



Meeting You More Conveniently and Closely

The National Human Rights Commission's doors are wide open to support you when you need it. Contact us by phone, in person, by mail, through our website, or any other way that works for you.



Phone
Consultation

Call 1331 from anywhere in Korea (no area code required)

- | Weekdays from 9:00 AM to 6:00 PM
- | Sign language consultation is available through the video relay service of Sonmalium Center (phone number 107).
- | For consultation in English, please use email (hoso@nhrc.go.kr) or mail.



In-Person
Consultation

Headquarters and Regional Human Rights Offices

- | Weekdays 9 AM-6 PM(Lunch break: 12 PM-1 PM)
- | Making an appointment in advance allows for faster consultation.
- | You can select the region and date by phone or through the website.
- | If you wish to have sign language consultation, please request it when making your visit appointment. (10 AM - 5 PM)



Filing a
Complaint

In person · Mail · Fax · Email · Website (Human Rights)

- | You can file a complaint and check the status of your case by using the National Human Rights Commission's Human Rights e website.
- | Complaint forms are provided in multiple languages (English, Chinese, Thai, Indonesian, Mongolian, Vietnamese, Nepali, and Russian)
- | Fax for Human Rights Consultation: +82-2-2125-9811, 9812

Anywhere in Korea Without area code



1331

www.humanrights.go.kr
hoso@humanrights.go.kr

National Human Rights Commission of Korea

Human Rights Counseling and Mediation Center 10F, Narakium Jeodong Building 340 Samil-daero, Jung-gu, Seoul, 04551
Fax +82-2-2125-9811, 9812

Busan Regional Office

8F, Kukminyeongeum Busanhoegwan Building, Jungang-daero, Yeonje-gu, Busan, 47606
Fax +82-51- 710-9717

Gwangju Regional Office

5F, AmorePacific154-1 Geumnam-ro, Dong-gu, Gwangju, 61476
Fax +82-62-710-9717

Daegu Regional Office

15F, SHL Dongseong Building 648, Gukchae-bosang-ro, Jung-gu, Daegu, 41939
Fax +82-53-212-7007

Daejeon Regional Office

13F, KT Tanbang Tower 30, Munjeong-ro 48beon-gil, Seo-gu, Daejeon, 35262
Fax +82-42-472-9046

Gangwon Regional Office

4F, 73 Neungra-dong-gil, Wonju-si, Gangwon-do, 26392
Fax +82-33-813-9945

Jeju Branch Office

2F, Narakiwoom Jeju Maru273 Jungang-ro, Jeju-si, Jeju, 63210
Fax +82-64-726-1331

A world where people live with dignity-The National Human Rights Commission of Korea stands with you.

Guide to Human Rights Consultation Filing Complaints

1331, anywhere in Korea without area code



Every step toward reclaiming your rights

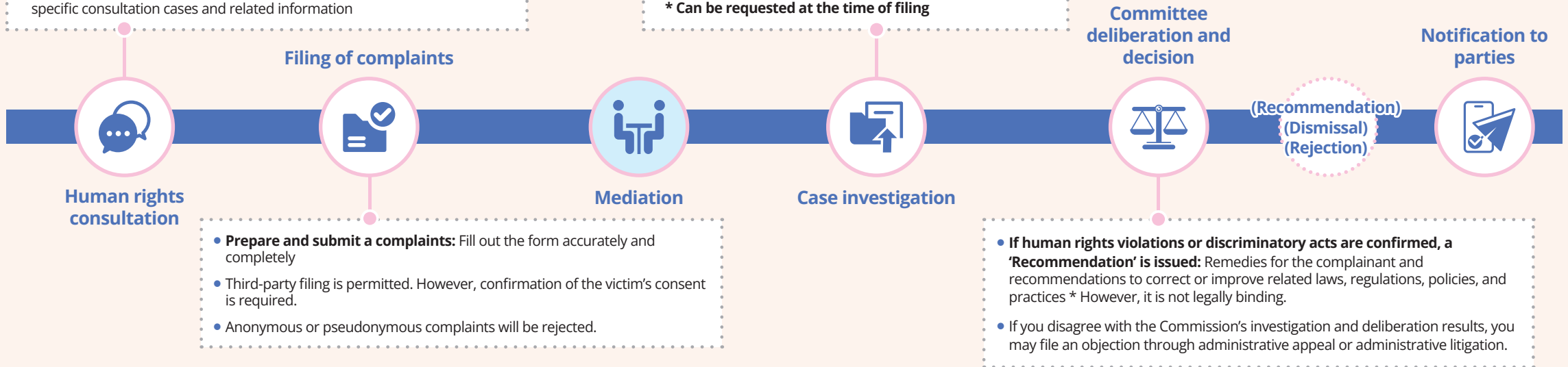
Is what I'm experiencing a human rights issue? Can it be resolved?

National Human Rights Commission of Korea is with you.

If you have questions or are facing difficulties, please don't hesitate to contact the National Human Rights Commission of Korea.

- Anyone can receive consultation if are suspected **discrimination or human rights violations**
- Specialized consultation on rights of persons with disabilities, women, elderly, migrants, sexual harassment, military human rights, and more
- **Reference materials available on the website:** specific consultation cases and related information

- **Cooperation in the investigation process to verify facts:** Submission of additional materials, on-site investigations, etc.
- Mediation system available for shortened processing time and voluntary agreements
* **Can be requested at the time of filing**



- **Prepare and submit a complaints:** Fill out the form accurately and completely
- Third-party filing is permitted. However, confirmation of the victim's consent is required.
- Anonymous or pseudonymous complaints will be rejected.

- **If human rights violations or discriminatory acts are confirmed, a 'Recommendation' is issued:** Remedies for the complainant and recommendations to correct or improve related laws, regulations, policies, and practices * However, it is not legally binding.
- If you disagree with the Commission's investigation and deliberation results, you may file an objection through administrative appeal or administrative litigation.

If you have experienced human rights violations by public authorities

- ➔ You can file complaints about violations at state agencies, local governments, schools at all levels, public service-related organizations, and detention/protection facilities.
Ex) Wrongful arrest by investigative agencies, coercive interrogation, etc.
- ➔ Except for discrimination cases, workplace harassment in private companies falls outside the NHRCK's jurisdiction-consult the Ministry of Employment and Labor instead.
- ➔ Individuals in detention/protection facilities can use the National Human Rights Commission of Korea complaint box at their facility or request to file a complaint in person.

If you have experienced discrimination by a corporation, organization, or private individual

- ➔ **Grounds for Discrimination:** Gender, religion, disability, age, social status, region of origin, country of origin, ethnicity, physical appearance and conditions, marital status, pregnancy or childbirth, family type or family situation, race, skin color, thought or political opinion, expunged criminal record, sexual orientation, educational background, medical history, etc.
- ➔ **Areas of Discrimination:** Employment (recruitment, hiring, placement, promotion, wages, retirement, etc.), use and supply of goods and services, use of educational facilities
Ex) Denial of school admission due to disability, job offer rescinded due to religion, forced retirement due to age, etc."

Mediation for swift and efficient remedy

- ➔ Both the complainant and the respondent may apply for mediation, or it can be referred by the National Human Rights Commission on its own authority.
- ➔ This system facilitates voluntary agreements between parties to complaint cases and has the same effect as a judicial settlement.
- ➔ Benefits include shortened case processing time, reduced costs, and highly effective remedial outcomes.



Guide to human rights consultation and mediation
1331 from anywhere in Korea without area code



All human rights consultations are confidential.