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**PROVEDOR DE JUSTIÇA**  
Na defesa dos cidadãos

Did you know that there  
is an independent institution  
in Portugal that everyone can  
access free of charge that seeks  
to resolve conflicts between  
people and the public  
administration and defend  
citizens' rights?

**Since 1975.  
The Ombudsman.**

  
**PROVEDOR  
DE JUSTIÇA**

Anyone, Portuguese or foreign, can raise a problem with the Ombudsman when it involves an action or omission by the public authorities.

For example, if you are facing difficulties in accessing health, education or social housing if you are dealing with errors or delays in taxes, social benefits or residence permits if you have been the victim of discrimination or any form of abuse of power know that you can count on the Ombudsman.

There are several ways to lodge your complaint:



in person



by letter

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Portugal



by telephone

Tel.: (+351) 213926600



by e-mail

provedor@provedor-jus.pt

but the easiest way is to do it via the website:

**provedor-jus.pt**

**You only have to:**

- Describe your problem clearly and briefly. Explain what you have already done to the organisations you are complaining about and the response you have received.
- Attach a copy of the correspondence or other documents that help you understand what you are complaining about.

And never forget to give your full name and contact details.

Anonymous complaints are not accepted (your details will not be disclosed without your consent).

**You will always receive a reply.**

Specialised telephone lines are also available for the most vulnerable.



**800 206 656**

Children



**800 203 531**

Elderly people



**800 208 462**

People with disabilities

### But beware!

The Ombudsman can only intervene if your case involves public organisations or providers of essential services to the community and if your case is not before the courts.

The Ombudsman tries to resolve your problem and prevents it from recurring.

To do this, he recommends changes to procedures or the legislation itself and can also ask the Constitutional Court to review laws.

It does not, however, have binding powers.

It proposes, but does not impose, the solutions it considers fairest.

In Portugal, the Ombudsman is also the **National Mechanism for the Prevention of Torture and Ill-Treatment**.

Its staff make regular, unannounced visits to places where people are deprived of their liberty.

As it is recognised as a **National Human Rights Institution** it also collaborates with international organisations such as the United Nations.

For all these reasons, the Ombudsman is a defender of people's rights a link between society and the public authorities and an instrument to help the state fulfil its duty of good administration, which is owed to everyone.