

[REDACTED]

Your reference: CMP-2020-00009

Warsaw, 16 March 2020

Dear [REDACTED]

On 12 March 2020 the Frontex Fundamental Rights Officer (FRO) received your complaint about alleged fundamental rights violations in relation to the security control in the Frankfurt airport. The complaint was registered under the reference number CMP-2020-00009. In reference to it we would like to inform you that on the basis of Article 111 (4) of the Regulation 2019/1896 on European Border and Coast Guard¹ (EBCG Regulation) your complaint was reviewed. According to Article 8 of the Agency's Rules on the Complaints Mechanism² your complaint cannot be considered as admissible due to the following reason:

- The actions that have allegedly violated your fundamental rights were not performed within the framework of any activity of the Agency (joint operation, return operation, return intervention, rapid border intervention, pilot project or migration management support team deployment).

At the same time, we kindly inform you that irrespective of this decision you are not prevented from resorting your complaint to other remedies. You may wish to forward your complain at the national level to the Service Center of German Federal Police at Frankfurt airport, contact details:

- Phone: +49 (0) 69-690 78578

- E-Mail: info@fraport.de

We of course remain at your disposal in case of any further needed clarification.

Yours sincerely,

[REDACTED]
Associate Fundamental Rights Officer

¹ Regulation (EU) 2019/1896 of the European Parliament and of the Council of 13 November 2019 on the European Border and Coast Guard and repealing Regulations (EU) No 1052/2013 and (EU) 2016/1624 (OJ L 295, 14.11.2019, p. 1-131).

² ED Decision No R-ED-2016-106 on the Complaints Mechanism of 6 October 2016.

complaints

From: complaints
Sent: Friday 13 March 2020 15:53
To: [REDACTED]
Subject: [REDACTED] ort

Categories: GO: saved

Dear [REDACTED]

The Frontex Fundamental Rights Officer (FRO) hereby acknowledges the receipt of your complaint sent to Frontex on 12 March 2020.

The FRO would like to inform you that your complaint has been registered under the number CMP-2020-00009 and that an admissibility assessment of the complaint will be performed according to Article 111 of the Regulation 2019/1896 on the European Border and Coast Guard. You will be informed about the result of the assessment as soon as it becomes available.

Please, use this email for further correspondence.

Best regards,

Technical Officer for Complaints
Fundamental Rights Office

Assault At Frankfurt Airport Security - Complaint

On Friday 6th March at around 16.00hrs we were passing through airport security en-route to the 'A' gates section. This was the third time we had to go through security that day as our KLM flight from [REDACTED] to Amsterdam at 9.05hrs was cancelled which resulted in us being booked on 2 separate Lufthansa flights via Frankfurt airport. During the painfully slow experience having our hand bags scanned my wife was told to step into a booth for a search. The lady who made this advance towards my wife was a very large intimidating character who said, "this is a full one" and then ran her hands all over my wife's body, running her hands into her underwear, underneath my wife's breasts and over her genital area. The booth where this ordeal was taking place was in the open but concealed the search area below the neck down. I witnessed the officer being very rough with my wife and my wife looking very shocked. At the end of her ordeal the security guard simply dismissed her and walked off. We were already running late for the connecting flight so there was no time to air our grievance and when we finally sat on the plane my wife broke down, she was visibly very upset and said she felt violated! At no stage was my wife given any explanation for this search or offered the opportunity to refuse.

My wife is [REDACTED] years old, [REDACTED] feet tall, a mother of [REDACTED] and never even had a parking ticket and yet she was treated like a criminal. This is wholly unacceptable and I want a detailed explanation why she was so mistreated. This in our opinion was assault, possibly sexual assault? We would like to understand why there was no explanation for the search or what the search entailed, why a hand held scanner could not have been used, why a second officer was not in attendance overseeing what was taking place and why my wife was not given any information about her rights? Whilst we respect the tough landscape border security face each day, we are firmly of the opinion that my wife has been assaulted and has had her human rights violated. We urge you to investigate this matter urgently and advise us of your findings.

Yours sincerely

