



SIVILOMBUDSMANNEN

Norwegian Parliamentary Ombudsman
National Preventive Mechanism

All children and young people must be treated well when staying in an institution

We will visit this institution and would like to hear what it is like to stay here.

Do you want to help us?



We want everyone who is staying in an institution to be treated well.

That is why we visit institutions where people have been placed by the child welfare service, the health service or the police. These can for example be child welfare institutions, hospitals and custody facilities.

To make sure we get the correct impression, we do not give advance notice of our visits.

We are completely independent of the institution's staff and of the authorities.



What happens when we visit?

You know best what it is like to stay here. That is why we want to talk to you.

Your experience can help others and those who will stay here after you. We have a duty of confidentiality about what you tell us.

We also walk around in the institution to see what it looks like here. Afterwards, we look at important documents, such as house rules, administrative decisions and records. We also talk to the staff who work here, but not about what you have told us.

After the visit, we write a report in which we make recommendations to the institution about what it can do better. In the report, all the conversations we have had are anonymised. That means that no one will be able to know who has told us what.

How can you help us?

We are wondering:

- What is good and what is not so good here?
- Is there anything you would like to see changed?
- What kind of information are you given?
- Does anyone use force against you?
- Have you or anyone else been mistreated?
- Do you receive good assistance from the staff when you need it?

Do you want to know more?

Read more at:

sivilombudsmannen-ung.no

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Sivilombudsmannens forebyggingsenhet

You can contact us:



+47 22 82 85 00 (ask for the Parliamentary Ombudsman's National Preventive Mechanism)



postmottak@sivilombudsmannen.no



The Parliamentary Ombudsman
P.O. Box 3 Sentrum,
0101 Oslo, Norway

Do you want to submit a complaint against an administrative decision?

You can submit a complaint online via sivilombudsmannen.no, or send a letter to the Parliamentary Ombudsman. You can also give your complaint to us when we visit.