

## (40) How to Try to Enforce Your Rights and Make a Complaint

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### Overview

An owner has to make a request about a violation one of his/her rights in case he wants to use it. In specific rights a **single owner may demand or request also immediate personal consequences against the violators.** (e.g. some obvious cases: state forces an owner in jail or labor/concentration/educational camp force him/her into a psychiatry, etc.)

How well the co-owned organization complies determines also the degree of compliance of an organization with „The owners’/citizens’ rights”. Even if the organization has a 0% compliance any owner has the legitimate right to ask by the process below.

There can be 3 type of demands/requests (based on the specific right, some 1, some 3):

- the organization stops a violation
- personal consequences in the organization (the persons/employees in the organization or 3rd party)
- force the organization to start something (e.g. process, activity, providing information, etc.)
- compensation of the owner (e.g. financial)

And not only against the violators, but **every employee participating in the process** (supporting, assisting, allowing) **are subject of violations** if the owner wishes. (In case it has been outsourced to 3rd party similar consequences). That very is important as in the infamous example of Nazi Germany state employees (including: military, police, etc.) violated the owners' rights and gave the excuses: „that was the order”, „that was appropriate according to current laws”.

Employees of state/public entities or state-serving organizations who actively or passively hinder (=sabotage) a request procedure face also consequences.

### **possible personal consequences for violators**

The personal consequences an owner ask related with some selected rights are the following:

1. **Immediate suspension, dismissal with compensation:** This involves the immediate end of employment or contract with the organization or state/public body of the violator.
  - The individual (violator) gets some severance or compensation (only payment no other costs).
    - For non-elected the minimum of these 3 values:
      - termination months (employment contract)
      - contract (only for work force)
      - 3 months (in case of a violation 3 months are very generous)
    - For non-elected/selected the minimum of these 3 values:
      - termination months (employment contract)
      - election period
      - 48 months
2. **Immediate suspension, dismissal:** The individual's employment or contract ends immediately, with no further salary or compensation. This also ends any immunity they may have had.
3. **Employment Ban:** The individual is banned from working directly or indirectly for their former organization or for the entire public/state sector. This ban can be temporary or permanent.
4. **Financial Penalty:** The individual must pay compensation directly to the affected claimers. This applies in cases where they have caused economic damage or made unauthorized financial decisions.

5. **Media Ban:** The individual is barred from appearing in any public media, either temporarily or permanently (e.g. TV, radio, newspapers, any kind of advertising print/online)
6. **Additional Taxation:** An extra tax is applied to all their types of income, including pensions, for a specific period or for their lifetime.

### **Demand/Request:**

- **Evidence Requirement:** Only requests supported by clear and concrete evidence will be acted upon. Decisions should be straightforward and easy to make, without the need for lengthy investigations. Some rare violations or criteria are so obvious that no investigation is needed only the fact has to be assured or confirmed.
- **How?:** one request can only cover 1 right violation, where the violation has to be very specific
- **Bundling of requests/demands:** every 7 days it is allowed to bundle the same type of requests, in case the request is the same (the same violation, the same requested consequences against identical employees in case there was a victim the same victim). All the underlying requests in the bundle has to be stored with no information loss. Mistake in bundling -wrong bundle- has to be reported with 2 weeks delay. Bundling is only allowed until the error quote in bundling is below 1%. If the error quote above 1% then immediately 1 month long no bundling is allowed.
- **Request/Demand Registration:**
  - Each request must receive a unique request number that is publicly accessible for tracking in online and printed form everywhere from the country without registration and generally without fees.
  - Authorities are required to issue an official receipt to the requestor, confirming that their request has been registered, along with the request number.
  - All jurisdictional state authorities and community offices must register requests immediately. If electronic registration is unavailable, paper registration must be used.

### **Who can report violations (=request for fulfilling a specific right)?**

Only single citizens (individually, not as a group or movement). An owner may make requests/demands in the name of other persons ONLY if they are kidnapped, in jail, dead, or permanently unconscious.

## **Who may process requests?**

Requests/demands may be processed only by local citizens (the whole organization) that are at least citizens in the country in the last 18 years and where permanent residents in the country also at least 18 years long (e.g. a citizen born in the country could do that job from the age of 18). Without any criminal record.

No outsourcing allowed, otherwise, it is a violation and also a sabotage by the head of the processing organization, consequences below.

Processing has to happen within the country, otherwise it is a violation and also a sabotage by the head of the processing organization, consequences below.

## **Best practice (=Legitimate actions by the owners)**

Identify real violations. Use the request procedure. Describe the violation with objective arguments. It must be documented clearly and shortly (max. 500 words) how your rights have been hurt, and attach clear evidences or references.

The owner may assert his or her rights in paper form (via post or personally to any authority in case unsure police) or via a provided software (if there is any).

Share the possible violation with the public.

## **Restrictions on Technology in Judgments (in cases where it needed):**

- All investigations and judgements must be conducted by human decision-makers. Software or artificial intelligence-based pre-processing is only allowed if the individual owner allows it in the request.

## **Request limitations:**

- Group 1: owners (not state/authority/military/community employees, not elected, not in jail, not 3rd party e.g. delegated task): 3 request every 6 months for free via paper/via mail or personally and 3 extra requests every 6 months for a fee of 1/160th of the median average monthly net payment in the country (= 1 working hour net payment)
- Group 2: state/authority/military/community employees (even elected or appointed): 1 for free every 6 months 1 every 6 months for a fee of 1/160th of the median average monthly net payment in the country (= 1 working hour net payment)
- Group 1 requests have always priority over Group 2 requests
- Why the limitation?: not to overload the system (otherwise cannot be operated)

## **Public Database for Demands/Request:**

- A public database must list all the requests and claims with a 30 years history. Mass data export should be possible without fee a tracking and should be easy. No compliance is considered as sabotage at highest stage (government).
- A database must list all individuals (in the affected organizations as employee, elected, delegated or even third-party) who have been removed or banned as a result of claims/demands/requests. All authorities, communities, member of parliament and journalist have to have free, easy and a complete access to it. This list must include the time, date, and duration of their ban and be maintained with a 20 years history. Mass data export should be possible without fee a tracking and should be easy. No compliance is considered as sabotage.
- Any organization that employs banned individuals, particularly those that receive public funding or donations, will become ineligible for further public financial support.

## **SLA, deadlines**

Every request has to be processed within 30 days for current issues. 45 days for issues about last year. 60 days for the previous 4 years. 90 days for the last 25 years. If a violation is confirmed, all related consequences must also be implemented within 30 days.

## **Handling process/data fraud**

It is possible that an organization falsely declares some or many owners have already reached their limit. It could also be that the organization produces false request in name of an owner. As a result, based on that reason they decline current requests. For paper-based requests there must be very hard evidences (video+foto+eyewitnesses) that must be made public even to consider a decline. The same for content of a request.

Every such fraudulent event leads immediately to the immediate dismissal and a 20-year employment ban of the request processor employee and local QA leader. If there was no appointed QA personal then the processor employee's boss. In case there was no processor employee then the head of the whole organization.

## **Demand/request management system**

To be able to process possibly many requests with a short deadline can be challenging. Probably most of the affected organizations have no insufficient complaints department/software.

Every owner has the right to protect its core rights very rapidly and go through a quick request procedure. Therefore are the rights, the criteria and the measures carefully selected.

BUT it is the organization's fault, if there are violations of core rights at all, that the owners have to active. And it is also the organization's fault if cannot handle complaints in mass or has no resources for that.

The above-described bundling helps massively in handling the requests. The processing of massive paper-based requests can be challenging, but paper is more difficult to corrupt.

It is a kind of ticketing system where the violations are the incidents.