



Complaints, Monitoring & Follow-up Committee (CMF)

- a. To receive, assess, and consider complaints and grievances related to human rights made by citizens, residents and organizations through various means, and to determine the best way to deal with.
- b. To inform concerned citizens and residents of procedures to be followed if there is a complaint and to provide them with the required assistance or to assist in resolving the complaint with the concerned authorities.
- c. To monitor and investigate the human rights situation in the Kingdom, through the media, social media or otherwise, and study or research to determine the best ways to deal with them.
- d. To transfer what the institution sees as referral of complaints, legal assistance and monitoring cases that have been identified to the competent authorities through the Chairperson and to effective follow-up.
- e. To consider the complaints referred by the Committee on the Rights of Persons Deprived of Liberty from Detained Persons in Correctional and Rehabilitation Institutions, Pre-Trial Detention, and Detention Centers, and to refer to the Committee on the Rights of Persons Deprived of Liberty to take the necessary action.
- f. To coordinate trial hearings, court proceedings to ensure fair trial guarantees, and to take necessary action to finalize attendance reports.
- g. To request information or data from any competent authorities in the Kingdom during the institutions exercise of its mandate, through the Chairperson.
- h. To recommend to develop a guide on receiving complaints and the provided legal assistance, the mechanism for monitoring human rights situations and providing insights on facilitating the work of the Committee through the complaints system.
- i. To prepare statistics on complaints received by the institution, legal assistance provided and cases of monitoring through the media and social media, indicating the actions taken.
- j. To contribute in the preparation of the draft parallel reports that the Kingdom undertakes to submit periodically, and to make observations thereon, as related to regional or international conventions pertaining to human rights.
- k. Any other competency referred to the Committee by the Chairperson, or the Council Bureau, or the Council of Commissioners.