

**Turkish *Chief Ombudsman* and delegation visit**

**Lisbon, 5<sup>th</sup> to 9<sup>th</sup> October, 2015**

October 5<sup>th</sup>

02.30 pm Welcome by the Portuguese Ombudsman

03.00 pm Working session on the Ombudsman Portuguese institution

04.30 pm Visit to the Supreme Court

October 6<sup>th</sup>

10.00 am Working session on the Ombudsman Cabinet role

12.00 am Visit to the Supreme Administrative Court

03.00 pm Working session on the complaints procedural requirements

04.00 pm Working session on the Ombudsman Phone Lines

05.00 pm Visit to the Children and Youth at Risk National Protection Commission

October 7<sup>th</sup>

11.00 am Visit to Sintra City Hall and working session on the Ombudsman role in areas such as urbanism, environment and relationship with the municipality' citizens

October 8<sup>th</sup>

10.00 am Working session on the work taken by the advisory staff

12.00 am Visit to Constitutional Court

03.00 am Working session on Social Rights

04.00 am Working session on the Ombudsman as the National Preventive Mechanism

October 9<sup>th</sup>

10.00 am Working session for evaluation and conclusion