

Warsaw Call to Action

on strengthening diverse pathways to people-centred justice

Issued on 27-06-2025

Warsaw, Poland

Game-changing action is urgently needed to **realize the promise of justice for all** embodied in Sustainable Development Goal 16 on peaceful, just, and inclusive societies.

Customary, informal, and other community-based systems are used by the vast majority of justice seekers to claim their rights, seek redress for grievances, and resolve disputes; these systems tend to be more affordable, faster, and more proximate than formal justice pathways, and enjoy high levels of local legitimacy. This form of engagement is a cost-effective, evidence-based solution for delivering justice at scale.

Effective interface and coherence between formal justice systems and customary, informal, and community-based actors and practices can deliver people-centred justice solutions, not only enhancing access to justice and the rule of law and adherence to international human rights norms and standards, but also contributing to stability and sustaining peace, and advancing land and climate justice, among other aims.

Building on momentum generated at the *Global Convening for Strengthening Customary and Informal Pathways to People-Centred Justice*, we invite States, international organizations, civil society, the private sector, and knowledge institutions to **support the following Call to Action**:

1. We **recognize the centrality of customary and informal justice (CIJ) actors and practices in achieving people-centred justice**, and that engagement with CIJ actors represents a key opportunity to leverage and scale-up existing people-centred justice solutions
2. We reiterate the importance of **ensuring adherence to international and national human rights norms and standards**, as well as procedural safeguards and jurisdictional boundaries
3. We affirm the urgent need to **empower justice seekers**, especially people from marginalized constituencies, to actively participate in and fully benefit from customary and informal justice systems
4. We affirm the specific need to **advance women's and girls' participation and leadership** and ensure the protection of their rights in customary and informal justice systems

5. We call for **development of an enabling policy environment** that integrates customary and informal justice into official frameworks and policy processes at global, regional, national, and sub-national levels to ensure that these community centered solutions gain the recognition and support needed to thrive
6. We call for **increased investment in justice and in customary and informal justice specifically**, by States, international organizations, private sector, civil society, and knowledge institutions, with sustained and targeted funding to scale up diverse justice systems in ways that meet local needs, bridge justice gaps, and foster resilience in communities
7. We call for **efforts to strengthen local leadership and capacity** in CIJ systems, ensuring that financing and institutional support recognizes and empowers local justice leaders, fostering national ownership and sustainability
8. We welcome **high-ambition commitments to the global campaign** launched at the World Justice Forum 2025 on June 27, 2025, with commitment-makers invited to register specific, measurable pledges to promote transparency, monitoring, and accountability
9. We encourage stakeholders worldwide to **join this Call to Action**.

- END -