

WHAT ISSUES DO YOU FACE WHEN YOU GO TO THE PREFECTURE IN RENNES?

After observing how the préfecture receives people, we noted the following problems:

AT THE PREFECTURE:

- *Chains are installed at the front of the préfecture.*
- *There is more and more security staff at the préfecture.*
- *The wait time outside depends on why you're here, not on when you arrived.*
- *When it rains, we get wet since we can't get into the préfecture.*
- *Without an appointment or a summons, service users can no longer get inside the préfecture.*

« WE DO NOT GIVE INFORMATION »:

- *The préfecture no longer gives any information to anybody, since you need to get an appointment online to have the right to ask for information.*
- *When we try and explain that we cannot get an appointment, they don't let us enter and we need to figure it out on our own.*
- *When we come without an appointment, since we didn't have any answers to a request (even if the request is several years old) we cannot enter and we're told to ring them to get an appointment.*
- *When we ring to get an appointment, we reach a voice message telling us to get an appointment online.*
- *They don't even look at us when they tell us that we cannot have any information without an appointment.*
- *We cannot hand them any documents. We have to put them in a letter box and we're afraid they'll get lost.*
- *On the phone they say you can come to the préfecture without an appointment, but once you're there they tell you to ring them to get an appointment.*

GETTING AN APPOINTMENT ONLINE:

- *We cannot get an appointment online because it's clogged up.*
- *You get an incorrect summons for 1am and, « obviously », it's up to you to start the process again.*
- *When we cannot get an appointment online, we have to call a voicemail that will tell us to get an appointment online.*
- *There are glitches that delay the processing of your application file.*

SPECIFIC SITUATIONS FOR FOREIGNERS:

- *Foreigners coming for their papers have specific queues.*
- *Some days, nobody can come with the service users, not even a family member, even though they don't always have information translated into the service users' languages at the desk.*

Tell us if anything is missing on this list