

# Chapter V

## Accessibility

- NHRIs must proactively reach out to vulnerable and disadvantaged persons. Unconventional channels of communication should be used as needed to ensure that all groups in society are reached.
- NHRIs should be geographically and physically accessible by constituents, including people with disabilities.
- States should provide adequate resources to ensure that the services of an NHRI are widely accessible, including through processes such as decentralised field offices or other appropriate mechanisms.
- An NHRI should, where appropriate, form alliances with NGOs to enhance its accessibility and effectiveness.
- NHRIs should carefully monitor and supervise local offices or ‘out-post’ representatives to ensure that high-quality services are provided.
- NHRIs should aim to provide, as far as practicable, information and documentation not only in the dominant language spoken in the country, but in other relevant languages.
- An NHRI should ensure that complaints can be accepted in any language.
- The offices of an NHRI should, wherever possible, be located away from other government and military offices.

An NHRI must be readily accessible to its clients - those individuals and groups whose rights it has been established to promote and protect. In this respect, it is essential to recognise that many of the most important clients – those who are most in need of help – will often be difficult to reach through standard channels of communication. It is important that the location of offices does not deter

clients from filing complaints. Hence, offices should be physically accessible by clients, including clients with disabilities and those reliant on public transportation. To protect complainants from retaliation and dispel the impression that an NHRI is simply an organ of government, NHRIs should not be located in close proximity to other government offices.