

## Catalogue of Consultation Services for Foreign Residents **【Consultation (National Level)】** (for foreigners who have trouble speaking and reading Japanese)

Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
Deals with complaints, opinions, and requests regarding public offices	English, Chinese, Vietnamese (For in-person consultations, interpretation is possible through the International Exchange Association)	Tokushima Administrative Inspection and Administrative Counseling Center (Kikumimi Tokushima) 088-654-1531	Email Consultation (English only) kikumimi.japan@soumu.go.jp  Phone consultations are not available  If you would like to visit us for consultation, please contact us by email or through the Tokushima International Strategies Center beforehand	Weekdays: 8:30-17:15 Emails are accepted 365 days a year, however, responses are limited to weekdays
Consultations regarding discrimination based on being a foreigner	English, Chinese, Korean, Tagalog, Portuguese, Vietnamese, Nepalese, Spanish, Indonesian, Thai	Tokushima District Legal Affairs Bureau, Division for the Protection of Human Rights  Phone number for consultations regarding human rights matters in foreign languages: 0570-090-911	Face to Face Consultation Phone Consultation 0570-090-911 Three-way calls between the consultant, the Legal Affairs Bureau, and an interpreter are possible (including face to face consultation) In the case of face to face consultations, the phone number for consultation about human rights matters in foreign languages is used and consultation will be conducted through an interpreter	Weekdays: 9:00-17:00
Consultations regarding work conditions and other work related issues. Targeted towards foreign laborers, especially technical intern trainees	Chinese	Tokushima Labor Bureau, Labor Standards and Surveillance Division 088-652-9163	Phone Consultation 088-652-9163	Every 1st and 3rd Monday of the month Every Thursday 9:00-16:00

Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
Information regarding the legal system and consultation services in Japan	English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Indonesian, Tagalog, Nepalese, Thai	Japan Legal Support Center Tokushima Office (Hou Terasu Tokushima)	Hou Terasu Multilingual Information Service: Phone Consultation (three-way call between the consultant, an interpreter, and the Hou Terasu Regional Office) 0570-078377	Weekdays: 9:00-17:00
Provides various information regarding pensions	English, Chinese, Korean, Portuguese, Spanish, Tagalog, Vietnamese, Indonesian, Thai, Nepalese	Japan Pension Service Tokushima Northern Pension Office 088-655-0200  Japan Pension Service Tokushima Southern Pension Office 088-652-1511  Japan Pension Service Tokushima Awa Handa Pension Office 0883-62-5350	Phone consultations are not available  Face to Face Consultations only (a reservation is necessary) Please make reservations through the Tokushima International Strategies Center (088-656-3312).	Weekdays: 9:00-17:00
Lifestyle support for foreign students enrolled at higher education institutions in Tokushima	English (in some cases, Chinese, Korean, and Vietnamese are also possible)	Tokushima Cooperation Center for Students Studying Abroad 088-656-4741 (Inside the Tokushima University International Office)	Phone Consultation 088-656-4741  If you would like to have a face to face consultation, please call us beforehand.	Weekdays: 9:00-17:00

**Warning: Organizations that are open for consultation outside of weekdays will still be closed at the end of the year and during the New Year's holiday. (Phone & Face to Face Consultation)**