

You have rights!

**Your rights and
ways to make a complaint.**





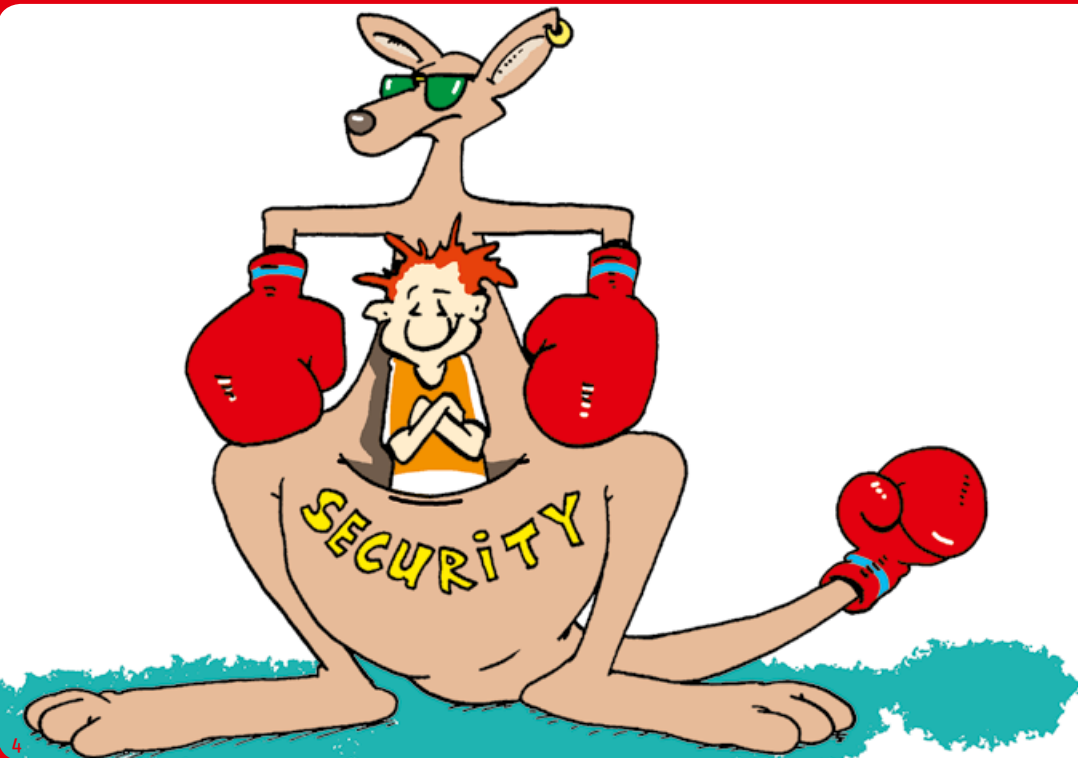
WELCOME!

Welcome at Jugendwohnen im Kiez!

You will be staying with us for a while. Therefore, you might like to know what you can expect from us and what your rights are. We will be explaining these on the following pages. There are also laws in place, such as the UN Convention On The Rights Of The Child and the German „Grundgesetze“.

Unfair treatment can be prevented if you know your rights and can actively ask for them!

If you think you have been unfairly treated or your rights have been abused, you will find information in this booklet about making a complaint.



1

**You have the right
to a life free from violence and
discrimination.**

- » No one is allowed to hit, threaten or abuse you or put psychological pressure on you. Your body belongs to you and no one is allowed to touch you if you don't want to.
- » No one is allowed to treat you better or worse than others because of your background, appearance, or your religion.
- » Everyone has to treat you with respect.



2

**You have the right
to be looked after well.**

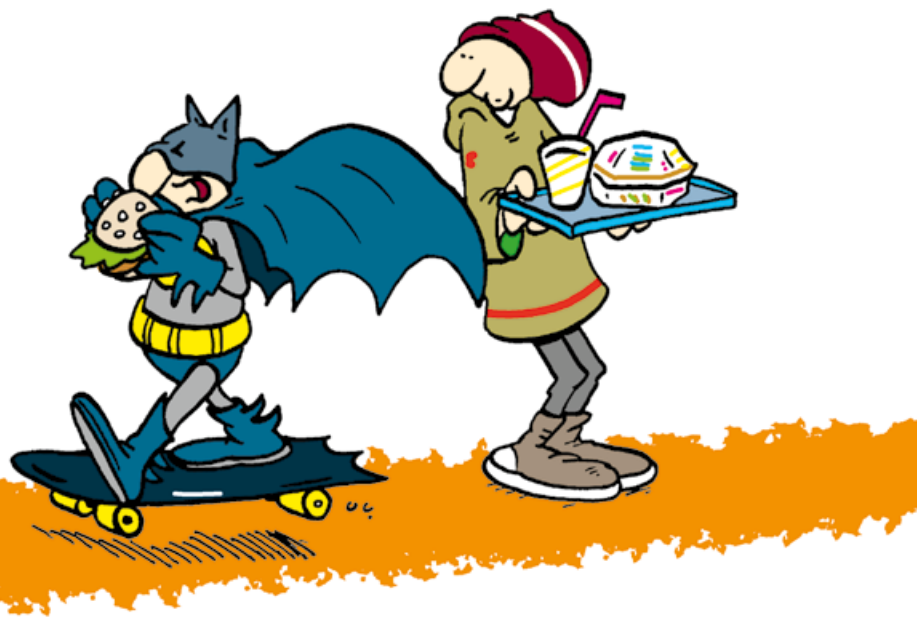
- » You are entitled to live in a clean and healthy environment that is cared for, with your own personal space. You are entitled to eat a healthy and varied diet.
- » You are also entitled to receive appropriate medical treatment.



3

**You have the right
to contact with your family**

- » You are entitled to have regular contact with your family.
- » If that isn't possible, we will talk to you about the reasons.



4

You have the right to be supported in your personal development and develop your own personality.

- » You can develop your own personality. We support you with this by supporting you to become independent and responsible.
- » You have the right to decide yourself what your beliefs are. You can find your own way in life.
- » Everyone has to treat you with respect.



5

**You have the right
to receive an education.**

- » You are legally entitled to attend school and to learn a trade or profession.
- » This also means that you can receive support to reach your educational or professional goals and are supported in developing talents and hobbies.



6

You have the right to receive answers to questions about yourself, your body and your sexuality.

- » You can always ask one of our members of staff, if you have questions about yourself, your life or your physical and sexual development.
- » Everyone has to treat you respectfully. We will support you to receive age-appropriate sex education.



7

**You are entitled
to leisure time**

» You can decide yourself on how to spend your free time.

INFO!



8

**You have a right
to receive information and to be included
in decision making**

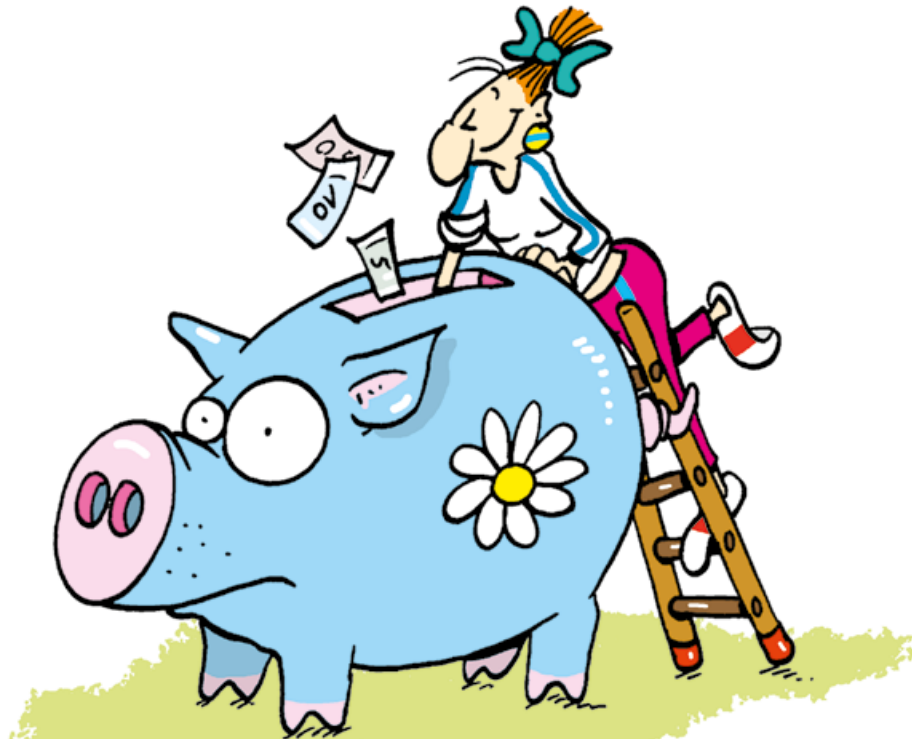
- » You are entitled to receive information and be included in decision making about your personal affairs and matters that affect your group. This means that you can have a say how your room and common rooms are decorated as well as meal planning.
- » You are entitled to discuss any questions you might have and receive clarification.



9

You have the right to privacy.

- » You are entitled to have time to yourself and you decide, who can visit you in your room. If someone wants to enter your room, they have to knock on the door.
- » You have to be allowed to make phone calls without anyone listening in. You can also expect to receive your mail unopened (the same applies to text, chats and e-mails). It is your decision who can read them.



10

You have the right
to receive pocket money
and to your own possessions.

- » If you live in a residential setting you are entitled to receive pocket money and you have the right to decide what you are going to do with your money.
- » Items you have rightfully purchased yourself belong to you. No one is allowed to take these items away from you or break them. You decide, who can use them.



11

You have the right to voice your opinion freely and to make a complaint.

- » You are entitled to voice your opinion freely without fear of punishment. We have to listen to you if you want to tell us something. You are allowed to say, if you don't like something and you can make a complaint.
- » Hurtful comments, insults, threats, threats of violence or actual violence are not an expression of freedom of speech.



12

Very important: Everyone has the same rights! Human dignity is inviolable!

- » Your rights stop there, where they violate the rights of another person.
- » It is our duty to protect you and others from harm. We can temporarily restrict your rights in certain situations, if we are concerned that you are at risk of harming yourself or another person. We will discuss the reasons for the restrictions with you.

We take an interest in your complaint:

If you think, your rights have not been taken seriously, you can make a complaint. Your parents can make a complaint, too.

» **Complaints at** Jugendwohnen im Kiez:
E-Mail: beschwerde@jugendwohnen-berlin.de

» **Contact details of the manager of your institution:**

What happens when we receive your complaint.

- » We will confirm, that we have received your complaint.
- » The person you have made the complaint to will offer to talk you about the complaint. At first, only the two of you will talk about the complaint and what it is about. This talk will take place within two weeks of receiving our complaint. You will decide jointly which steps to take next.
- » It is our aim to find a good solution for everybody.

Our complaints officer will support you during the entire time to make your voice heard.

Of course you can also turn to others:

- » For example, when dealing with your **Social Services Department**.

You find the contact in your welcome letter from Jugendwohnen im Kiez.

- » Alternatively, when dealing with an **independent watchdog**:

Berliner Beratungs- und Ombudsstelle Jugendhilfe

Mariendorfer Damm 38 Telefon: 030 / 629 812 69

12109 Berlin Fax: 030 / 629 813 30

E-Mail: info@bbo-jugendhilfe.de

We would like you to enjoy your time with us!



Jugendwohnen im Kiez e.V.

Hobrechtstraße 55
12047 Berlin

Telefon: 030 / 747 56-0

E-Mail: info@jugendwohnen-berlin.de

www.jugendwohnen-berlin.de



Jugendwohnen
im Kiez e.V.



Jugendwohnen im Kiez –
Jugendhilfe gGmbH

Illustrationen: ©TOM, Tom Körner, Berlin
© Jugendwohnen im Kiez e.V. und TOM
04/2015