaint.

- You can choose to either receive counseling or request an investigation into cases of human rights violations and discrimination.
- Anyone aware of a human rights violation can file a complaint.

2. Confidentiality of investigation.

- We ensure strict confidentiality of all complaints in accordance with the 「National Human Rights Commission Act.」
- For detainees in detention facilities, additional safeguards are in place; complaint letters cannot be opened within the facility, and tampering with these letters is a punishable offense under the law.
- If detainees request an interview, an investigator from the NHRCK will visit them to address their concerns.

3. The complainant is protected by the NHRCK.

- Complainants are protected by law to ensure they do not face unfair treatment or disadvantages for submitting statements, testimony, or evidence related to their complaints or during the investigation process.
- Any act of obstructing a detainee's rights to file a complaint through abuse of authority is strictly prohibited by law.

4. You can visit regional human rights offices for counseling and making a complaint.

- You can receive counseling and make a complaint through regional human rights offices located in Busan, Gwangju, Daegu, Daejeon, Gangwon(Wonju) and Jeju

5. The NHRCK provides various options to receive counseling or make a complaint.

- Counseling and complaints can be made through your preferred method including in person visit, phone, mail, fax, e-mail, and NHRCK web page.

Call 1331 for complaints without an area code

Map



Subway Line No. 2: Exit 12 of Euljiro 3-ga Station (5-minute walk) or exit 5 of Euljiro 2-ga Station (Euljiro Underground Shopping Center (1-minute walk)
Line No. 4: Exit 10 of Myeong-dong Station (10-minute walk)

Bus

- Blue bus: 100, 1015, 140, 152, 202, 261, 470, 471, 472, 501, 701, N30 (night), N37 (night)
- Green Bus: 7017, 7021
- Red Express Bus: 1005-1, 1150, 5000, 5005, 5007, 5500, 5500-1, 5500-2, 7900, 8100, 8110, 8800, 9000, 9001, 9003, 9300, 2500, 9401, M4101, M4102, M4108, M5107, M5115, M5121
- Airport Limousine Bus: 6001, 6015



National Human Rights Commission of Korea

Address Public Relations Division, 13th Fl., Narakium Jeodong Bldg., 340, Samil-daero, Jung-gu, Seoul, Korea, 04551

Telephone +82-2-2125-9870-5/ Complaints Hotline: 1331 **Fax** +82-2-2125-0920

Homepage www.humanrights.go.kr **E-mail** public@humanrights.go.kr

- Busan Regional Office** 8th Fl, Kukminyeongum Busanhoegwan Bldg., 1000, Jungangno, Yeonje-gu, Busan, Korea 47606
Tel.+82-51-710-9710-6 Fax.+82-51-710-9717
- Gwangju Regional Office** 5th Fl, Amore Pacific LTD. 154-1, Geumnamro, Dong-gu, Gwangju Korea, 61476
Tel.+82-62-710-9710-6 Fax.+82-62-710-9717
- Daegu Regional Office** 16th Fl, Hosu Bldg., 648, Gukchaebosang-ro (#50-3, Dongindong2-ga), Jung-gu, Daegu, Korea, 41939
Tel.+82-53-212-7000-6 Fax.+82-53-212-7007
- Daejeon Regional Office** 13th Fl, KT Tanbang Tower, 30, Munjeong-ro 48beon-gil (649, Tanbang-dong), Seo-gu, Daejeon, Korea, 35262
Tel.+82-42-472-9038-45 Fax.+82-42-472-9046
- Gangwon Regional Office** 4th Fl, 73, Neungnadong-gil, Wonju-si, Gangwon-do, Korea, 26392
Tel.+82-33-813-9930-7 Fax.+82-33-813-9945
- Jeju Branch** 2nd Fl, 273, Jungang-ro, Jeju-si, Jeju-do, Republic of Korea
Tel. +82-64-758-6080-2 Fax +82-64-726-1331



A World of Dignity for All



National Human Rights Commission of Korea

Paris Principles

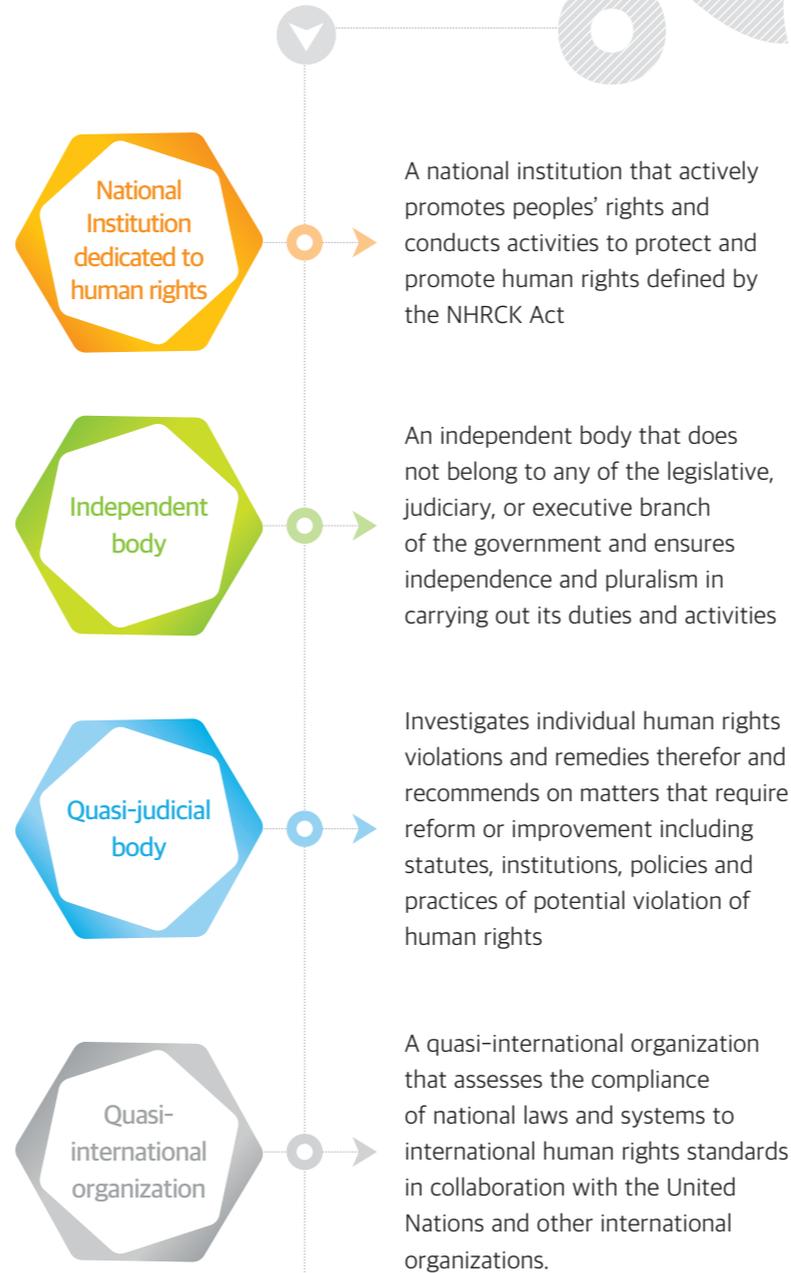
Principles Relating to the Status of National Institutions

The 「Paris Principle,」 also known as a 「Principle Relating to the Status of National Institutions,」 is a framework sets out the composition, status, and function of national human rights institutions. With the adoption of the Paris Principle by the UN General Assembly the national human rights Institutions began to be recongnized globally.

▶ Highlights of 「Paris Principles」

- 1 Guarantees of Broad Competence**
 - Empowered to promote, protect, and advise on human rights.
 - Collaborate with international organizations.
 - Investigate and provide remedies for violations.
- 2 Ensuring Independence**
 - Operates independently from government branches (legislative, judiciary, executive).
 - Secured funding and infrastructure for operational stability.
 - Ensures members' independence and status.
- 3 Pluralistic Composition**
 - Composed of representatives from diverse social groups with expertise in human rights.
 - Reflects pluralistic and inclusive perspectives.
- 4 Methods of Operation**
 - Freedom to address issues within its mandate.
 - Access to necessary information and documents.
 - Engage with the public, media, and NGOs for advocacy and recommendations.
- 5 Quasi-Jurisdictional Competence**
 - Authorized to receive, hear, and consider complaints.
 - Provides remedies for individual human rights violations.

Characteristics of NHRCK



A world of dignity for all! NHRCK is always with you



Policy
The NHRCK investigates and researches human rights-related laws, policies, and practices, provides recommendations for improvement, offers opinions on human rights cases upon request by a court (including the Constitutional Court) or as needed, and gives views on treaty ratification and implementation.

Investigation & Remedy
The NHRCK investigates and provides redress for violations of constitutional rights (Articles 10-22) by public institutions, addresses discriminatory acts by both public institutions and private entities without reasonable grounds, and handles cases of sexual harassment in workplaces and the military, as well as human rights violations or discrimination in the military.

Education & Promotion
The NHRCK conducts educational and promotional activities to enhance human rights awareness, provides human rights education to various sectors including public officials, educators, and military personnel, integrates human rights into school curricula, develops and distributes educational materials and media content, promotes a culture of human rights, and operates a human rights library.

Domestic & International Cooperation
The NHRCK collaborates with domestic and international civil society organizations, human rights defenders, the UN, and other national human rights institutions to identify and address human rights issues, support local human rights networks, and implement cooperative projects to promote human rights globally.

