

# NEWSLETTER

## HIGH INSPECTOR OF JUSTICE

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Inspektori i Lartë i Drejtësisë



@ILD\_Albania



Inspektori i Lartë i Drejtësisë

### Public Trust in HIJ, 300 Complaints Filed by Citizens in January-February 2025

#### A COMPLAINT CAN BE SUBMITTED IN FOUR WAYS

##### 1- VIA MOBILE/COMPUTER

Complaints can be submitted online through the 'How to file a complaint with HIJ/Submit a complaint' section. By selecting 'Complete the online complaint form,' individuals can complete and submit the form directly from a mobile phone or computer.



##### 2- VIA EMAIL

The complaint form can be downloaded from the 'Download the complaint form' section, completed, and then sent via email to [info@ild.al](mailto:info@ild.al)





### **Public Trust in HIJ, 300 Complaints Filed by Citizens in January-February 2025**

The images of this office depict the environment where the Complaints and Public functional duties, assists all citizens who approach the Office of the High Inspector of Justice (HIJ) by providing assistance on completing the complaint form or submitting requests for information.

This is because, for the Office of the High Inspector of Justice, public trust is established through the institution's reception and communication with citizens.

In the first two months of 2025, approxi-

mately 300 complaints have been filed and registered with the Office of the High Inspector of Justice, the majority of which include allegations primarily concerning delayed issuance of reasoned court decisions, prolonged or uninitiated adjudication of civil and criminal proceedings, as well as concerns regarding the conduct of judges during judicial hearings.

During this period, 67 citizens who physically appeared at the institution were assisted by the Office of the High Inspector of Justice, while 30 others were provided information via telephone.

**Based on the premise that an informed citizen can effectively address legal challenges, the Office of the High Inspector of Justice, has implemented a public communication plan. This initiative begins within the institution, ensuring facilitated access for complainants, extends to its official website, which provides a dedicated complaint form, and continues with daily reception and assistance for citizens in a designated space for those wishing to file a complaint in person or obtain updates on their complaint status.**

Since its establishment, the Office of the High Inspector of Justice has demonstrated a high level of commitment to complainants—both those who have directly addressed HIJ and others whose complaints had previously been lodged with predecessor institutions responsible for the disciplinary oversight of magistrates.

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On the official website, a prominently displayed section titled “How to file a complaint with HIJ” provides information on the

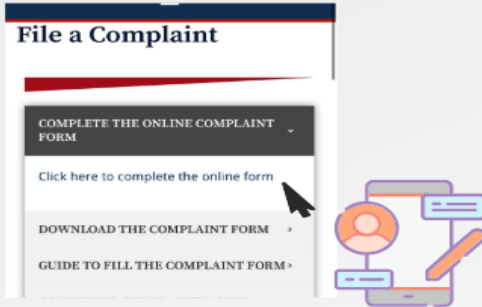
available complaint submission methods, the legal criteria for admissibility, a guide for completing the complaint form, and a sample completed complaint. Complaints can be submitted in four different ways, depending on the complainant’s circumstances.



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2. The complaint form can be downloaded from the 'Download the complaint form' section, completed, and then sent via email to [info@ild.al](mailto:info@ild.al).
3. Individuals can also submit a complaint by mailing the completed and signed form to the institution's official address.
4. Individuals who require assistance in completing the complaint form can do so in person at HIJ. The Complaints and Public Relations Sector is available daily to assist and welcome citizens at the institution.

3- BY MAIL

Individuals can also submit a complaint by mailing the completed and signed form to the institution's official address.



4- IN PERSON AT ILD

Individuals who require assistance in completing the complaint form can do so in person at HIJ. The Complaints and Public Relations Sector is available daily to assist and welcome citizens at the institution.



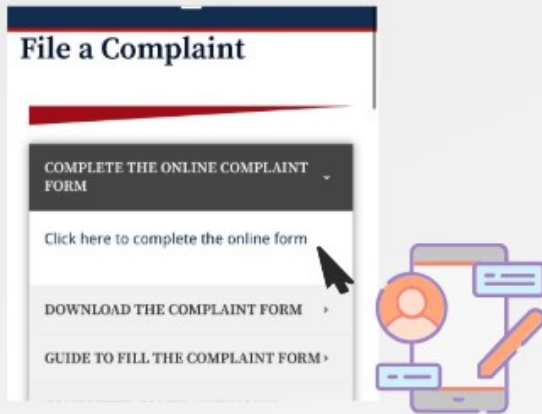
Process assisted by:  
- HIJ Staff -

**FOUR WAYS TO SUBMIT A COMPLAINT GRAPHICALLY**

**A COMPLAINT CAN BE SUBMITTED IN FOUR WAYS**

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**3- BY MAIL**

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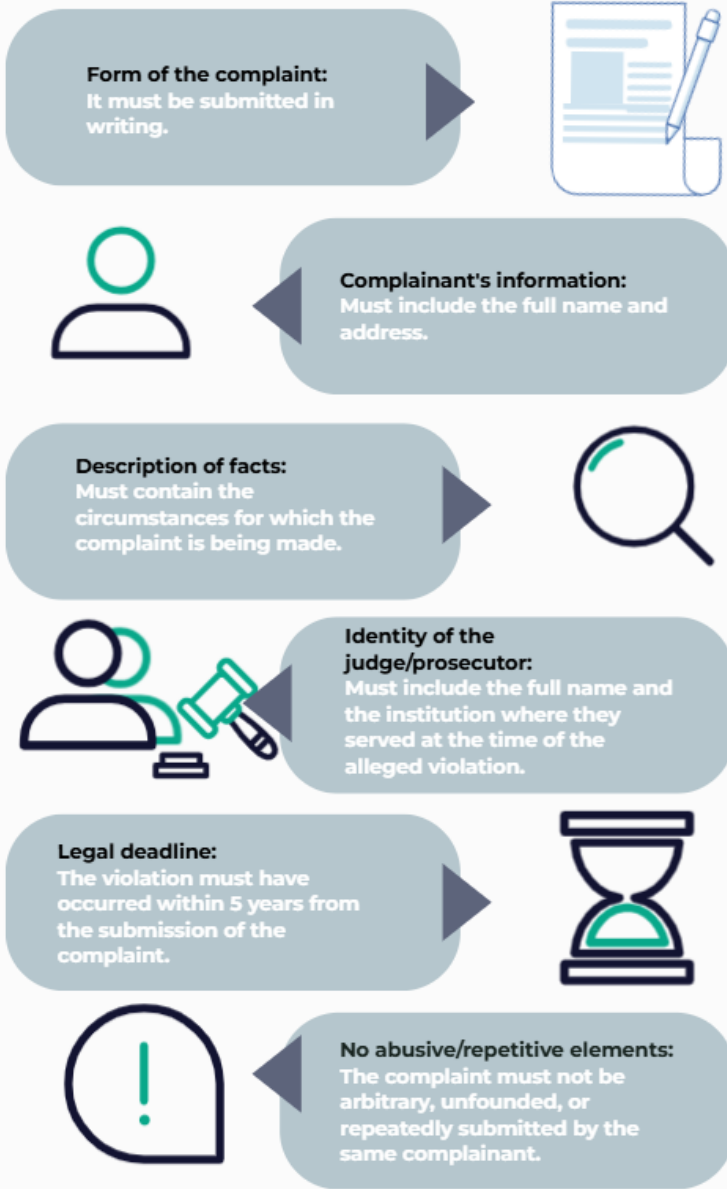
# CRITERIA FOR THE ADMISSIBILITY OF A COMPLAINT TO HIJ

- The complaint section also explains the legal requirements for a complaint to be considered admissible, along with concrete guiding examples for each complainant. According to the law, the admissibility review involves verifying the following information:
- The manner of submission, i.e., whether the complaint is submitted in writing; Personal details, such as the complainant's name, surname, and address;
  - **A description** of the facts and circumstances on which the complaint is based;
  - **The name and surname of the judge or prosecutor**, along with the court or prosecution office where they exercised their functions at the time the reported incident occurred;
  - **The alleged violation** must have occurred within five years from the date the complaint is submitted.
  - The content of the **complaint must not contain abusive elements**, be manifestly unfounded, or be a repeated complaint from the same complainant;
  - **The conduct of the magistrate**, who must have been in office at the time the reported incident occurred.
  - **The conduct of the magistrate** must be defined as a disciplinary violation under the applicable law at the time the alleged violation took place;
  - **The magistrate's conduct must**, if proven, constitute a disciplinary violation as defined by law.

**Only when all these conditions are met is the complaint deemed admissible, allowing for further verification procedures regarding the claims raised in the complaint. If one or more of the criteria outlined above are not fulfilled, the High Inspector of Justice issues a decision to archive the complaint. The complainant is notified of the decision to archive their complaint and informed of their right to appeal the decision, along with the deadline within which such an appeal may be submitted.**

CRITERIA FOR THE ADMISSIBILITY OF  
A COMPLAINT GRAPHICALLY

 **CRITERIA FOR THE ADMISSIBILITY  
OF A COMPLAINT TO HIJ**



## WHAT CAN A COMPLAINT ADDRESS AND AGAINST WHOM CAN IT BE FILED WITH HIJ

- What can a complaint to HIJ address?** ⇒ **Unprofessional or unethical conduct during the execution of functions or outside of it**, which discredits the position and integrity of the magistrate or undermines public trust in the judicial or prosecutorial system.
- ⇒ **Acts or omissions that result in a failure** to properly discharge official duties.

### WHAT CAN A COMPLAINT BE FILED FOR AT HIJ?

- ✓ ACTIONS OR OMISSIONS THAT CONSTITUTE A FAILURE TO FULFILL DUTIES.
- ✓ UNPROFESSIONAL OR UNETHICAL BEHAVIOR THAT DISCREDITS THE IMAGE OF THE MAGISTRATE.

#### **Against Whom Can a Complaint Be Filed with HIJ?**

- ⇒ Against judges and prosecutors at all levels in the Republic of Albania,


members of the High Judicial Council, members of the High Prosecutorial Council, and the General Prosecutor.

### AGAINST WHOM CAN A COMPLAINT BE FILED AT HIJ?

- ✓ JUDGES AND PROSECUTORS AT ALL LEVELS.
- ✓ MEMBERS OF THE HIGH JUDICIAL COUNCIL AND THE HIGH PROSECUTORIAL COUNCIL.
- ✓ THE GENERAL PROSECUTOR.

**WHAT CAN A COMPLAINT ADDRESS AND AGAINST WHOM CAN IT BE FILED WITH HIJ (GRAPHICALLY)** **WHAT CAN A COMPLAINT BE FILED FOR AT HIJ?**

- ✓ ACTIONS OR OMISSIONS THAT CONSTITUTE A FAILURE TO FULFILL DUTIES.
- ✓ UNPROFESSIONAL OR UNETHICAL BEHAVIOR THAT DISCREDITS THE IMAGE OF THE MAGISTRATE.

 **AGAINST WHOM CAN A COMPLAINT BE FILED AT HIJ?**

- ✓ JUDGES AND PROSECUTORS AT ALL LEVELS.
- ✓ MEMBERS OF THE HIGH JUDICIAL COUNCIL AND THE HIGH PROSECUTORIAL COUNCIL.
- ✓ THE GENERAL PROSECUTOR.

THREE SIMPLE AND FAST WAYS TO COMMUNICATE WITH THE HIJ OFFICE

THREE SIMPLE AND QUICK WAYS TO CONTACT THE HIJ OFFICE:

BY EMAIL - SEND COMPLAINTS/DOCUMENTS OR REQUEST INFORMATION AT INFO@ILD.AL. THIS IS A QUICK AND EASY WAY TO COMMUNICATE WITH US.

BY PHONE - FOR DIRECT, REAL-TIME COMMUNICATION, YOU CAN CONTACT US AT THE OFFICIAL PHONE NUMBER. THIS ENSURES THE RIGHT TO INFORMATION FOR THE PUBLIC, INSTITUTIONS, AND INTERESTED CITIZENS.

IN-PERSON VISIT - VISIT US PERSONALLY EVERY WORKING DAY FROM 09:00 AM TO 2:00 PM AT THE HIJ OFFICE.

Three Simple and Fast Ways to Communicate with the HIJ Office:

⇒ Via email at info@ild.al, a fast and efficient method for submitting complaints/documents or requesting information.

⇒ Through the official telephone num-

ber, enabling real-time communication with the public, institutions, and interested citizens—one of the keyways to guarantee the right to information.

⇒ In-person visits to HIJ, available every working day from 09:00 to 14:00.

In addition to the official website, public information is also disseminated through HIJ’s social media accounts on Twitter, Facebook, and YouTube.





7,027+

Confirmed Complaints

5,742

Processed Complaints

1,285

Complaints in the review  
process

132

Investigated magistrates

168

Complaints in the verification  
process after the initial review

45

Requests for disciplinary  
proceedings

**This information is updated every monday**

In the interest of transparency, the HIJ website publishes a weekly progress report every Monday, detailing: the number of complaints processed each week, complaints

currently under initial review, verification, or archiving, ongoing investigations and disciplinary proceedings.

## LEGAL EDUCATION AND PUBLIC FEEDBACK

Over five years of operation, the High Inspector of Justice has established a strong tradition of legal education, informing the public about the institution's mission, competences, and responsibilities. Through discussions with various social groups, HIJ not only raises awareness about its work but also gathers public perceptions and feedback on the justice system based on different real-life experiences.

The HIJ survey remains an important tool for gathering opinions on the institution's work—what is being done well and what can be improved to enhance efficiency. The feedback collected is also reflected in updates and improvements to the HIJ website, which is available in both Albanian and English.



### THE HIGH INSPECTOR OF JUSTICE HOSTED THE CLASS OF 2025 OF THE LEAD ALBANIA PROGRAM

Following an already established tradition, the High Inspector of Justice Mr. Artur Metani hosted today at the premises of the HIJ institution the class of 2024-2025 of the LEAD Albania program, of the Ammerican-Albanian Foundation for Development.

At the beginning of the conversation, the High Inspector of Justice acquainted the participants with the role and functions of the HIJ, as the institution responsible for verifying complaints, investigating disciplinary violations and initiating disciplinary proceedings against judges and prosecu-

tors of all levels, members of the High Judicial Council, members of the High Prosecutorial Council and the Prosecutor General Office.

Further, Mr. Metani responded to their interest in aspects of the institution's work, from receiving complaints from citizens or institutions, reviewing and verifying them, disciplinary investigation and proceedings, as well as thematic and institutional inspections.

Participants in the one-year LEAD Albania program are young professionals, educat-



ed domestically and abroad, who, through this experience, have the opportunity to gain direct experience in the governance process, through a one-year commitment as part of the cabinets of the highest state

institutions in the country and in the case of the class of 2025, at the Prime Minister's Office, various ministries, and even justice institutions, such as the High Judicial Council.



FROM THE VISIT OF THE CLASS OF 2024-2025 OF THE LEAD ALBANIA PROGRAM



## FEBRUARY OF HIJ IN NUMBER

During **February 2025**, the Office of the High Inspector of Justice administered **155 complaints** submitted exclusively by citizens. The Office ensured the standardized confirmation process of receiving complaints for newly submitted complaints in accordance with procedural requirements.

Complaints involving judges and prosecutors were assigned to Inspectors and are currently at different stages of processing, including initial review, archiving, verification, or draft decision issuance.

ARCHIVED	VERIFICATION	DISCIPLINARY PROCESS
<p>Out of 88 cases reviewed, 47 decisions were rendered:</p> <ul style="list-style-type: none"> <li>• 20 archiving decisions after initial review;</li> <li>• 23 archiving decisions after verification;</li> <li>• 4 decisions concluding the verification procedure without a final decision.</li> </ul>	<ul style="list-style-type: none"> <li>• 4 verification decisions</li> </ul>	<ul style="list-style-type: none"> <li>• 2 decisions for closing the disciplinary investigation for three magistrates (judges)</li> <li>• 1 decision to initiate a disciplinary investigation concerning one magistrate (prosecutor)</li> <li>• 1 request for the initiation of disciplinary proceedings concerning one magistrate (judge)</li> </ul>

## COMPLAINT PROCESS AT HIJ

The Office of the High Inspector of Justice continues with intensive work to confirm the complaints carried and those administered since February 1, 2020, when it was established as an institution.

To facilitate this process for interested persons, HIJ has published on the official website a special complaint form, which:

Can be completed directly and submitted online;

Can be downloaded, completed and sent by email to [info@ild.al](mailto:info@ild.al) or by mail at the address Boulevard "Dëshmorët e Kombit", Building

**no.13, Tirana.** It can also be completed by being present personally at the Office of the High Inspector of Justice and if necessary, asking assistance by the team of the Complaints and Public relations Office. Within 5 days Upon receiving the complaint, the High Inspector of Justice confirms in writing its receiving.

The criteria for the admissibility of the complaint are published on the official website of HIJ [www.ild.al](http://www.ild.al), in the section "How complaints are accepted."

## PUBLIC ANNOUNCEMENT OF DECISIONS

Even during the month of **February 2025**, the Office of the High Inspector of Justice made public announcements of archiving decisions for **5 complainants**, who were unreachable at the addresses communicated by them. In addition to the stands of the HIJ, according to the law, these announcements are also found on our official website and posted in the stands of the municipalities where the complainants come from.





### *While assisting the complainants*

The team of complaints office welcomes citizens-complainants every working day from 09:00 am to 02:00 pm, while for increased communication with interested citizens, in addition to communication through

the website and official address, the Office of the High Inspector of Justice has made available the phone number +355 4 2217217. Coordinator for the right to information is part of this sector.





## HIJ ON TWITTER

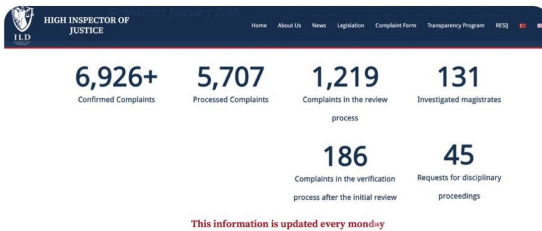


Inspektori i Larte i Drejtesise Artur M...

@ILD\_Albania

- 📍 Përpunimi javor i ankesave #ILD ⚖️
- ✅ 6926 të konfirmuara
  - ✅ 5707 të trajtuara
  - ✅ 1219 në proces trajtimi
  - ✅ 186 në proces verifikimi pas shqyrtimit fillestar
  - ✅ 131 magjistratë të hetuar
  - ✅ 45 kërkesa për procedim disiplinor
  - ? Keni pasur eksperiencë me ne? 📌
- [ild.al/sq/ankete/](http://ild.al/sq/ankete/)

Translate post



Inspektori i Larte i Drejtesise Artur M...

@ILD\_Albania

It was a pleasure to have an open and professional conversation with the participants of @LEADAlbania, talented young professionals eager to contribute to the country. #HIJ ⚖️ #AADF 🇲🇪 🇺🇸 📌



THE HIGH INSPECTOR OF JUSTICE HOSTED THE CLASS O...

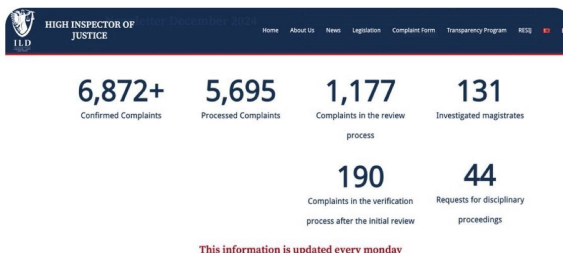
From ild.al



Inspektori i Larte i Drejtesise Artur M...

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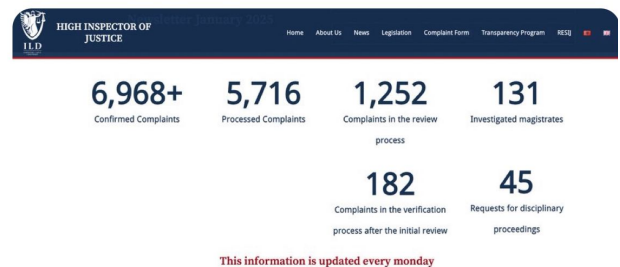
- 📍 Përpunimi javor i ankesave #ILD ⚖️
- ✅ 6872 të konfirmuara
  - ✅ 5695 të trajtuara
  - ✅ 1177 në proces trajtimi
  - ✅ 190 në proces verifikimi pas shqyrtimit fillestar
  - 📌 Më shumë [ild.al](http://ild.al)
  - ? Keni pasur eksperiencë me ne? Na shkruani 📌 📌
- [ild.al/sq/ankete/](http://ild.al/sq/ankete/)



Inspektori i Larte i Drejtesise Artur M...

@ILD\_Albania

- Përpunimi javor i ankesave #ILD ⚖️
- ✅ 6968 të konfirmuara
  - ✅ 5716 të trajtuara
  - ✅ 1252 në proces trajtimi
  - ✅ 182 në proces verifikimi pas shqyrtimit fillestar
  - 📌 Më shumë [ild.al](http://ild.al)
  - ? Si mund të ankohe me ne në ILD? 📌 📌
- [ild.al/sq/si-pranohen...](http://ild.al/sq/si-pranohen...)



**February 2025**

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Justice

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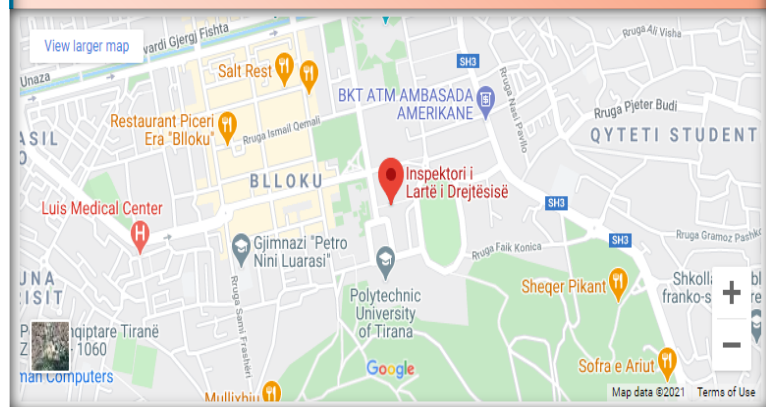


## CONTACT HIJ

WEB: ild.al

EMAIL: info@ild.al

ADRESS: Boulevard "Dëshmorët e  
Kombit", Building nr.13 Tirana, Albania



Spot prezantues ILD  
Prezantimi i Inspektorit të Lartë të Drejtësisë  
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HIJ spot [https://  
www.youtube.com/watch?](https://www.youtube.com/watch?)



Më skano!