

Realize human dignity and values  
Realize a society where the human  
rights of everyone are respected

Complaint receipt and handling process



Human rights  
counseling

By visiting or calling (call **1331** without an area code)

Complaint  
receipt

By e-mail, mail, phone call, fax, NHRCK homepage

Address: Human Rights Counseling and Conciliation Center,  
13th Fl., Narakium Jeodong Bldg., 340, Samil-daero,  
Jung-gu, Seoul, Korea, 04551

Fax: +82-2-2125-0920/ E-mail: hoso@humanrights.go.kr

※ Persons accommodated in detention or protection facilities may  
submit complaints to the Commission's investigators upon their  
visit and interview

Investigation  
of case

- Decide to reject or transfer the case after preliminary  
investigations based on the written statement
- Review materials submitted by the persons concerned,  
attendance investigation, and assessments on-site

※ Refusal of an investigation without any justifiable reason is subject to  
punishment by an administrative fine

- The complaint can be deliberated by the Conciliation  
Committee at the request of complainant or by authority  
of the Committee

※ Conciliation and a decision in lieu of the conciliation have  
the same effect as a settlement at court

Deliberation and  
decision of the  
Commission

- The Commission deliberates on the findings of investigations and  
makes a recommendation, dismisses the complaint, rejects the  
complaint without deliberation, recommends for settlement, etc.
- Recommend the respondent the implementation of necessary remedies,  
rectification of any relevant statute, institution, policy or practice
- Recommend a disciplinary action against a person responsible for  
the violation of human rights
- Request to initiate an investigation or file an accusation if it is deemed  
that a criminal punishment is required
- Request to render legal aid to the said victims, if deemed necessary  
for the recovery of rights of victims relating to any petition

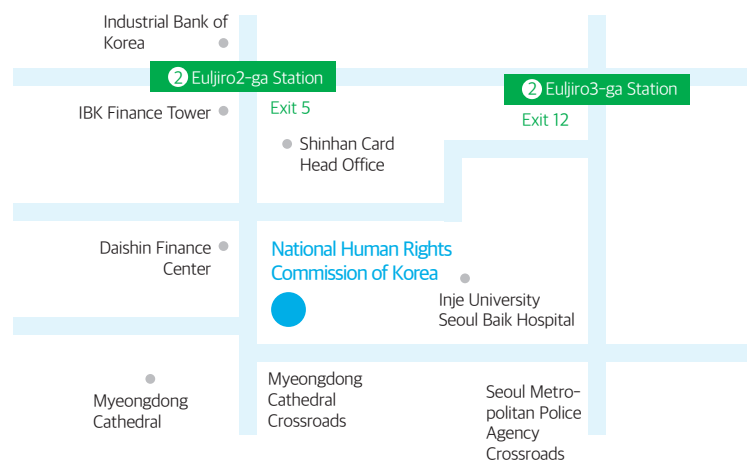
※ Dismiss a complaint if the content of the complaint is not true, or it does not  
correspond to a violation of human rights or a discriminatory act without  
any further remedy

Conclusion &  
notice

Notify a written notice of case handling results to the complainant

Call **1331** for complaints  
without an area code

Map



**Subway** Line No. 2: Exit 12 of Euljiro 3-ga Station (5-minute walk) or exit 5 of Euljiro 2-ga Station  
(Euljiro Underground Shopping Center (1-minute walk)  
Line No. 4: Exit 10 of Myeong-dong Station (10-minute walk)

**Bus** ● Blue bus: 100, 1015, 140, 152, 202, 261, 470, 471, 472, 501, 701, N30 (night), N37 (night)  
● Green Bus: 7017, 7021  
● Red Express Bus: 1005-1, 1150, 5000, 5005, 5007, 5500, 5500-1, 5500-2, 7900, 8100,  
8110, 8800, 9000, 9001, 9003, 9300, 2500, 9401  
M4101, M4102, M4108, M5107, M5115, M5121  
● Airport Limousine Bus: 6001, 6015



National Human Rights Commission of Korea

**Address** Public Relations Division, 13th Fl., Narakium Jeodong Bldg., 340, Samil-daero, Jung-gu,  
Seoul, Korea, 04551

**Telephone** +82-2-2125-9870~5/ Complaints Hotline: **1331** **Fax** +82-2-2125-0920

**Homepage** www.humanrights.go.kr **E-mail** public@humanrights.go.kr

- **Busan Regional Office** 8th Fl., Kukminyeongum Busanhoegwan Bldg., 1000, Jungangno, Yeonje-gu, Busan, Korea 47606  
Tel.+82-51-710-9710~6 Fax.+82-51-710-9717
- **Gwangju Regional Office** 5th Fl., Amore Pacific LTD. 154-1, Geumnamro, Dong-gu, Gwangju Korea, 61476  
Tel.+82-62-710-9710~6 Fax.+82-62-710-9717
- **Daegu Regional Office** 16th Fl., Hosu Bldg., 648, Gukchaebosang-ro (#50-3, Dongindong2-ga), Jung-gu, Daegu, Korea, 41939  
Tel.+82-53-212-7000~6 Fax.+82-53-212-7007
- **Daejeon Regional Office** 13th Fl., KT Tanbang Tower, 30, Munjeong-ro 48beon-gil (649, Tanbang-dong), Seo-gu, Daejeon, Korea, 35262  
Tel.+82-42-472-9038~45 Fax.+82-42-472-9046
- **Gangwon Regional Office** 4th Fl., 73, Neungnadong-gil, Wonju-si, Gangwon-do, Korea, 26392  
Tel.+82-33-813-9930~7 Fax.+82-33-813-9945
- **Jeju Branch** 2nd Fl., 273, Jungang-ro, Jeju-si, Jeju-do, Republic of Korea  
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***A World of  
Dignity for All***



National Human Rights Commission of Korea

# The National Human Rights Commission of Korea (NHRCK) was established in accordance with the 「Paris Principles」

## Paris Principles

- It played a decisive role in establishing national human rights institutions of today across the globe by setting out the standards for their composition, status, and functioning.
- It was established at the first international workshop on national human rights institutions held in 1991, fully supported by the participants of the Vienna World Conference on human rights in 1993, and adopted by the UN General Assembly in December of the same year.

## Highlights

1. A national institution shall be vested with competence to protect and enhance human rights, recognized with its broad duties, and its composition and competence shall be defined by the Constitution or an official law.
2. The composition of the national institution shall be established in accordance with a procedure that guarantees the pluralist representation of the social forces and have an infrastructure which is suited to have an adequate funding and resources to carry out its duties.
3. The national institute shall freely consider any questions and hear any person and obtain any information and any documents necessary for assessing situations falling within its competence, and determine its methods of operation at the discretion of the institute.
4. The national institution is authorized to hear and consider complaints and petitions concerning individual situations.

## The National Human Rights Commission of Korea was established on November 25, 2001 in accordance with 「Paris Principles」.

The purpose of this Act is to contribute to the recognition of human dignity and worth as well as to the safeguard of the basic order of democracy by establishing the National Human Rights Commission to ensure that inalienable fundamental human rights of all individuals are protected and the standards of human rights are improved.

- Article 1 of the National Human Rights Commission Act -

# National Human Rights Commission is a national advocacy institution for human rights protection

Vision

A World of Dignity for All, National Human Rights Commission to protect and promote the human rights of everyone

Mission

Realize human dignity and values in all areas and realize a society where human rights are respected

## Characteristics of NHRCK

Governmental body dedicated to human rights

A governmental body that actively promotes peoples' rights guaranteed by the Constitution and conducts activities to protect and promote human rights defined by the National Human Rights Commission Act

Independent body

An independent governmental body that does not belong to any of the legislative, judiciary, and executive branches of the government and ensures independence and pluralism in carrying out duties and activities

Quasi-judisdictional body

Investigate individual human rights violations and remedy therefor and recommend on matters that require reform or improvement including statutes, institutions, policies and practices of potential violation of human rights

Quasi-international organization

Recommend on the compliance of domestic laws and systems with international human rights standards, cooperate with the UN and any other international organization.

A world of dignity for all!  
NHRCK is always with you



Human Rights Policy

- Investigate and research on statutes, institutions, policies and practices related to human rights, and provide recommendations or opinions on matters requiring improvement
- Provide recommendations or opinions on the conclusion of any international treaty on human rights and the implementation of the said treaty

Investigation and remedy

- Investigate and remedy for human rights violations or discriminatory acts committed by a State agency, a local government, various levels of school, a public service-related organization, or a confinement or caring facility
- Investigate and remedy for discriminatory acts committed by a juristic person, an organization or a private individual
- Investigate and remedy against an act of sexual harassment
- Investigate and remedy in accordance with 「Act on the Prohibition of Discrimination against Disabled Persons, Remedy against Infringement of Their Rights, Etc.」 and 「Act on Prohibition of Age Discrimination in Employment and Aged Employment Promotion」

Education and Promotion

- Education to enhance the awareness on human rights
- Expand and promote a human rights culture

Domestic and international cooperation

- Cooperate with human-rights related domestic organizations and individuals
- Exchange and cooperate with human rights-related international organizations or foreign human rights institutions

