



# CHILD PROTECTION POLICY



## Child Protection Policy child-friendly version

### ***About the Ombudsman for Children***

The Ombudsman for Children protects, monitors and promotes the rights of all children in Croatia.

The Ombudsman works and cooperates with children and has two advisory bodies: the Network of Young Advisers (NYA) and the Youth Forum 16+.

### ***What is Child Protection Policy?***

*Child Protection Policy* is a document which defines the criteria for safe and supportive work with children.

All children involved in the activities of the Office of the Ombudsman for Children have the right to **health, safety, security and welfare, and their best interest is a priority in our work.**

With this Policy we advocate for the protection of children from **violence, abuse and exploitation.**

### **The child protection procedure**

Anyone can contact the Office of the Ombudsman for Children in case of need for protection of children's rights and interests.

If we find out that a child needs **help, support or protection of their rights or that one of their rights has been violated**, we will take all action necessary as soon as possible in order to stand up for the child.

### ***Child Protection Focal Person(s) (CPFP)***

Children and other people can **contact the Child Protection Focal Person(s)** at all times if they think their rights are not respected or if their safety during the activities organized by the Office of the Ombudsman for Children has been jeopardised.

**CPFPs** are the advisers of the Ombudsman for Children:

Davorka Osmak Franjić: [davorka.osmakf@dijete.hr](mailto:davorka.osmakf@dijete.hr), +385 1 4929 669

Danijela Žagar: [danijela.zagar@dijete.hr](mailto:danijela.zagar@dijete.hr) , +385 51 311 121

You can contact us by sending the written complaint to the address **Ombudsman for Children, Teslina 10, 10000 Zagreb.**

You can also send us an e-mail to [info@dijete.hr](mailto:info@dijete.hr) or the special e-mail **for children only** [mojglas@dijete.hr](mailto:mojglas@dijete.hr).

**The regional offices of the Ombudsman for Children** are in Osijek (Šetalište P. Preradovića 7), Rijeka (Trpimirova 3) and Split (Braće Kaliterna 10).



**PLEASE DO NOT HESITATE TO CONTACT US IN CASE YOU NEED THE PROTECTION OF YOUR RIGHTS!**

