Though the situation has slightly improved since 2012, only 42% (+3 pp) of Europeans have heard of the Charter and 12% (+5 pp) really know what it is.

Unsurprisingly there is a strong interest in having more information about:
- Where to turn if their rights, as enshrined in the Charter, are violated: 60%
- The content of the Charter: 60%
- When the Charter applies and when it does not: 59%

When their rights have been violated, European citizens will turn to:
- A COURT: 36%
- AN OMBUDSMAN OR AN INDEPENDENT BODY: 34%
- AN EU INSTITUTION: 34%
- THE POLICE: 32%

Source: Special Eurobarometer 487b - “Awareness of the Charter of Fundamental rights of the European Union” Fieldwork: March 2019