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# COMPLAINTS FORM

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Please read through the information before you fill in the form.

## About the EOS Committee

The EOS Committee is an independent oversight body elected by the Storting. The Committee conducts oversight of the intelligence, surveillance and security services that are carried out by the public administration. We handle complaints against the services or against undertakings that carry out intelligence, surveillance and security service. The services consist of:

- The Norwegian Intelligence Service (the NIS)
  - The NIS is Norway's foreign intelligence service. It is both a civil and military intelligence service. The NIS collects information on conditions *outside Norway*.
- The Norwegian Police Security Service (PST)
  - PST is the national domestic intelligence and security service. Their task is to collect and analyse information and take measures against conditions that can threaten national security. The primary task of PST is to prevent and investigate crimes that threaten national security.
- The Norwegian National Security Authority (NSM)
  - NSM is the national security authority. NSM coordinates preventive security measures and supervises the state of safety in undertakings covered by the Security Act.
- The Norwegian Defence Security Department (FSA)
  - FSA is responsible for preventive security and operational security in the Armed Forces. The department is the security clearance authority for the military, except for staff with the NSM and the NIS.

## Complaint to the EOS Committee

You can complain to the EOS Committee if you believe your rights have been violated by the exercise of intelligence, surveillance and security service. You can complain on behalf of yourself and your minor child/children (age 1-17). If you complain on behalf of others, you must provide a written authority, with a copy of valid ID (driving licence, passport or national ID card).



The Committee investigates all complaints that fall within our mandate. Complaints are investigated in the service(s) to which the complaint is directed. We send letters to your registered postal address. You will receive a preliminary answer within three weeks with information on your complaint meets the criteria for admissibility.

**Please note the following:**

- Complaints regarding decisions on security clearance: A complaint against a decision to deny, downgrade or revoke a clearance is only admissible to the Committee when the case has been finally decided by the appeal body. That means that the appeal body's decision is final, and you have exhausted all possibilities of appeal. We still investigate complaints concerning long case processing time for security clearance cases and complaints against a rejection of a request of access to information to case documents.
- Access to information in PST and the NIS: You do not have a right to access information that PST or the NIS might process about you or others. Complaints against a denied access of information request in these services will be rejected by the Committee.
- Processing personal data: To investigate complaints, the Committee will process personal data about complainants. To enable the Committee to investigate complaints, information about the complainant will be submitted to the services the complaint is directed against.

**Examples of complaints that are outside of our mandate**

- Matters regarding persons not residing in Norway and organisations that are not based here, or that concerns foreigners whose stay is related to service for a foreign state. The Committee can still conduct oversight of these matters when there are special reasons.
- Complaints against foreign intelligence, surveillance and security services.
- Complaints against security clearance decisions made by the administration and/or presidium of the Storting.
- Complaints against legislation, including legislation regulating the services.
- Complaints against the use of surveillance measures in the police. These complaints must be directed to Kontrollutvalget for kommunikasjonsskontroll (The KK Committee).
- Complaints against police officers. These complaints must be directed to the chief of police in the police district, or to the Norwegian Bureau for Investigation of Police Affairs.
- Complaints against the Armed Forces, that are not related to intelligence, surveillance or security service. These complaints must be directed to the Armed Forces or to The Parliamentary Ombud's Committee for the Norwegian Armed Forces - Forsvarsombudet.
- Complaints against errors and deficiencies in the processing of personal data conducted by the ordinary police or other government agencies. These complaints must be directed to the Norwegian Data Protection Authority - Datatilsynet.
- Complaints against the public administration. These complaints must be directed to the Parliamentary Ombud - Sivilombudet.



**I complain on behalf of (please mark):**

<input type="checkbox"/>	Myself
<input type="checkbox"/>	My minor child/children (aged 1-17)
<input type="checkbox"/>	A person I act on behalf of <ul style="list-style-type: none"><li>• Written authorisation and copy of ID are attached</li></ul>
<input type="checkbox"/>	Legal person (company/organisation etc.) <ul style="list-style-type: none"><li>• Company certificate from a public register and written authorisation are attached</li></ul>

**Complainant details:**

Name:	Date of birth (DD.MM.YY):
Surname:	
Previous surname:	
Address:	
Postal code:	City:
Phone number:	
E-mail:	
Other information that may be of use for our investigations in the services, i.e. username on social media, IP-address(es), car registration number, passport number, DUF-number.	



**Against whom do you wish to complain? (please mark):**

	The Norwegian Police Security Service (PST)	
	The Norwegian Intelligence Service (the NIS)	
	The Norwegian National Security Authority (NSM)	
	The Norwegian Defence Security Department (FSA)	
	Another public authority, who carries out or assists with intelligence, surveillance or security service. Please describe which authority/service:	
Security clearance authority <b>(please mark)</b>		Security clearance decision by: _____
		Denied access of information request in a security clearance case with: _____
		Long case processing time in security clearance case with: _____

**Reason for complaint:**

How do you believe your rights have been violated, by whom. Please write as specific and detailed as possible, add an attachment if necessary.