OBSERVATIONS TO RETURN OPERATIONS CONDUCTED IN THE 2ND HALF OF 2022
BY THE FUNDAMENTAL RIGHTS OFFICER

Warsaw, 02.03.2023
Reg. FRO/JOGR/2023
Frontex’s Fundamental Rights Officer (FRO) is, according to the EBCG Regulation\(^1\), to provide observations on fundamental rights on return operations, covering returns organised or coordinated by Frontex.

“The executive director shall evaluate the results of the return operations and shall transmit every six months a detailed evaluation report to the European Parliament, to the Council, to the Commission and to the management board covering all return operations conducted in the previous semester, together with the observations of the fundamental rights officer. The executive director shall make a comprehensive comparative analysis of those results with a view to enhancing the quality, coherence and effectiveness of future return operations. The executive director shall include that analysis in the Agency’s annual activity report.”

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1. FORCED-RETURN MONITORING

Frontex, the European Border and Coast Guard Agency, assists Member States in returning non-EU nationals, subject to European Union return policy and in compliance with the Return Directive 2008/115/EC — persons who have no right to stay. The Agency is responsible for the coordination and organisation of return operations as well as voluntary returns from the EU, but Member States also conduct returns on their own.

Forced-return monitoring, pursuant to Article 8(6) of the Return Directive, serves to promote fundamental rights compliant returns while also ensuring accountability and transparency. One of the tasks of the Fundamental Rights Office at Frontex is to monitor the Agency’s compliance with fundamental rights, including return operations, voluntary returns and return interventions.

The observations provided by the FRO include an overview of findings and conclusions based on reports by forced-return monitors. These include reports drafted by forced-return monitors from a pool of monitors established by Frontex (as per Article 51(2) of the EBCG Regulation). This pool of monitors, which also includes Frontex’ own fundamental rights monitors (FROMs), reinforces national monitoring mechanisms. The Observations of the FRO also include recommendations on compliance with fundamental rights during Frontex supported return operations but also examples of good practices.

In the current reporting period, from 1 July 2022 to 31 December 2022, the pool of forced-return monitors consisted of 60 forced-return monitors nominated by Member States. In addition, 6 FROMs acted as forced-return monitors in the pool. Additional FROMs were trained in order to ensure sufficient capacity to monitoring return operations.

FROMs are also engaged in monitoring return operations of the Agency which fall outside of the scope of the pool of monitors. This applies to monitoring of all types of Frontex returns, even if there are no requests from Member States to draw on the pool of forced-return monitors (as per Article 51(4) of the EBCG Regulation). This can be done where Frontex’s Fundamental Rights Officer has an interest to assign FROMs to monitor fundamental rights compliance and issue recommendations.

The Observations of the FRO are attached to a report prepared by Frontex as a whole, entitled Frontex Evaluation Report – Returns in the 2nd half of 2022 (FER).

2. DATA ON RETURN MONITORING

In the 2nd half of 2022, Frontex supported 151 return operations by charter flights to 24 countries. Most of these operations (90%) were organised by three Member States: Germany, Italy and France. In about two-thirds (68%, 104 of the 151) of the charter flights monitors were present on board. Figure 1 provides the percentage of return operations supported by Frontex, by organising Member State.

10 organising Member States made use of national forced-return monitors, monitors from the pool, as well as FROMs (not serving as monitors from the pool but under the more general mandate): Germany, Italy, France, Austria, Spain, Greece, Sweden, Switzerland, Denmark and Sweden.

Figure 1: Percentage of return operations supported by Frontex, by organising Member State

Note: Organising Member State – the Member State which is responsible for the organisation of a return operation which could be from one specific Member State or a joint one from several Member States; Participating Member State(s) – the Member State which participates in a joint return operation (or collecting return operation, if applicable) organised by the organising Member State.

36%
37%
17%
10%

Germany
Italy
France
Others

3 The Return Directive obliges Member States in Article 8(6) to establish an effective national forced-return monitoring system.
4 Art. 51(2) of the EBCG Regulation specifies that “The Agency shall, after taking due account of the opinion of the fundamental rights officer, constitute a pool of forced-return monitors from competent bodies of the Member States who carry out forced-return monitoring activities in accordance with Article 8(6) of Directive 2008/115/EC and who have been trained in accordance with Article 62 of this Regulation”.
5 Art. 110 (3) of the EBCG Regulation specifies that “the fundamental rights officer shall assign at least one fundamental rights monitor to each operation. The fundamental rights officer may also decide to assign fundamental rights monitors to monitor any other operational activity he or she considers relevant”.
6 Art. 51(2) of the EBCG Regulation provides: “(…) Member States shall be responsible for contributing to the pool by nominating forced-return monitors corresponding to the defined profile, without prejudice to the independence of these monitors under national law, where national law so provides.”
and Belgium. In addition, Frontex was the lead organiser of one return operation during the reporting period. Figure 2 provides an overview of the number of return operations with one or more monitors, showing this by organising Member State and where Frontex is the lead organiser.

Three main types of return operations are organised:
1. Collecting return operations, where an aircraft and escorts are provided by the country of return.
2. Joint return operations, where several Member States jointly return persons on one flight.
3. National return operations, where one Member State returns persons on one flight.

Of the 104 Frontex supported return operations organised by charter flight, monitors were present on board on all collecting return operations (as required under Article 50(3) of the EBCG Regulation); in 89% (17 flights) for joint returns, and in 53% (50 flights) for national return operations. Figure 3 provides an overview of the number of return operations with monitor(s) on board, by type of return operation.

In order to properly assess and follow up, as required by the EBCG Regulation, Frontex’s Fundamental Rights Office depends on reports from the monitors. Of the 104 Frontex supported return operations organised by charter flight, only 90 monitoring reports (86% of monitored flights) were submitted in the reporting period. Missing reports were mainly reports from national return operations. Table 1 provides an overview by organising country and with the number of flights organised with monitor on board and the number and percentage of these operations where reports were submitted to Frontex’s Fundamental Rights Office.

Table 1: Number of return operations with monitor(s) on board, as well as number and percentage of return flights where reports were submitted to Frontex’s Fundamental Rights Office

<table>
<thead>
<tr>
<th>Organising Member State/ Frontex</th>
<th>Number of return operations with monitor on board</th>
<th>Number of return operations with reports submitted to FRO</th>
<th>Report submission rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
<td>54</td>
<td>52</td>
<td>96</td>
</tr>
<tr>
<td>Italy</td>
<td>13</td>
<td>4</td>
<td>31</td>
</tr>
<tr>
<td>France</td>
<td>26</td>
<td>25</td>
<td>96</td>
</tr>
<tr>
<td>Austria</td>
<td>3</td>
<td>3</td>
<td>100</td>
</tr>
<tr>
<td>Spain*</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Greece</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sweden</td>
<td>2</td>
<td>2</td>
<td>100</td>
</tr>
<tr>
<td>Switzerland</td>
<td>1</td>
<td>1</td>
<td>100</td>
</tr>
<tr>
<td>Denmark</td>
<td>1</td>
<td>1</td>
<td>100</td>
</tr>
<tr>
<td>Belgium</td>
<td>1</td>
<td>1</td>
<td>100</td>
</tr>
<tr>
<td>Frontex</td>
<td>1</td>
<td>1</td>
<td>100</td>
</tr>
<tr>
<td>Total</td>
<td>104</td>
<td>90</td>
<td></td>
</tr>
</tbody>
</table>

* Spain conducted 3 return operations out of which none with a monitor on board/no report submitted
### 2.1 Return Operations Monitored by Fundamental Rights Monitors

Of the 104 return operations with monitors on board, 87 (84%) had monitors from the pool. The remaining 17 operations were covered by Frontex’s fundamental rights monitors, who acted either as members of the pool (5 flights) or under the broader monitoring mandate (Article 110(3) of the EBCG Regulation) (12 flights). This mandate allows for FROMs presence, in addition to the flights covered in the framework of the pool, at strategically important operations in order to get a more comprehensive overview of return operations. Such operations are identified based on several factors, among others, a high security risk assessment of returnees’ behaviour, a high probability of the use of force, a need to guarantee the presence of a monitor in some cases where operations are not covered by the pool, or in the case of operations conducted by a new organising/participating Member State. In the reporting period, the fundamental rights monitors took part in 2 collective return operations, 10 joint returns, and 6 national return operations. All of these were chartered operations, covering 8 different organising Member States as well as Frontex. During the monitoring of return operations, the monitors were able to access all relevant areas and were well-received by the escorts at all stages. In the coming reporting period (first half of 2023), Frontex’s fundamental rights monitors will also cover selected scheduled flights with voluntary departures supported by Frontex.

### 3. Observations

These observations are based on an analysis of the findings of the 90 monitoring reports submitted. The monitoring reports include specific incidents as well as more general practices.

The monitoring of return operations shall be carried out by a forced-return monitor based on objective and transparent criteria and shall cover the whole return operation from the pre-departure phase until the hand-over of the returnees in the country of return, with the aim of observing and reporting on the compliance of all activities with fundamental rights (as per Article 50(5) of the EBCG Regulation).

Figure 4 provides an overview of the issues raised in the 90 reports, with the size of the circles indicating the number of references.

#### Figure 4: Issues covered in monitoring reports by category and phase of return operation

<table>
<thead>
<tr>
<th>Category</th>
<th>Pre-departure</th>
<th>In-flight</th>
<th>Arrival</th>
<th>Return-flight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities/organisational issues</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Treatment of vulnerable persons</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use of force/coercive measures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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*Pre-departure* – it covers the period from leaving the (temporary) holding/detention facility until embarkation to the aircraft; *in-flight* – starts with the closure of the doors of the aircraft used for the removal and ends with the arrival at the final destination and the opening of the doors on arrival; *arrival* – covers the period starting from arrival in the country of return and ending when the returnees are handed over to the national authority in the country of return; *return-flight* – the period starting after the handover procedure in the country of return until arrival at the airport of departure. Source: *Forced-return monitoring Background reader*, ICMPD, 2021.
The following three tables provide details on key observations based on the 90 reports. Table 2 deals with facilities and organisational issues, Table 3 with treatment of persons with vulnerabilities and Table 4 with the use of force and coercive measures.

Table 2: Observations on facilities and organisational issues

<table>
<thead>
<tr>
<th>Concern/Issue</th>
<th>Location</th>
<th>Phase</th>
<th>Recommendation</th>
<th>Follow-up Member States/Frontex</th>
</tr>
</thead>
<tbody>
<tr>
<td>At some airports the premises designated as waiting areas are inadequate in terms of maintenance, hygienic and security conditions, as well as lack of minimum furnishing and services.</td>
<td>Trieste, Palermo</td>
<td>Pre-departure</td>
<td>Improve conditions in all facilities designated for conducting return operations or designate other locations/premises for the performance of those procedures.</td>
<td>Frontex to cooperate with the competent authorities in the Member States and to support in improving the quality and standards of facilities used in return operations.</td>
</tr>
<tr>
<td>In one case, there was insufficient number of female escorts in the operation - disproportionate in relation to participating female and children returnees.</td>
<td>Munich</td>
<td>All phases</td>
<td>Both organising and participating Member States to ensure an adequate number of female forced-return escorts to better match the gender of the returnees.</td>
<td>Member States to promote the participation of female escorts and other female participants (interpreters, medics).</td>
</tr>
<tr>
<td>In one case, the doctor did not have access to the full medical history of the returnees.</td>
<td>Leipzig</td>
<td>All phases</td>
<td>Medical staff participating in return operation shall be informed about the medical condition of the returnees and whenever appropriate, provided with their medical records.</td>
<td></td>
</tr>
<tr>
<td>In one case, a returnee was examined by the doctor in front of other persons.</td>
<td>Hamburg, Lille</td>
<td>Pre-departure</td>
<td>All procedures involving returnees shall be conducted with appropriate regard to their privacy and dignity and according to data protection rules.</td>
<td>As far as possible, the physical security check and medical check shall be carried out at a distance from other returnees and participants of the return operation.</td>
</tr>
<tr>
<td>In several cases money and other personal belongings were checked and handled in front of other persons.</td>
<td>Palermo, Trieste</td>
<td>All phases</td>
<td>In order to easily identify the various roles, the participants shall wear proper vests during a return operation.</td>
<td>Frontex to provide a sufficient number of vests and to ensure they are used at each return operation.</td>
</tr>
<tr>
<td>Lack of interpreters in some return operations.</td>
<td>Palermo, Trieste, Geneva</td>
<td>All phases</td>
<td>Engage interpreters in all operations to ensure that returnees can understand the procedures and communicate their needs. The presence of the interpreter is advisable also in terms of security, to anticipate potential tensions/violent situations.</td>
<td>Frontex to consider introducing a requirement of at least one interpreter present during each return operation supported by the Agency.</td>
</tr>
<tr>
<td>In one case, there was lack of debriefing after the return operation.</td>
<td>Rome</td>
<td>Arrival</td>
<td>Ensure debriefings are an obligatory part of each operation. It is essential to enable all participants to raise and discuss potential concerns.</td>
<td>Frontex, in cooperation with the Member State, to ensure that debriefing is an integral part of each return operation.</td>
</tr>
</tbody>
</table>

8 In some Member States vests are not used at all, in others their use is incompatible with the applicable rules.
<table>
<thead>
<tr>
<th>Concern/Issue</th>
<th>Location</th>
<th>Phase</th>
<th>Recommendation</th>
<th>Follow-up Member States/Frontex</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video recording was used in two operations.</td>
<td></td>
<td>Pre-departure</td>
<td>Member States to ensure that filming and photographing of individuals (including for legal purposes according to relevant national law) is carried out upon prior communication to organising Member State and subsequent authorisation by Frontex and that they are officially carried out by forensic police/other national authorised entity.</td>
<td>Member State to act in accordance with Article 13 of the Code of Conduct for Return Operations and Return Interventions Coordinated or Organised by Frontex.9</td>
</tr>
<tr>
<td>Lack of sufficient space and equipment for children.</td>
<td>Copenhagen, Lille, Munich, Trieste, Palermo</td>
<td>Pre-departure</td>
<td>Member State to designate a separate area for families and children during pre-departure phase and sufficient equipment at all stages of the return operation.</td>
<td>Continued monitoring of the improvement of conditions in waiting areas dedicated to children.</td>
</tr>
<tr>
<td>In several cases, lack of sufficient food and drinks and not compliant with needs of returnees.</td>
<td>Copenhagen, Lille</td>
<td>Pre-departure</td>
<td>Member States to ensure water and food supplies at all stages of the return operation.10 Organising Member State or Frontex should liaise with airline brokers and ensure supplies which are compliant with returnees’ dietary needs (including medical diets or diets resulting from religious beliefs).</td>
<td></td>
</tr>
<tr>
<td>In one case, there was an uncovered and slippery gangway to the aircraft which could have incurred risks.</td>
<td>Munich</td>
<td>Pre-departure</td>
<td>Ensure proper and safe boardings.</td>
<td></td>
</tr>
<tr>
<td>In several operations, there was a lack of a seating plan which made it difficult to properly seat families with children.</td>
<td>General comments</td>
<td>Pre-departure</td>
<td>Frontex to follow up with Member States for more adequate planning of return operations. The FRO and forced-return monitors to continue monitoring organisational issues.</td>
<td></td>
</tr>
</tbody>
</table>

9 Article 13 of the Code of Conduct for Return Operations and Return Interventions coordinated and organised by Frontex provides that “Any form of recording during an RO or RI is possible only when specifically agreed between the relevant MS, Frontex and/or the company operating the means of transport and when in compliance with applicable legislation on the protection of personal data. Recording for private use is prohibited”.

10 In case of unexpected circumstances (like unexpected flight delay etc.) fixed number of bottles and food supplies/snacks shall be stored in the pre-departure area premises.
### Table 3: Observations on persons with vulnerabilities

<table>
<thead>
<tr>
<th>Concern/Issue</th>
<th>Location</th>
<th>Phase</th>
<th>Recommendation</th>
<th>Follow-up Member States/Frontex</th>
</tr>
</thead>
<tbody>
<tr>
<td>In several operations, monitors pointed out poor seating arrangements, resulting in families with children staying in one room with disruptive or restrained returnees.</td>
<td>Berlin, Munich</td>
<td>Pre-departure</td>
<td>The seating plan (both in the waiting area and in the aircraft) and the embarkation procedure should be properly planned to ensure that families with children are separated from potentially violent returnees.</td>
<td>Frontex to follow up with Member States for more adequate planning of return operations.</td>
</tr>
<tr>
<td>An incident was reported concerning coercive measures applied by escorts (participating Member State). The measure was applied against a returnee in the presence of his children.</td>
<td>General comment</td>
<td>In-flight</td>
<td>Addressed to all Member States: In the event of the use of force/means of restraint, children shall be kept at a safe distance from potentially disruptive returnees, including their family members, unless it is not in the child’s best interest, or the circumstances do not allow for that. A detailed and case-specific risk assessment shall be conducted by escorts.</td>
<td>Frontex to provide training sessions on child rights approach and protection to officers assigned to the operations.</td>
</tr>
</tbody>
</table>

### Table 4: Observations on use of force and coercive measures

<table>
<thead>
<tr>
<th>Concern/Issue</th>
<th>Location</th>
<th>Phase</th>
<th>Recommendation</th>
<th>Follow-up Member States/Frontex</th>
</tr>
</thead>
<tbody>
<tr>
<td>In one case, a monitor assessed the measure used as excessive. According to the information provided by the monitor, restraints were applied unnecessarily and for too long, in relation to the non-obstructive behaviour of the returnee.</td>
<td>Hanover</td>
<td>Pre-departure</td>
<td>Continued monitoring and reporting.</td>
<td></td>
</tr>
<tr>
<td>Use of restraints on all returnees for the entire (or the most of) duration of the operation and regardless of the undefined level of risk assessment.</td>
<td>Palermo, Rome, Trieste</td>
<td>Pre-departure</td>
<td>Means of restraint shall be used as a last resort and only in exceptional circumstances. Means of restraint shall not be used as a preventive measure. Each situation should be treated individually. The use of restraints should be systematically reviewed and assessed considering the principle of necessity and proportionality.</td>
<td>The FRO to continuously monitor the use of coercive measures (including the use of restraints) and assess their necessity and proportionality.</td>
</tr>
</tbody>
</table>
4. DETAILS ON SERIOUS INCIDENT REPORTS AND COMPLAINTS

All Frontex operations include an obligation for all participants to report fundamental rights issues through Serious Incident Reports11 and the EBCG Regulation also provides for a complaints mechanism for persons who want to raise issues.12

4.1 SERIOUS INCIDENT REPORTS

In the reporting period, Frontex’s Fundamental Rights Officer handled one Serious Incident related to a return operation. It was launched in July 2022, investigated, and closed in October 2022 with respective recommendations issued to the Member State and subject to further monitoring and follow-up.

4.2 COMPLAINTS

In the reporting period, Frontex’s Fundamental Rights Officer handled one complaint related to a return operation. The complaint was proceeded with the Member State concerned, and will soon be closed with efforts made by the Member State and a positive outcome for the complainant.

Information materials about Frontex’s Complaints Mechanism are available in waiting areas of some airports. Some escort leaders also verbally inform the returnees about their possibility to submit a complaint.

As stressed in previous reports, it is important that forced-return monitors systematically report on the availability of complaint forms and information materials about the complaints mechanism during Frontex supported return operations.

5. GOOD PRACTICES

Based on forced-return monitoring reports, a number of good practices were noted, that should be replicated.

5.1 VULNERABLE GROUPS, INCLUDING FAMILIES WITH CHILDREN

- Priority treatment and special attention was given to persons with disabilities, specific safeguards were put in place during various phases of the operation, for example a wheelchair provided during pre-departure, hoist/lift was used to facilitate boarding (observed at Copenhagen airport – Denmark);
- Overall improvement of conditions in waiting areas dedicated to children, including the adaptation of the rooms or corners with soft play, carpets, toys, and cartoons on screens (observed at Berlin, Düsseldorf, Frankfurt, Leipzig and Munich airports – Germany).

5.2 FORCED-RETURN ESCORTS (AS WELL AS OTHER PARTICIPANTS OF RETURN OPERATIONS)

- Overall, professional, and proactive engagement of escorts, reducing tension and creating a more friendly environment with attentive and individual approach to the returnees (observed in all Member States);
- Proper communication and respect of the escorts towards the returnees and other participants of the operation (observed in all Member States);
- Forms and leaflets on the complaints mechanism are available in fourteen languages and should be made present in common areas at the airports (as also recommended by the European Ombudsman).

Member States are also encouraged to display Complaints Mechanism posters (more than one piece) and leaflets in the languages relevant for the specific return operation in a clearly visible place. Frontex’ Fundamental Rights Office will make sure that sufficient material is delivered to the Member States’ airports.

Member States are also encouraged to inform returnees about the Complaints Mechanism more actively and to provide information and relevant forms in languages that they understand.

5.3 LOGISTICS AND ORGANISATIONAL ISSUES

- Responding to different needs of returnees: provision of a mobile phone for returnees to call their lawyer or relatives, access to a smoking area etc. (observed at Frankfurt, Leipzig and Munich airports – Germany);
- Pro-active behaviour of interpreters and medical staff, allowing to de-escalate tensions on several occasions (observed in all Member States);
- Individual contact of the escort leader with each returnee upon arrival to the airport of departure for introductory talk, explanation of the return procedure and risk assessment (observed at Frankfurt airport – Germany).

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11 A Serious Incident (SI) is an event, caused by an action or failure to act by a person or by the force of nature, that directly or indirectly involves Frontex participants or assets and that entails a potential violation of EU or international law related to fundamental rights and international protection of obligations (SIR-Category 1).

12 Article 111 of the EBCG Regulation establishes a complaints mechanism to monitor and ensure the respect for fundamental rights in all Frontex activities. Any person who is directly affected by alleged fundamental rights violations during operational activities by staff involved in Frontex activities may submit a complaint in writing to Frontex. The FRO is responsible for handling complaints received by Frontex in accordance with the right to good administration.
• Proper assessment of the composition of the group of returnees leading to the provision of interpreters from two different languages (observed at Hamburg, Leipzig and Munich airports – Germany);

• Proper assessment of the composition of the group of returnees leading to the provision of both male and female medics (observed at Hamburg, Leipzig and Munich airports – Germany);

• Smooth execution of procedures and a rapid response to unforeseen organisational obstacles (last-minute replacement of the escort leader), which helped to minimise the risk of potential incidents (observed at Frankfurt airport – Germany);

• Briefing for escorts, including a comprehensive component on fundamental rights in return operations, as well as important elements covering operational logistics, the seating plan, security, and health situation in the country of return and cultural/behavioural aspects (observed at Geneva airport – Switzerland).

6. OVERARCHING RECOMMENDATIONS

Looking into the future, a number of steps should be taken.

1. Monitoring institutions in different Member States need to increase the number of national monitors and to ensure effective monitoring systems.

2. Member States should consider increasing the number of return operations with the Agency’s support. In countries with no effective national monitoring system, Frontex may support with monitors from the pool or through the engagement of fundamental rights monitors.

3. Frontex’s Fundamental Rights Office, together with Member States, monitoring institutions and pool monitors shall aim to monitor every single forced-return operation supported by the Agency.

4. Member States should refrain from using restraints as a preventive measure when conducting return operations and encourage the introduction of relevant changes in the national legislation in this regard. Whenever Member States provide national monitors to return operations coordinated by Frontex, they should also ensure that monitoring reports are submitted to Frontex’s Fundamental Rights Office as required by Art. 50 (5) of the EBCG Regulation.

5. Frontex should ensure information to all Member States about the existing post-return and post-arrival support available for returnees – Joint Reintegration Services programme, and to ensure harmonisation with national reintegration programmes.

6. Frontex should ensure information to all Member States about the Complaints Mechanism more actively and provide information and relevant forms in a language they understand.

7. Member States should inform returnees about the Complaints Mechanism more actively and provide information and relevant forms in a language they understand.

8. Frontex should consider introducing a requirement of at least one interpreter present during each return operation supported by the Agency.

9. Frontex’s Fundamental Rights Office, in cooperation with the Agency’s training entity, organises regular training sessions and meetings for monitors in the pool, in order to ensure and further improve fundamental rights in return operations.

The Fundamental Rights Officer