



HOW TO LAY A COMPLAINT

Email us at:

office@ombudsman.org.na

Write to us at Private Bag 13211,
Windhoek or call us on
Tel: 061 207 3111

Or you can send an SMS to 20401
and we will call you.

Visit our Facebook page and send
us a message and we will contact you.
Office of the Ombudsman Namibia.

Visit our website at:

www.ombudsman.org.na
and download a complaint form.

WHAT ARE CHILDREN'S RIGHTS?

Children's rights are Human rights. Everyone has them from birth and they cannot be taken away.

CHILDREN HAVE THE RIGHT TO:

- Life
- A name and nationality
- Know and be cared for by their parents
- Be treated fairly, equally and with dignity

All children have the right to basic living conditions. This means they must get adequate:

- Food
- Shelter
- Clothing
- Care and protection, including health care and immunization
- Education
- Play and leisure
- Children with special needs must get special care

WHAT DOES THE CHILDREN'S ADVOCATE DO?



THE CHILDREN'S ADVOCATE:

Represents and defends all children in Namibia.

Is independent, however collaborates with the government and no-governmental organisations and all those who work with and for children.

Monitors the implementation of laws that protect children.

THE CHILDREN'S ADVOCATE CAN HELP YOU:

- If you are a child under the age of 18.
- We ensure that every individual, association or body, public as well as private, respects the rights and interests of children.
- We listen to children to understand their concerns and expectations.
- We propose to the competent authorities legal or other measures that may improve the status of children.



WHO CAN LAY A COMPLAINT?

- A complaint can be lodged by any adult or child.
- The Children's Advocate may conduct an investigation and will inform the complainant of the outcome.
- The Children's Advocate guarantees the confidentiality of all complainants.
- The Children's Advocate can also initiate an investigation if she has reason to suspect the violation of the rights of a child.
- She can then interview anyone who can provide information, including a government official.
- She may also enter any place where children temporarily or permanently reside, for example foster homes, residential child care facilities, early childhood development centres, shelters, or children's homes.
- She may direct that anyone whose presence is not desirable, not be present during any inquiry/ investigation.

