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Empowerment of the Role of Ombudsman Institution in the Protection and Promotion of Human Rights

TRAINING PLAN

<i>Module</i>	<i>Topic</i>	<i>Target Department</i>	<i>Content</i>	<i>Duration</i>	<i>N. of Participants</i>
Activity 1.1 12-14 november 2108	Training needs Assessment	All Ombudsman's Departments	- Gathering data; - Observing processes; - Identifying any gaps or areas of need; - Interviewing staff members	3 days	Beneficiary Institution: ideally, 50% of the Ombudsman Institution departments staff; Portuguese Ombudsman: 7 trainers <i>(Mr. Miguel Coelho, Ms. Ana Rita Gil, Mr. João Portugal, Mr. Miguel Feldmann, Ms. Ana Cruz, Ms. Maria Ataide, Ms. Rita Cruz)</i>
Activity 1.2 (Module 1) 14-17 January 2019	Best Practices regarding processing and investigating complaints in the field of right to property and housing and right to water	Ombudsman's Department No. 1	- Land and Property legal and international framework (with special focus to the ECHR and the European Charter of Fundamental Rights); - Public Rental Contracts and Public Housing Rights; - Informal settlements; - Monitoring the right to an adequate housing; - Right to water - legal and international framework; - Complaint Handling Standards; - Case studies	4 days	Beneficiary Institution: ideally, all members of the department 1; Portuguese Ombudsman: 3 trainers <i>(Ms. Cristina Sá Costa, Ms. Isabel Canto, M. Miguel Feldmann)</i>



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<p>Activity 1.3 (Module 2)</p> <p>28-30 January 2019</p>	<p>Best Practices regarding processing and investigating complaints in the field of law enforcement</p>	<p>Ombudsman's Department No. 1</p>	<ul style="list-style-type: none"> - Use of Force and measures of pressure: legal and international framework (with special focus to the ECHR and the European Charter of Fundamental Rights); - Public order control measures and respect for the principle of proportionality and other fundamental rights (right to freedom of expression and demonstration); - External monitoring of public and private forces, with special focus on investigations of detention centers and prevention of torture; - Prisons - Complaint Handling Standards; - Case studies 	<p>3 days</p>	<p>Beneficiary Institution: ideally, all members of the department 1;</p> <p>Portuguese Ombudsman: 2 trainers (<i>Mr. José Álvaro Afonso and Mr. João Batista</i>)</p>
<p>Activity 1.4 (Module 3)</p> <p>11-13 February 2019</p>	<p>Best Practices regarding processing and investigating complaints concerning public personnel regime</p>	<p>Ombudsman's Department No. 2</p>	<ul style="list-style-type: none"> - Principle of equal opportunities and non-discrimination in the process of recruitment to civil service (with special focus to the ECHR and the European Charter of Fundamental Rights); - Principle of equal opportunities and non-discrimination in the process of assignments to higher posts; - Public Procurement; - Fairness of disciplinary procedures and proportionality of disciplinary measures; - Reconciling work and family life; - Complaints with regards to mobbing at the workplace; - Complaints with regard to mandatory 	<p>3 days</p>	<p>Beneficiary Institution: ideally, all members of the department 2;</p> <p>Portuguese Ombudsman: 2 trainers (<i>Ms. Maria Ataíde and Ms. Ana Sofia Firmino</i>)</p>



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			duty station changes; - Complaints with regard to precarious work; - Complaint Handling Standards; - Case studies		
Activity 1.5 (Module 4) 25 February - 1 March 2019	Best Practices regarding processing and investigating complaints with regard to rights of vulnerable groups	Ombudsman's Department No. 3 and Free Toll Lines – hotlines for providing telephonic and immediate help to children, older persons, and persons with disabilities	- Principle of Non-Discrimination and Universality of Human Rights: legal and international framework (with special focus to the ECHR and the European Charter of Fundamental Rights); - Rights of children; - Women Rights; - Rights of Disabled Persons; - Rights of Older Persons; - Rights of Refugees and Asylum Seekers; - Rights of victims of violence or human trafficking; - Rights of LGBT persons; - Rights of Minorities; - Complaint Handling Standards; - Case studies	5 days	Beneficiary Institution: ideally, all members of the department 3; Portuguese Ombudsman: 3 trainers <i>(Ms. Ana Rita Gil, Ms. Catarina Ventura, Mr. Miguel Coelho)</i>
Activity 1.6 (Module 5) 11-13 March	Best Practices regarding processing and investigating complaints in the field of social security	Ombudsman's Department No. 3	- Right to Social Security: legal and international framework (with special focus to the ECHR and the European Charter of Fundamental Rights); - Pension Rights; - Complaints with regard to retirement benefits; - Complaints with regard to maternity benefits; - Complaints with regard to unemployment benefits;	3 days	Beneficiary Institution: ideally, all members of the department 3; Portuguese Ombudsman: 2 trainers <i>(Ms. Rita Cruz, Ms. Mónica Silva)</i>



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			<ul style="list-style-type: none"> - Complaints with regard to compulsory health insurance; - Complaints about decisions on claims for program benefits; - Complaints about actions taken in connection with the processing of a claim; - Complaint Handling Standards; - Case studies 		
Activity 1.7 (Module 6) 18-21 march	Best Practices regarding processing and investigating complaints in the field of right to education and right to cultural heritage	Ombudsman's Department No. 4	<ul style="list-style-type: none"> - Right to Education: legal and international framework (with special focus to the ECHR and the European Charter of Fundamental Rights); - Scope of the right to education; - Principle of equal opportunities to access to education; - Principle of non-discrimination; - Complaints regarding education fees; - Complaints regarding the content of the compulsory education; - Student's disciplinary procedures; - Monitoring the right to education; - The right to cultural heritage and access to cultural heritage; - Complaint Handling Standards; - Case studies 	4 days	Beneficiary Institution: ideally, all members of the department 4; Portuguese Ombudsman: 3 trainers <i>(Mr. João Portugal, Ms. Isaura Diniz, Ms. Maria Ravara)</i>
Activity 1.8 (Module 7) 1-4 April	Best Practices regarding processing and investigating complaints in the field of energy market and Best Practices of Ombudsman institutions in an	Ombudsman's Department No. 4	<ul style="list-style-type: none"> - Energy as an essential service; - Institutions dealing with energy related customer complaints; - Tasks of the Regulatory Authorities with respect to households' complaint handling; - Complaints against 	4 days	Beneficiary Institution: ideally, all members of the department 4; Portuguese Ombudsman: 3 trainers <i>(Ms. Carla Vicente, Ms. Isabel Canto and</i>



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	human rights approach to mining activities; Sports		market regulators; - Redress Schemes; - Regulatory Monitoring Complaints; - Promotion of an human rights approach to mining activities; - Sports; - Complaint Handling Standards; - Case studies		<i>Ms. Cristina Costa)</i>
Activity 1.9 (Module 8) 8-11 april	Best Practices regarding processing and investigating complaints in the field of financial liabilities and banking transactions	Ombudsman's Department No. 5	- Taxation; - Tax benefits; - International double taxation; - Tax evasion; - Fairness of tax administrative procedures; - Banking transactions; - Complaints against regulators; - public transportation; - Complaint Handling Standards; - Case studies	3 days	Beneficiary Institution: ideally, all members of the department 5; Portuguese Ombudsman: 2 trainers <i>(Ms. Elsa Dias and Ms. Ana Cruz)</i>
Activity 1.10 (Module 9) 13-15 may	Best Practices regarding processing and investigating complaints against local administrations	Ombudsman's Department No. 5	- Functions of local authorities; - Complaints with regard to municipal procedures and decisions, in particular: - urban planning; - municipal permits; - Complaint Handling Standards; - Case studies	3 days	Beneficiary Institution: ideally, all members of the department 5; Portuguese Ombudsman: 2 trainers <i>(Mr. Duarte Geraldes and Ms. Raquel Resende)</i>
Activity 1.11 (Module 10) 20-25 may	Joint Training Session	All Ombudsman's Departments	1) Introduction to the Ombudsmanship system and practices in Portugal; 2) Complaints: - Written and verbal communication in the process of handling complaints; - Electronic application and complaints processing systems; - Dealing with controversial and	5 days	Beneficiary Institution: ideally, 75% of the Ombudsman Institution departments staff; Portuguese Ombudsman: 5 trainers <i>(Mr. Miguel Coelho, Mr. Miguel</i>



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			<p>especially challenging applicants and applications;</p> <ul style="list-style-type: none"> - Friendly settlement and mediation; <p>3) Statistics and reporting:</p> <ul style="list-style-type: none"> - Good practices on generating statistical records and reporting; - Annual reporting (comparing the practices of Portugal, Spain, Germany and France); - Best practices in thematic reporting; <p>4) Promotion of Human Rights, Awareness Raising and Constitutionality Issues:</p> <ul style="list-style-type: none"> - Best practices in public awareness raising and press relations; - Mapping of systematic violations of fundamental rights; - Best practices on recommendations making; - Human Rights promotional activities; - Potential cases for constitutionality review requests 	<p><i>Feldmann,</i> <i>Mr. Ricardo</i> <i>Carvalho,</i> <i>Ms. Eva Gaspar,</i> <i>Mr. Ravi Afonso</i> <i>Pereira)</i></p>
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