

CASE LAW MOSAIC

The complainant submitted her complaint to the Minority Ombudsman in the context of her difficult financial circumstances and her problems in finding a job, claiming that her husband was discriminated because of his Roma origin. The Minority Ombudsman did not have the competence to examine the general nature of the complaint, which primarily complained of financial difficulties, but considered it important to provide the complainant with detailed information.

A Roma petitioner complained that the registrar did not enter his details in the birth register of a minor, despite the fact that the court had declared him to be the father of the minor. He also indicated that he would like the guardianship office to allow him to have contact with the minor and to annul the adoption of the minor. The Minority Ombudsman provided the complainant with full information to make him understand his situation and options.

A petitioner of Roma nationality complained about the circumstances of determining medicine support on the basis of equitableness. The delay of almost six weeks could have been caused by an administrative error within the organisation, and the Minority Ombudsman sent a letter of formal notice to the competent authority asking it to correct its practice of accepting applications.

A petitioner of Roma nationality living in a small rural village complained to the Minority Ombudsman because he said his grandson had been shamed in kindergarten. According to the complainant, the child had been brought to the institution with a short haircut the morning of the incident, which the kindergarten considered was probably due to a lice infestation, and therefore they called the district nurse. The nurse examined the scalp of the child and family members but found no infestation. As it turned out, there had been previous conflicts between the family and the institution, which the family perceived as discrimination because of their Roma origin.

A complainant of Roma nationality turned to the Minority Ombudsman about a procedure for the payment of water charges. The Minority Ombudsman did not have the competence to investigate the payment order procedure contested by the complainant, but considered it important to inform the complainant in detail about the case.

**Office of the Commissioner for Fundamental Rights
Secretariat of the Minority Ombudsman**

1055 Budapest, Falk Miksa u. 9-11.
nemzetiseg.info@ajbh.hu



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The complainant turned to the Minority Ombudsman for help with her livelihood difficulties. In her application, she described that she has been trying to find a job and to work, for which she had a vocational qualification and a school leaving certificate. She complained that she had asked the mayor of the municipality for help in her job search but had not been offered local employment.

The complainant also informed the Minority Ombudsman that she had been receiving a replacement employment allowance for more than a year, which was not even sufficient for food. She considered that her spouse was unable to find work in and around the municipality because of his Roma origin.

The Minority Ombudsman informed the complainant about the rules on jurisdiction and the possibilities of investigation. She indicated that she could act in the case if there was an abuse or imminent threat of abuse by a public authority in relation to fundamental rights. The investigation is also subject to the condition that the person making the complaint has already applied to the competent bodies, that they have taken a final decision and that, where remedies are available, they have been exhausted by the client. Given that the complainant's complaint was of a general nature and not a complaint against a specific official act, the Minority Ombudsman was not in a position to open an investigation.

The Minority Ombudsman also informed the complainant that her powers did not allow her to provide direct financial assistance to resolve the petitioner's difficult situation, but indicated to her which bodies and institutions she could turn to. In her reply, the Minority Ombudsman suggested that the complainant should contact the competent district office, the municipal government, the municipal Roma national self-government and the regional social service centre.

In the context of the job application, the Minority Ombudsman drew the complainant's attention to the procedure for registering jobseekers and the contact details of the employment department of the competent district office.

Finally, the complainant was also referred to the Virtual Labour Market Portal (<https://vmp.munka.hu/>) and the website of the National Employment Service (<https://nfsz.munka.hu/tart/allaskeresok>) to find a job.