

YOU CAN TURN FOR HELP

to the following authorities and non-governmental organisations:

A few pieces of good advice:

- Always **ask for an appointment** by phone or online because most offices will not see walk-ins without an appointment!
- They may not answer your phone call the first time, even during working hours. You may **need to call several times** on different days and times before you can talk to someone.
- The cases included in the descriptions of the authorities and non-governmental organisations are **only examples**. You can find more detailed information on the website of the organisation or you can get information by phone.
- Organisations are grouped by case type, first listing those that deal with more than one type of case.

General Assistance

1. Legal Aid Service

They can provide you with legal advice and legal representation before any authority or court **on the basis of financial need**. Forms must be submitted to the nearest Government Office or Government Customer Service Office!

You can find the contact details for the Government Office near you here:

<https://www.kormanyhivatal.hu/hu/elerhetosegek>

2. Commissioner for Fundamental Rights (Ombudsman)

The Ombudsman may be able to assist you if the activities or omissions of an authority (e.g. bureau, municipality, police) or public service (e.g. school, public transport, electricity supplier) violate **any of your fundamental rights** (e.g. freedom of expression, right to family and private life, right to human dignity). Since the duties of the Hungarian Equal Treatment Authority (EBH) have been taken over by the Ombudsman's Office, you can also turn it in cases of **discrimination**.

Postal address: 1387 Budapest, Pf. 40.

Website: <https://www.ajbh.hu/>

Customer service:

(+36) 1-798-3686, (06-1) 790-6886

(+36) 1-475-7100

Email: panasz@ajbh.hu

Complaints about discrimination:

Tel: (+36) 1-795-2975

Green Tel (free): 06-80-203-939

Email: egyenlobanasmod@ajbh.hu

3. Victim Support Service

Legal and emotional support is available to you if you have been the **victim** of a crime or property misdemeanour. In the event of a crisis situation, immediate financial assistance can be provided upon request within 8 days. A victim is not strictly defined as only the direct victim, but also any other person may be included who has been demonstrably harmed as a direct result of a crime.

Free helpline (within Hungary): **06-80-225-225**

You can also find information at your nearest Government Office, and on the <https://vansegitseg.hu> website.

CHILDREN'S RIGHTS, EDUCATION AND DOMESTIC VIOLENCE

1. Child Rights Foundation (Hintalovon Gyermekjogi Alapítvány)

The Child Rights Foundation has been working since 2015 to raise awareness of children's rights. It would like adult society to take into account the interests and perspectives of children in all areas of life. Their goal is to make Hungary a better place for children and to make Hungary a good to be a child.

If you need legal advice on a children's rights issue, visit the Foundation's website and initiate a conversation with the Consultant Chat Robot in the lower right corner. The counseling robot not only offers easily accessible, child-centered relevant help in case of an individual case or problem, it can also provide an up-to-date knowledge base for professionals and lawyers working with children.

Email: info@hintalovon.hu

Chat: <https://hintalovon.hu/chat-mukodese/>

Webpage: <https://hintalovon.hu/hu>

2. Women for Women Together Against Violence Association (Nők a Nőkért Együtt az Erőszak Ellen (NANE) Egyesület)

NANE is a non-governmental organisation that addresses the abuse of women and domestic violence. NANE operates a targeted helpline staffed by trained female volunteers.

Free and anonymous Helpline for abused women and children: 06-80-505-101

Monday, Tuesday, Thursday and Friday: 18:00-22:00

Wednesday: 12:00-14:00

Postal address: 1447 Budapest, Pf. 502.

Email: info@nane.hu

Chat help: Wednesday 16:00-18:00

Webpage: <http://www.nane.hu>

3. PATENT Legal Protection Association of People Opposing Patriarchy (PATENT Patriarchátust ellenzők társasága Jogvédő Egyesület)

PATENT mainly provides legal assistance, and in some cases legal representation and expert support, in areas related to violence against women and children as well as reproductive rights (e.g. abortion).

Tel: +36 (70) 220-2505

Wednesday: 16:00-18:00; Thursday 10:00-12:00

Facebook Messenger: Monday 10:00-12:00 and Saturday 16:00-18:00

Email: jog@patent.org.hu

Online messaging interface: <http://patent.org.hu/kapcsolat>

4. Office of the Commissioner for Educational Rights (Oktatási Jogok Biztosának Hivatala)

The Office deals with the protection of the rights of any participant in education (pupil, parent, teacher or student) and civil rights related to education.

Tel: (+36) 1-795-4097

Postal address: 1055 Budapest, Szalay u. 10-14.

E-mail: panasz@oktbiztos.hu

Webpage: <https://www.oktbiztos.hu/>

CORRUPTION, TRANSPARENCY, PERSONAL AND PUBLIC INFORMATION

1. Hungarian National Authority for Data Protection and Freedom of Information

(Nemzeti Adatvédelmi és Információszabadság Hatóság, NAIH)

NAIH can be contacted in the event of breaches related to the processing of, or access to your personal data (e.g. an institution or company treats your personal data in an unauthorised manner, or if it does not provide information about the data processed about you).

Postal address: 1363 Budapest, Pf. 9.

Email: ugyfelszolgalat@naih.hu

Tel: +36 (30) 683-5969, +36 (30) 549-6838, (+36) 1-391-1400

Webpage: <https://naih.hu/>

2. Hungarian Civil Liberties Union (Társaság a Szabadságjogokért, TASZ)

TASZ is a civil rights protection organisation that protects fundamental rights and provides legal advice and information in certain cases. It also provides legal representation in strategically important matters. The organisation focuses its assistance on matters concerning freedom of information requests, protection of personal data, freedom of expression, right of assembly, civil disobedience, freedom of conscience and religion, the right to vote and freedom of education.

Free helpline: (+36) 1-279-22-35,

Tuesday: 14.30-17:00 and Thursday: 10:00-12:00

Email: jogsegely@tasz.hu

Online messaging interface: <https://tasz.hu/segitseg>

Postal address: 1136 Budapest, Tátra utca 15/B. (no personal visits possible)

3. Transparency International Hungary

Cases of corruption and abuse of office. Transparency International can provide legal assistance primarily in cases related to the abuse of public office, the withholding of information in the public interest, the illegal use of public funds, and public procurement irregularities.

Tel: (+36) 1-269-9534; Tuesday 13:00-17:00

Postal address: 1055 Budapest, Falk Miksa u. 30. 4/2.

Email: info@transparency.hu

Webpage: <https://transparency.hu/tegy-a-korrupcio-ellen/korrupcio-bejelentese/>

HOUSING, HOMELESSNESS AND THE NEEDY

1. City for All

Their aim is to stand up for the dignity of homeless people and to fight for the right to housing.

Tel: +36 (30) 167-2588 (Dóra Ország)

Email: avarosmindenkie@gmail.com

Facebook: <https://www.facebook.com/AVarosMindenkie/>

Webpage: <https://avm.merce.hu/>

1.A. City for All - Pécs

Tel: +36 (30) 780-4477

Email: avarosmindenkiepecs@gmail.com

1. Streetlawyer Association

The Association works in collaboration with City for All to promote the rights and interests of homeless people and people living in housing poverty. Volunteer lawyers provide free legal assistance to those in need in the areas of housing, social and misdemeanours.

Email: utcajogasz@gmail.com

Customer service: Friday 15:00-17:00

at Blaha Lujza tér, Budapest (dependent on COVID-19 restrictions in force)

Tel: 06-20-282-3616; Tuesday and Thursday 17:00-19:00

Webpage: <https://utcajogasz.hu/>

2. Hungarian Interchurch Aid (Ökumenikus Segélyszervezet)

Hungarian Interchurch Aid is a community that works together to provide effective help to those in need and in need of assistance.

National Help Centre – handling requests for assistance

Tel: (+36) 1-289-0056 (workdays 10:00-14:00)

Email: segelykozpont@segelyszervezet.hu

Webpage: <https://segelyszervezet.hu/>

National Coordination Centre

Address: 1221, Budapest, Kossuth Lajos u. 64.

Tel: (+36) 1-382-0700

Email: segelyszervezet@segelyszervezet.hu

3. Hungarian Charity Service of the Order of Malta (Magyar Máltai Szeretetszolgálat)

Address: 1125 Budapest, Szarvas Gábor út 58-60.

Postal address: H-1255 Bp., Pf.20

Tel: (+36) 1-391-4700, (+36) 1-391-4704

Email: mmsz@maltai.hu

Webpage: <https://www.maltai.hu/>

PATIENTS' RIGHTS, RIGHT TO CARE, DISABILITY RIGHTS

1. Hungarian Civil Liberties Union (Társaság a Szabadságjogokért, TASZ)

TASZ is a civil rights protection organisation that protects fundamental rights and provides legal advice and information in certain cases, and provides legal representation in strategically important matters. The organisation mainly provides assistance in the following areas: the right to health self-determination, guardianship procedures, violation of the rights of a person with a mental disability or mental disorder living in an institution, violation of the right to education for the severely disabled, violation of the rights of people living with HIV, discrimination against vulnerable groups by state and other public service organisations, and low levels of drug abuse.

Free helpline: (+36) 1-279-2235

Tuesday: 14:30-17:00 and Thursday: 10:00-12:00

Email: jogsegely@tasz.hu

Online messaging interface: <https://tasz.hu/segitseg>

Postal address: 1136 Budapest, Tátra utca 15/B. (no personal visits possible)

2. **Hand in Hand Foundation** (KézenFogva Alapítvány)

Hand in Hand supports the causes of people with intellectual disabilities, autism and multiple disabilities. These are the most disadvantaged groups of people with disabilities. The Foundation provides advice to people with disabilities on services, benefits, discrimination, legal issues in education, and civil and labour law.

Address: 1093 Budapest, Lónyay u. 19.

Postal address: 1461 Budapest Pf. 234.

Tel: (+36) 1-215-5213, Friday, 10:00-16:00

Customer service: Friday, 10:00-16:00

Email: nehagydmagad@kezenfogva.hu

Webpage: <http://www.kezenfogva.hu/>

Legal Aid Service: <http://www.kezenfogva.hu/jogsegely-szolgalat>

3. **Integrated Law Enforcement Service** (Integrált jogvédelmi szolgálat)

The Integrated Law Enforcement Service protects **patient's rights**, and the rights of **care givers and children**. There are 7 regional customer service and information points from where people are directed to the specific law enforcement representative as necessary.

For more information: <http://www.ijsz.hu>

Toll-free Green Number: (+36) 80-620-055

| <u>Central Hungary</u> | <u>Transdanubia</u> | <u>Southern Transdanubia</u> | <u>Western Transdanubia</u> | <u>Northern Great Plain</u> | <u>Northern Hungary</u> | <u>Southern Great Plain</u> |
|---|---|---|--|--|--|---|
| 1134 Budapest, Tüzér u. 33-35. Tel: (+36) 1-896-9000 | 8000 Székesfehérvár, Horváth István utca 16-18. Tel: (+36) 20-4899-527 | 7624 Pécs, Ferencsek u. 22. (+36) 20-4899-53 3 | 8900 Zalaegerszeg, Dísz tér 7. III. em. 334. szoba Tel: (+36) 92-511-425 | 4025 Debrecen, Miklós utca 4. fsz. 4. Tel: (+36) 20-4899-5 48 | 3530 Miskolc, Mindszent tér 3. fsz. 2. +36-20-4899 -542 Tel: (+36) 20-4899-548 | 6726 Szeged, Bal fasor 17-21. Tel: (+36) 20-4899-5 37 |

GENDER AND SEXUAL IDENTITY

1. **Háttér Society Legal Aid Service** (Háttér Társaság Jogsegélyszolgálat)

Háttér provides free legal aid (drafting applications, legal representation) primarily to victims of discrimination, harassment or abuse based on sexual orientation or gender identity. The Legal Aid Service also provides information in all cases where the applicant's sexual orientation or gender identity may be relevant.

Háttér Information and Counselling Hotline: every day **18:00-23:00** 137-37 (free) or (+36) 1-329-3380

Skype: **segelyvonal**

Tel: (+36) 1-633-3454, weekdays 08:00-20:00

E-mail: jogsegely@hatter.hu, lelkisegely@hatter.hu

Online messaging interface: www.jelentsd-a-homofobiat.hu

Webpage: <http://hatter.hu/jogsegely>

Chat: <http://chat.hatter.hu>; Monday, Wednesday 18:00-23:00

2. **Transvanilla Transgender Association** (Transvanilla Transznemű Egyesület)

Transvanilla represents the interests of transgender, gender non-conforming and intersex people in all walks of life. The Association is most often consulted on issues related to gender and name change, as well as the healthcare of transsexuals. However, it also provides advice on discrimination (workplace, school, healthcare, etc.) and violence (family, community, workplace, school, healthcare, etc.).

Email: szervezet@transvanilla.hu

Webpage: <http://transvanilla.hu/>

LABOUR LAW AND CONSUMER PROTECTION

1. **LAWpoints Legal Aid Service** (JOGpontok Jogsegélyszolgálat)

Labour law, Social security law, commercial and business law, organisational law, corporate law and tax law.

Tel (free): (+36) 80-77-88-00; Monday-Friday 09:30-19:30.

Chat (free): Monday-Saturday 16:00-20:00

Email: <https://www.jogpontok.hu/JogsegelyEmails/>; responses made within 2 days of completing the online questionnaire.

Webpage: <https://www.jogpontok.hu/>

2. **Consumer Protection**

If the consumer has a complaint regarding a **purchase** and is unable to settle it with the place of purchase, they can turn to a **conciliation body** run by the county (capital) chambers of commerce and industry.

There is a **Consumer Protection Department** in the Government Office which does not act in individual cases, but may impose fines if e.g. the advertising or packaging of a good is misleading, or for example a product advertised as being on sale when in fact it is not.

The contact details of the conciliation bodies and the consumer protection departments can also be found on the website <https://fogyasztovedelem.kormany.hu/>, or you can inquire at the nearest Government Office.