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HOW TO DEAL WITH CASES OF DISCRIMINATION AND HATE AND INTOLERANCE CRIMES

PRACTICAL GUIDE

HOW TO DEAL WITH CASES OF DISCRIMINATION AND HATE AND INTOLERANCE CRIMES: PRACTICAL GUIDE

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**CORE , Conociendo la discriminación, Reconociendo la diversidad
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Presentation

Equality is, together with liberty, justice and political pluralism, one of the superior values of our legal order and enjoys the highest legal protection, both as a fundamental right of our Constitution and the Charter of Fundamental Rights of the EU and as a human right in the European Convention on Human Rights and in the International Covenants on Civil and Political Rights and on Economic, Social and Cultural Rights ratified by Spain.

Hence, achieving a real and effective equality and repairing any discrimination are **permanent tasks of all public powers**.

Nevertheless, all surveys on discrimination that were conducted during recent years, both at Spanish and at EU level, reach the same alarming **diagnosis**, calling for an immediate response of public institutions: on one hand discriminations on different grounds and in different areas of society against people belonging to social minority groups (immigrants, homosexuals, people with disabilities, elder persons, etc.) take place every day but on the other hand there is a major **disproportion** between the number of discriminations effectively produced and the number of incidents actually reported or denounced. That is, an ample majority of existing discriminations pass unknown because those who are discriminated against don't complain or report them. There are a variety of reasons for this phenomenon known as **«underreporting»**: some discrimination victims think that reporting would be useless, others state that they do not know very well what exactly their rights are in this regard and that in any event they wouldn't know where to report the discrimination suffered, and others again consider that discrimination is something too normal and embedded in our social practices to report it.

This **lack of trust** in the institutional response to any discrimination complaint often results in **impunity** of the perpetrators, a fact that in turn reinforces the impression that discrimination comes for free and that there is no use in denouncing it. To break out of this vicious circle, **information** activities for all citizens are needed, along with **a reinforcement of the response capacity of institutions** and with **training activities for professionals** who have to deal with the discrimination complaints. Considerable **progress** has been made during the last years in this regard, with the elaboration of police protocols aiming at identifying and handling adequately discrimination cases, the creation of specialized services within all provincial Prosecutors' Offices and the improvement of the legal regulation of hate and discrimination crimes. However, undoubtedly there is still a long way to go until we reach a **generalized social conscience** that discriminations are banned by the law, that whoever is discriminated against can resort to **effective instruments** that will allow him or her to see his or her rights restored and that who commits discrimination is **risking being sanctioned** for it.

This **Practical Guide** is to be understood as a further step in that direction, as it synthesizes the most relevant information on which actions are discriminatory, which legal norms apply and to which institutions or organizations to resort in order to denounce the discrimination suffered. In addition, the Guide offers a number of key recommendations to be borne in mind in order to ensure as much as possible that the complaint is effective in achieving its goals and that the right to equality of the victim is restored and the damage suffered repaired.

This Guide is part of the activities carried out by the **Institut of Women and for Equal Opportunities** during the last years in its efforts to advance the principle of equal treatment and non discrimination with two priority workstreams: on the one hand, to **improve evidence**, that is, expert knowledge about discrimination, through the collection of data and the preparation of guides and instruments that allow to disseminate information about citizen's rights and about existing resources for those who want to report a discriminatory incident; and on the other hand, to **promote the consolidation and acknowledgement of existing strategies for the promotion of equal treatment and non discrimination**. This has taken place in the framework of the **CORE**-project: Knowing Discrimination, Acknowledging Diversity **co-financed by the European Union** under the **PROGRESS** programme.

Last but not least, we wish to express our sincere **gratitude** to the representatives of Public Administrations, trade unions and non governmental organizations that have generously joined the contrast group for the preparation of the guide. Without their expert knowledge and valuable contributions it would not have been possible to produce this Guide. All of them have ratified the interest of this project and their institutional support to the defence of equality and non discrimination.

Rosa Urbón Izquierdo

Director of the Institute of Women
and for Equal Opportunities

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1. What is discrimination?

To discriminate is to differentiate or give less favourable treatment when there are no relevant differences between people or situations, and also to give equal treatment in situations that really are different. Discrimination affects the fundamental rights of individuals, especially in the exercise of equality under the terms established by European and Spanish legislation.

Therefore, discrimination is an illegal act that should be denounced. In Spain there is a comprehensive system of protection for victims of discrimination.

To this end, we offer in this Guide:

- a) A brief explanation of the types and patterns of discrimination that exist.
- b) Actual situations of discrimination so that you can identify some of them.
- c) Key recommendations for responding to discriminatory situations.
- d) A list of resources you can access in case of witnessing or suffering a situation where you think that there are discriminatory factors or even an aggression, threat or other crimes motivated by intolerance to a person or group on account of his or her different colour, ethnicity, sexual orientation, gender identity, for being a disabled person, or any other difference, which is what is known as a «hate crime».

2. Discrimination grounds, areas and types of discrimination

There are many **grounds** on account of which a person may be discriminated against. The most **frequent and well-known** are discrimination on grounds of **gender** (male/female), of **racial or ethnic origin** (e.g. immigrants or gypsies), of **sexual orientation** (gay, lesbian), of **gender identity** (transgender), of **disability** and of **religion or beliefs**.

But there are many more discrimination grounds: age or disease, even on account of political opinions or on grounds of **any other personal or social circumstance**. In short, whenever we are relating with a person who is different for one reason or another, and we treat her/him unfavourably with respect to others, we are discriminating.

Discrimination occurs in all kinds of public and private social spheres. When two or more people are relating to us, we may find ourselves in one of the situations in which discrimination occurs.

Also discrimination occurs in both public and private places: at home, in the neighbourhood, at school, in the workplace, in entertainment venues, in the street, etc. Frequently, you may also discover some kind of discriminatory treatment in the media (television, press, Internet, etc.).

And it is even possible that you perceive discrimination in access to public or private goods and services, in the fields of health, education, housing, commerce, social services... Ultimately, as discrimination can occur between individuals, between a group and a person and even between different social organisations, it is possible to find it in any environment.

Moreover, discrimination can manifest itself in **different ways**: the following table summarises the definition of each type of discrimination providing examples:

TYPES OF DISCRIMINATION	DEFINITION	EXAMPLES
Direct Discrimination	It is the situation in which a person is, has been or could be treated less favourably than another in a similar or comparable situation.	When a Spanish worker and an immigrant worker receive different salaries for the same work.
Indirect Discrimination	Occurs when, starting from a provision, criterion or practice that is apparently neutral, the persons belonging to a protected group (age, gender, beliefs, etc.) remain in situations of particular disadvantage compared to other people, unless that provision, criterion or practice is justified objectively with a legitimate purpose and the means to achieve that aim are appropriate and necessary.	When to access e.g. employment or a social benefit a formal condition is established that isn't really necessary for this job or to justify the need for the social benefit in question, and this results in impeding the access or making it more difficult for minority groups that usually don't fulfill that condition (e.g. people with disability, migrants, Roma people, aged people)

TYPES OF DISCRIMINATION	DEFINITION	EXAMPLES
Multiple Discrimination	Occurs when people suffer discrimination on account of various grounds that converge and feed each other.	When a woman suffers specific difficulties in accessing employment because she also belongs to the Roma community and is a mother, and she wouldn't have these specific problems if she were just a woman, or just a Roma person, or just a mother.
Discriminatory harassment	Unwanted behaviour associated with the reasons which discrimination prohibits, with the aim or the effect of undermining the dignity of a person and of creating an intimidating, hostile, degrading, humiliating or offensive environment, intentionally or otherwise.	When a homosexual couple suffers insulting graffiti or jokes on the wall of their house by their neighbours.
Discriminatory Reprisals	Occurs when someone takes action against a discrimination, e.g. through collaboration in a process (administrative or judicial) and this leads to retaliation by the person or group performing the discrimination.	When a worker with disability files a complaint against her/his company for discrimination in employment conditions and is fired for making this complaint.
Discrimination by Association	Occurs when a person is discriminated against on account of her/his relationship with another person in a group vulnerable to one of the discrimination grounds.	A group of people are denied access to a restaurant because one of them is a Roma person.
Discrimination by Mistake	Discrimination occurred on the grounds of an incorrect judgement about the characteristics of the discriminated person.	A person is not allowed to enter a venue because she/he is thought to be homosexual, when this is actually not the case.

Where to go if you have been discriminated against?

There are a number of **general resources** that you can access in case of a discriminatory incident, as well as some **specialised resources** according to the discrimination ground in question. A list of the specialised and general resources can be found in the Annexes to this Guide.

3. These are your rights: basic legislation on equal treatment and non-discrimination

3.1 European Union Law

a) Treaties

The European Union has developed a comprehensive legislation on fundamental rights, and specifically concerning equal treatment and non-discrimination. The following table shows the main instruments of EU policy:

Treaties	Treaty of the European Union	Article 2	The Union is founded on the values of respect for human dignity, freedom, democracy, equality, the rule of law and respect for human rights , including the rights of persons belonging to minorities. These values are common to the Member States in a society characterised by pluralism, non-discrimination, tolerance, justice, solidarity and equality between women and men .
		Article 3	The Union shall combat social exclusion and discrimination and promote social justice and social protection, equality between women and men, solidarity between generations and the protection of children's rights.
	Charter of Fundamental Rights. Article 21	Prohibits discrimination based on thirteen grounds of discrimination : sex, racial or ethnic origin, religion or beliefs, disability, age, sexual orientation, social origin, genetic features, language, political or any other type of opinion, membership of a national minority, property and birth. It is pertinent to highlight Article 51 in which the scope of the Charter of Fundamental Rights is established. That article states that "the provisions of this Charter are directed at the institutions and organs of the Union, respecting the principle of subsidiarity and as such to the members States only when they are implementing Union Law". Therefore, it is limited to the application of EU law.	
	Treaty on the Functioning of the EU	Article 18	In the scope of application of the Treaties, and without prejudice to individual provisions therein, any discrimination on grounds of nationality shall be prohibited. The European Parliament and the Council under the ordinary legislative procedure may establish the necessary regulations to prohibit such discrimination.
		Article 19	The Council, acting unanimously in accordance with a special legislative procedure and after approval by the European Parliament, may take appropriate action to combat discrimination based on gender, racial or ethnic origin, religion or beliefs, disability, age or sexual orientation.

b) Directives of the European Union

The main European norms on the subject of equal treatment and non-discrimination are:

Directive 2000/43/EC of the Council, 29th June 2000	Implementing the principle of equal treatment between persons irrespective of racial or ethnic origin.
Directive 2000/78/EC of the Council, 27th November 2000	Establishing a general framework for equal treatment in employment and occupation.
Directive 2010/41/EU of the European Parliament and Council, 7th July 2010	Applies the principle of equal treatment between men and women engaged in self-employment.
Directive 2010/18/EU of the Council, 8th March 2010	Applies the revised framework agreement on parental leave, concluded by Business Europe, UEAPME, CEEP and ETUC.

Directive 2006/54/EC of the European Parliament and Council, 5th July 2006	On the implementation of the principle of equal opportunities and equal treatment between men and women in matters of employment and occupation.
Directive 2004/113/EC, of the Council, 13th December 2004	Implementing the principle of equal treatment between men and women in the access to goods and services and their supply.
Framework Decision 2008/913/JHA, of the Council, 28th November 2013	On combating certain forms and manifestations of racism and xenophobia by means of criminal law.

3.2 Spanish Law

a) Spanish Constitution

Article 1.1	Recognises equality as one of the highest values of the legal system: therefore, equality must be interpreted as crosscutting the entire legal system.
Article 9.2	Entails the recognition of substantive equality. The constitution of Spain as a social State requires the action of public authorities in order to promote that equality of individuals becomes real and effective.
Article 10	<ol style="list-style-type: none"> 1. The dignity of the person, his or her inherent inviolable rights, the free development of the personality, the respect for the law and for the rights of others are the foundation of political order and social peace. 2. Provisions relating to the fundamental rights and liberties recognized by the Constitution shall be interpreted in conformity with the Universal Declaration of Human Rights and international treaties and agreements thereon ratified by Spain.
Article 14	Axis of the legal guarantee of equality: «Spaniards are equal before the law and may not in any way be discriminated against on account of birth, race, sex, religion, opinion or any other personal or social condition or circumstance. According to Article 53.2 CE, any citizen may assert a claim to protect this right by means of a preferential and summary procedure before the ordinary courts and, when appropriate, by lodging an individual appeal for protection (recurso de amparo) to the Constitutional Court.

b) Specific regulations regarding equal treatment and non-discrimination

Law 62/2003 of the 30th December on fiscal and administrative measures and social order transposes into the Spanish regulatory framework Directive 43/2000 regarding discrimination on grounds of racial or ethnic origin in multiple areas¹, and Directive 78/2000 concerning several discrimination grounds under the TFEU but confined to the area of employment².

¹ The areas listed in Directive 43/2000 are the following: conditions of access to employment, access to all types and levels of vocational guidance, employment and working conditions, membership and participation in organisations of workers or employers, social protection including social security and healthcare, social advantages, education and access to goods and services.

² The discrimination grounds cited by Directive 78/2000 are: religion or beliefs, disability, age and sexual orientation.

Stated below is the Spanish legislation referring to specific discrimination grounds:

Gender	<ul style="list-style-type: none"> ✓ Organic Law 3/2007, of 22nd of March, for the effective equality between women and men.
Racial or ethnic origin	<ul style="list-style-type: none"> ✓ Organic Law 4/2000, 11th of January, on the Rights and Freedoms of Foreigners in Spain and their social integration. ✓ Royal Decree 557/2011, 20th of April, which approves the Regulation of Organic Law 4/2000, on the Rights and Freedoms of Foreigners in Spain and their social integration, after its reform by Organic Law 2/2009.
Religion and/or beliefs	<ul style="list-style-type: none"> ✓ Organic Law 10/1995 of the Criminal Code (articles 522 to 526 list the offences against freedom of conscience, religious feelings and respect for the deceased) ✓ Organic Law 7/1980, 5th of July, on religious freedom.
Sexual orientation and gender identity	<ul style="list-style-type: none"> ✓ Law 3/2007, 15th of March, regulating the registry rectification of the mention of people's gender. ✓ Law 13/2005, 1st of July, amending the Civil Code regarding the right to marry.
Disability	<ul style="list-style-type: none"> ✓ Royal Legislative Decree 1/2013, of 29th November, which approves the Consolidated Text of the General Law on Rights of Persons with Disabilities and their social inclusion. ✓ Law 26/2011, of 1st August, of normative adaptation to the International Convention on the Rights of Persons with Disabilities. ✓ Royal Decree 1276/2011, of 16th September, of normative adaptation to the International Convention on the Rights of Persons with Disabilities.

Furthermore, covering conduct for various discrimination grounds, although limited to the field of sport, **Law 19/2007 of July 11th, against violence, racism, xenophobia and intolerance in sport** has to be mentioned.

Next to this specific legislation for the main discrimination grounds, the Spanish legal framework includes a number of **administrative, criminal and labour laws** to reinforce the fight against discrimination and against hate crimes.

4. Real situations of discrimination and practical recommendations for taking action

Here we present some real situations of discrimination. For each situation we have included a series of practical recommendations so that you clearly know how to act in a case of discrimination:

4.1 Discrimination in employment

Discrimination in employment may occur at various stages of working life: in job offers, in selection, working conditions (salaries etc.), performance, promotion, retirement and/or dismissal. Examples of discrimination in employment are indicated in the following table:

Area of discrimination	Examples
Access to employment, self-employment and occupation	Discriminatory job offers: offers that establish age limits, or specify gender or nationality.
Access to counselling and vocational training	To treat some people (pregnant women, people with disability) less favourably in the access to training courses.
Working and employment conditions, including dismissal and remuneration	Situations of harassment for reason of age in companies that want their workers to accept early retirement and for this reason unwarranted pressures are applied such as arbitrary reduction in the voluntary supplementary allowances, lack of effective job activities, among others.

Actual cases of discrimination in employment:

Discriminatory employment offer

Job advertisement: «*Spanish woman (from 45-55 years) to work in a family home. Will be in charge of all housework.*» (<http://www.bolsaempleo.net/interna-para-tareas-del-hogar/>)

Discrimination in working conditions

I was excited about my new job. It was in a factory with many employees, the worst part was the timetable, many hours in split shifts so we had to eat in the kitchen provided for the workers. It was well equipped, and had a microwave, refrigerator, etc. I was surprised when I went to kitchen to heat my food and saw they had put a sign up saying «only for Spanish food». I didn't want to ask and that day I did not use the microwave, I started to bring snacks and cold food. There were Moroccan workers, and Romanians like me, none of us could use the microwave unless we had «Spanish food» ... I informed myself, spoke to the Company Committee, we denounced the discrimination we suffered in the kitchen with the use of the microwave. The explanation was that «our» meals had many spices and strong odours that permeated the community microwave

These are real examples of discriminatory cases in the area of employment. **How can you act if you are a victim or witness of one of these situations?** Depending on the type of discriminatory incident and the severity thereof, in the area of employment there are different mechanisms to make a claim of discrimination. These mechanisms are:

- Labour and Social Security Inspection (ITSS).** Anyone with knowledge of facts that could constitute an infringement in the area of employment or Social Security

can claim the services of the ITSS. For this you need to make a written complaint that must contain:

- Personal identification data and the signature of the complainant, it also being necessary to include a telephone contact number
- The alleged facts constituting an infringement. Specifying what the complaint is and what subject area it affects (employment, social security, prevention of risk, etc.)
- Date and place where the events occurred. The exact location is necessary in a case where there is no specific address.
- Identification of the person allegedly responsible, noting the employer or manager against whom the complaint is made.
- Accompanied by statement of relevant circumstances, where appropriate, by attaching supporting documentation.

For filing a complaint people can use the standard complaint form that can be downloaded from the webpage of ITSS:

http://www.meys.es/itss/web/Atencion_al_Ciudadano/Descarga_de_Formularios

You can also get this form in person at the **offices of the different Provincial inspections**, located in the provincial capitals.

Place and manner of presentation of the complaint with ITSS. To make the complaint you can do the following:

- **ATTENDANCE** – In person at offices of ITSS, as well as at the offices of other organs of the State Administration and Autonomous regions and local authorities.
- **ELECTRONICALLY** - Through the **Electronic headquarters of the Ministry of Employment and SS**, provided the complainant provides her/his DNle (electronic National Identity Document), or an advanced electronic signature based on an electronic certificate recognised by the @firma platform.
- **MAIL**. Addressed to the appropriate office of the Provincial Labour and S. S. Inspection. If the complaint is made by mail or at an office without the complainant being present in person, a copy of the DNI of the complainant will be required and, where appropriate, express permission for the verification of their identity in the corresponding register.

b) **Unions**. Trade unions have a key role in tackling aspects that directly affect the fight against discrimination. Some unions have Equality Services which are accessed through the union membership. There are specific services of attention to discriminations, and they offer different services such as advice and information, and they specifically watch out for those cases in which workers are victims of discrimination. They have legal services offering comprehensive advice when there is a case of discrimination.

c) **Social courts**. It should be noted that the Labour Procedure Act states that the discriminatory treatment on grounds of gender, age, ethnicity or race, disability,

sexual orientation and gender identity, religion or beliefs is processed according to the procedure for the protection of fundamental rights, which is particularly quick and with guarantees for the worker. In particular, that means:

- That the processes are **urgent**, being preferential with respect to others pending before the courts. Nor is any prior claim or conciliation required.
- It produces what is known as **a reversal of the burden of proof**: it is **not necessary for you to prove** that you have been discriminated against, it being sufficient that you **state facts that indicate or from which it can be presumed** that you could have been discriminated against, and then it corresponds to the employer or company to prove that its decision was not based on discriminatory reasons, but due to objective and reasonable motives.

d) **In certain cases, it is possible to act through criminal proceedings.** The Criminal Code in its Article 314 considers discrimination an offence if the following conditions are met: first, a **serious discrimination** in employment on grounds of ideology, religion or beliefs, race, ethnic group or nation, gender, sexual orientation etc. has taken place; and second, that **after the employer has been sanctioned or required** by an administrative or judicial authority to restore the situation of equality, repairing the damages suffered, **he or she has not acted accordingly.**

In case of discrimination in discrimination remember that...

- **All persons may suffer discrimination** in employment, either in job search, or while in the job itself.
- There are **different mechanisms** for filing a discrimination complaint. You can resort to the **Labour and Social Security Inspection**, the **trade unions** or the **Social Courts**.
- If you have achieved that the Labour and Social Security Inspection or a Court recognizes that serious discrimination has occurred on grounds of your ideology, religion or beliefs, membership to a race, ethnic group or nation, gender, sexual orientation etc. and the company refuses to repair the discrimination suffered you can resort to the **criminal procedure** and denounce the **offence** (see the section on hate crimes in this Guide).

4.2 Discrimination in access to entertainment venues

The main regulatory mechanism governing access to entertainment venues is the **right of admission**, which establishes how people can access a public or private establishment and where appropriate remain there.

To exercise the right of admission the conditions to enter/remain on the premises have to be clearly stated by a prominent display of posters or advertising in places of access. It follows from that that posters with the statement «the right of admission is reserved» are not sufficient.

Actual cases of discrimination in access to entertainment:

Refusal to allow a group of people with disabilities to enter a nightclub

«Are you crazy or what? How can these people even think to come at this hour of the night to a bar? No, you cannot be here, you'll frighten my customers. Don't you see how people are passing by? Look, look, no one is coming in!... Get out of here. I do not want customers like you... This happened to me one night when I went out with my colleagues from the association to which I belonged to. We had gone to dinner and then for a drink, we liked to go out at night for a drink with friends. We were people like the owner of the bar, like you, but with a difference, some of us were in wheelchairs... I decided not to let this event pass unreported. There was no right to speak to us like that. We decided to ask for a complaint form and submit it to the Office of Consumer Rights. Hopefully someday things will change and we can feel like normal people, like you, like the rest».

Discrimination against a homosexual couple at the public pool

«I was at the public pool with my partner. At one point I gave her a quick kiss. So far everything is normal but what happens if my partner is another woman like me. The lifeguard approached us saying «What are you doing? Here that cannot be done. He made the day impossible for us, laughing at us, insulting us. I thought of picking up all our stuff and leaving, but we summoned the courage to stay. We gave it a lot of thought because we didn't know to what end a report would serve. Finally we came to a LGBT Association and we explained the case and the association took care of it. We must report these things, for us, for those who come after».

Discrimination due to racial or ethnic origin

Friday was a split shift and I had no time to go home for lunch, I usually took something from home to eat at work but today had gone well and I decided to go to a bar for lunch... I asked the waiter for a mixed platter that was on the menu and he answered «sorry madam I don't understand you.... I will not serve anything to you»... I thought about leaving and going somewhere else, I did not have a long time to eat, what's more I wasn't hungry. Finally I asked for the claims book to which he replied «I will not give you anything». What could I do? Another bar client who had witnessed the situation encouraged me to call the police, he said he had done it, he said I was entitled to a complaint form even though I hadn't been served anything. I did, I complained and did not go back to the bar. Until a few weeks ago, when I saw that the person who had treated me like that was no longer there. Oh by the way, I am Cameroonian and have lived in Spain for twelve years, I work with the public, and in all this time, I've never had problems communicating with anyone except for this person».

What can you do in the event of being discriminated against in the access to an entertainment venue?

Consumers or users who consider that the exercise of the right of admission or the access conditions, as stated or applied to them, in an establishment open to the public, show or specific recreational activity, do not conform to current legislation, can act through different legal channels, both administrative and criminal. The reason is that discrimination in access to a leisure venue is both an administrative offence and a crime, so you can pursue both avenues.

Thus, Article 31.14 of the **General Regulations on Policing of Shows and Recreational Activities**, approved by Royal Decree 2816/1982 expressly establishes as a very serious administrative offence «the exercise of the right of admission in an arbitrary or abusive manner, in violation of the rules governing it». There are equivalent provisions in **the laws on performances that most of the Autonomous Communities have approved** (in the Autonomous Communities that have not adopted their own rules, the already cited General Regulation approved by RD 2816/1982 governs).

Moreover, **Article 512 of the Criminal Code** makes discriminatory denial of services in the exercise of professional activities an offense.

What will determine the path to take against a discriminatory act against the right of admission (administrative or criminal or both) will be above all the perceived seriousness of the infringement, but also the time it may take to reach a decision through one route or another should be taken into consideration, as well as the possible difficulty of obtaining hard evidence of the discrimination suffered, for example having witnesses willing to testify on the matter, and the degree of involvement required from the victim for tracking and reporting the claim.

a) The simplest way is to claim through the **book of claims**. What this does is urge the authorities of the Autonomous Community to act.

If the book of claims is not provided you should **call the police**. With the police present you must again request the book of claims, and if it is not provided, it will be the police themselves who should make the complaint for failure to deliver or make it available, coupled with complaints that may arise from the exercise of an activity without authorisation. It is important that in this moment the police identify those responsible for the venue on site.

Regardless of the legal procedure to be followed, requesting the **book of claims** is key. Firstly, it is a good way to prevent a repeat of the experience and it also constitutes an indication in the case of the claim finally reaching arbitration or a lawsuit. The procedure followed after the presentation of a claim may lead to a sanction for the denounced establishment.

b) Secondly, and independently of the above, you can also **report** the facts to the **competent administrative bodies of the City or Autonomous Region** in which they occurred, urging these bodies to initiate an infringement procedure on the basis of the applicable state or autonomic legislation.

Although the disciplinary procedure and the competent body carrying it out varies from one Autonomous Community to another, and in some cases the power is vested upon local councils, this possibility exists and can end in substantial fines for the person or company that has discriminated. On the other hand, when using this path it is not possible to claim compensation for damages.

c) If **it is intended to claim financial compensation for damages suffered** a claim can be made either through the **Consumer Arbitration System** established in Article 57 of the General Law for the Defence of Consumers and Users (revised text approved by Royal Decree 1/2007 of the 16th of November), usually through the Office of the Consumer, or by a **lawsuit before the civil courts**. To launch either of these two procedures it is not necessary to wait until the claim formulated by the claim form is resolved. In the case of a civil suit, it should be borne in mind that the terms of the decision can significantly expand the costs of the process (fees, lawyer, solicitor), and if compensation is awarded for moral damages the amount would not be very high.

d) If the discrimination suffered is considered serious and the victim is willing to engage further in order to achieve a sanction against the discriminatory agent, it is best to **file a complaint with the Security Forces, the Public Prosecutor (there are specialised services for hate crimes and discrimination in all provincial Prosecutors' offices, see Annex 2 of this Guide), or the duty court**.

The **complaint to the Police** has the advantage that you can ask the police to investigate whether indeed discrimination has occurred. If, for example, someone alleges that they were denied access to a leisure venue due to their skin colour, and the police enter the premises and find that everyone there is white, we would have indications of discrimination that would strengthen the statement made by the person alleging discrimination.

In addition, the police have the obligation to begin **two proceedings, for administrative and for criminal offences**. While the criminal proceedings are in process the administrative proceedings are suspended, but if the criminal proceedings are closed without conviction, the administrative proceedings are reactivated, and may result in a financial penalty for the person who caused discrimination even if there is no criminal sentence.

Criminal proceedings also include the possibility of seeking compensation for damages suffered due to the discrimination.

In case of discrimination in access to entertainment venues remember that

- The **Right of Admission cannot arbitrarily be applied** and in no case does it permit discrimination. Signs that state «The Right of Admission is reserved» do not justify discriminatory admission policies.
- If entry to an establishment is prevented to you it is important to always request a complaint form from the person at the venue (doorman, waiter, etc.), although you have not actually entered or become a customer. **If they refuse to give it to you, call the police.**
- **The complaint form provides indications of discrimination** in situations which finally reach arbitration or court action, for this reason it is essential that you request it.
- The **venues applying discriminatory rights of admission**: can be fined or can be given an order to temporarily or permanently close the premises, depending on the severity of the discriminatory incident.

4.3 Discrimination in public spaces and security

Discrimination in public spaces may in practice be of a very diverse nature. Often it consists in insults, threats and assaults in spaces such as streets, parks, bars, public transport etc., against people on account of their different ethnicity, sexual orientation, gender identity, disability, socioeconomic situation (homeless) or other discrimination grounds. The more serious cases can even extend to crimes of injury, sexual aggression or homicide.

Another of the groups that often suffer this type of crime and other forms of discrimination is **the homeless**. That is called aporophobia or hatred of the poor, and the corresponding discrimination is called on grounds of socioeconomic situation. To see how to deal with such crimes, see chapter 5 of this Guide.

When by its nature the discriminatory acts do not constitute a crime (e.g. **less intense** conflicts in squares or public parks) it can be useful to approach **specialised services** according to the relevant discrimination ground (see Annex 1 to this Guide) and require their action and, if appropriate, mediation, in order to end the conflict and the discriminatory acts that are occurring. Also the municipalities or local bodies sometimes have social workers, street educators and intercultural mediators with the capacity for intervention in this regard.

Moreover, some citizens' associations have denounced a practice that may be discriminatory, and may also occur in public spaces during police prevention operations for the maintenance of public safety, when those situations involve the **identity check of people** based on personal characteristics such as ethnicity, colour, gender identity or socioeconomic status.

The legislation governing the actions of the Security Forces of the State conclusively prohibits all forms of discrimination³. Furthermore, through the logbook-record where

³ Article 16.1 of Organic Law 4/2015 of March 30th for the Protection of Public Safety. Article 16.3 regulates the logbook-record in which it is necessary to collect all the instances of police identifications performed.

all the police identification proceedings practiced must be collected, the Public Prosecutor can check whether the identification of any person has been discriminatory.

If a person considers that she/he has been the subject of a discriminatory identity check, in violation of the law, she/he can resort both to the State and regional **Ombudsmen**, and to the specialised services in the area of racial discrimination or the area of discrimination in question (see Annex 1 of this Guide).

Likewise, one can report the incident through the channels that the **Ministry of Interior** offers citizens to make complaints concerning the services provided by members of the Security Forces.

In this regard, the **Ministry of the Interior** has prepared a **Complaints and Suggestions Form**, the purpose of which is to record the complaints made by citizens in relation to the operation of the administrative units (police bodies), which are dependent on the Ministry. In all the agencies, offices and centres of citizen attention open to the public, and dependent to the Ministry of the Interior (Police Stations, Civil Guard posts, etc.) there is a copy of the Complaints and Suggestions Form.

These complaints may be submitted in the following ways:

- In person at the offices of the agencies concerned.
- By post.
- Electronically: in the case of complaints, through the **Electronic Office of the Ministry of the Interior** ⁴.

The complaints of citizens are reflected in writing in the Form, indicating name, family name and address, for communication purposes, and signed at the end of the corresponding sheet. If the complaint on the appropriate Form is lodged personally, a properly sealed copy will be given to the complainant.

If the complaint is submitted by mail and proof of residence is provided, the corresponding copy will be forwarded to the sender. Complaints by e-mail and Internet must be signed with the electronic signature of the person concerned.

Anonymous complaints (whether in person, written or electronic) shall not generate a response to the interested party, but it may trigger internal effects.

When complaints have been received in the affected agency, it shall, within twenty days and subsequent to clarifications that it deems necessary to request from the citizen, inform her/him of the actions carried out and appropriate measures taken.

⁴ Order INT/949/2007 of the 30th of March, approving the complaints and suggestions form of the Ministry of the Interior (BOE no.88 of the 12th of April). Available at: https://sede.mir.gob.es/quejas/ACVT_LQs_rcd.html
<http://www.interior.gob.es/es/web/servicios-al-ciudadano/participacion-ciudadana/derechos-de-participacion-administrativa/quejas-y-sugerencias>

Finally, if the time period referred to in the previous paragraph expires and the citizen has not received any response from the Administration, she/he may request the reasons that have led to the lack of response and report the appropriate authorities to the superior office: the **Inspectorate of Personnel and Security Services** (issues related to the Civil Guard and the Police)⁵.

Discrimination in the public sphere: identification based on colour

I was waiting for the train at the station of Valladolid. Accompanied by my husband and my children. On the platform there were other travellers. Suddenly I was approached by a National Police officer, I thought he wanted to ask me something but he approached me in order to identify me. I didn't understand it, why me? I looked around me and I saw I was the only black person in the station: my children and my husband are white, the other passengers in the station at that time as well. The agent himself acknowledged that I had been asked for my identification because he had been ordered to stop people «like you». It was a humiliating situation for me, with moral and psychological damage, a clear incident of discrimination. I did not let it pass because I considered it to be serious, so I asked the Spanish State to accept responsibility. I had to make various petitions through the courts. Finally, the Human Rights Committee of the United Nations affirmed I was right, stating that «*identity checks carried out for public security or crime prevention purposes in general, or to control illegal immigration, serve a legitimate purpose. However, when the authorities carry out such checks, the physical or ethnic characteristics of the persons subjected thereto should not by themselves be deemed indicative of their possible illegal presence in the country. Nor should they be carried out in such a way as to target only persons with specific physical or ethnic characteristics. To act otherwise would not only negatively affect the dignity of the persons concerned, but would also contribute to the spread of xenophobic attitudes in the public at large and would run counter to an effective policy aimed at combating racial discrimination*». The opinion added that in my case I was singled out for the identity check solely because of my racial characteristics and that they constituted the determinant element for suspecting me of illegal conduct.

4.4 Other areas of discrimination (education, health, access to other goods and services)

As noted in the introductory section, there are other areas in which discrimination can occur, in the access to housing, education, social services etc. This section makes reference to some specific complaint mechanisms that can be resorted to in two of these areas, education and health.

But regardless of whether or not such mechanisms exist in a particular area, it is always possible to denounce discrimination through **general channels established by the system**:

- Firstly, there are some **specialised services for certain discrimination grounds** (racial or ethnic origin, disability, sexual orientation and gender identity) that can provide advice and proceed with complaints and claims (see the Annexes of this Guide).
- Secondly, whenever a public administration is involved, in addition to the resources that can be used during administrative proceedings, there is always the possibility of a **complaint to the Ombudsman**, either from the State or from those Autonomous Communities where they exist (see Annex).

⁵ C/ Cea Bermúdez, 35-37, 28003 - Madrid; Telephone: 915372648-2649; Fax: 915372600.

- In many cases there are **sectorial regulations** that prohibit discrimination and establish penalties for those who violate this prohibition, so that a complaint of discrimination can be made to the **competent authority in the area concerned**.
- And the last step which is always open is to resort to the **courts** to challenge the act or discriminatory measure and seek redress for damages suffered.

Actual cases of discrimination on various grounds in other areas:

Gender discrimination in the area of education

«In my country I worked in a food company. When I arrived in Spain I saw an opportunity to train for work in the care sector. I signed up for a course to train as a Nursing Assistant. One day I was told to get out while I was in class. I was told that I had to leave that same day of the course, that I could not continue... “We calculated how far into your pregnancy you are and you can’t finish the course. At the start of the course you should have told us you were pregnant. So sign this sheet and go away”... I went, I was very sad and confused. The next day I went to the social worker in my neighbourhood, I explained what had happened, and he threw his hands to his head and said “this is unacceptable, they cannot expel you from the course for that reason”. After a few days the training centre called me and told me that if I was still interested I could go back...»

Discrimination on grounds of sexual orientation in education

«We started the paperwork to enrol our son. We decided on a small, new school. We liked that besides being a bilingual centre, among the guiding principles of the centre was “to encourage students to cooperate with others, be sensitive to the needs of others and respect other cultures, religions and ways of life”, we realised later that this was only a marketing ploy. The school refused to enrol our son because he has gay parents. Their reasoning was to reject our request because the “child belonged to a family with gay or lesbian parents”.

When we anonymously called the school they always told us that places were available, when we said it was for our son they told us they did not have any vacancies. We have reported the case to the Educational Inspectorate.»

Age discrimination in the area of health

«When I go to the emergency services it is because I feel really bad. I am 85 years old and live at home with my wife. We only go to the emergency service if we feel very bad, which fortunately happens rarely. I have found that I am the last person they attend to, especially if I go on weekends. On one occasion I had to wait over an hour on the floor of my home because I fell and I couldn't move, until I got into an ambulance with the assistance of my wife. Elderly people like me have the same right to be attended as young people have on an equal standing and to receive the same treatments.»

Discrimination on grounds of religion or beliefs in the area of education

«I am a final year pharmacy student. This year is very important because it is that in which I have to actually practice in a pharmacy. When the time came to start my practice all my companions were beginning, I did not find any pharmacy in which to practice. It was not due to my grades, I'm a brilliant student with excellent grades, I have only one difference from my peers, I use a hijab because I am a Muslim.... No pharmacy wanted to have a Muslim woman with a headscarf as a clerk. I could not understand it, I have family in other European countries and no one has had these problems of discrimination. I know I can do my work in the pharmacy like the rest of my colleagues, if I cannot practice I will not be able to get my Bachelor of Pharmacy degree.»

Specific response mechanisms in the area of education

When discrimination occurs in relation to education centres, you should consider the following:

- Education centres should have **School plans for Living Together** that collect *«all activities planned in order to foster a good climate of cooperation within the school, the establishment of the rights and duties of students and the corrective measures in case of non-compliance under the rules in force, taking into account the situation and personal circumstances of the students, and conducting actions for the peaceful resolution of conflicts with particular attention to actions to prevent violence of gender, and promote equality and non-discrimination»*. Therefore, if the discriminatory act occurs in a school, the school board must intervene to ensure equal treatment and non-discrimination in the centre, don't hesitate to inform the school board of any discriminatory incident you have witnessed or suffered directly.
- It can be equally useful to communicate the facts to the **educational inspection services** of the corresponding Autonomous Community.
- If the discriminatory incident was committed by the centre itself, approach the **Ombudsman or the Ombudsman for Children** in Autonomous Communities where this figure exists, who will intervene in order to ensure equal treatment and non-discrimination.
- Finally, it is always possible to report to the **Court or Prosecutor** to bring to their attention the discrimination suffered so that they examine the case and take the appropriate action.

Specific response mechanisms in the area of healthcare

In the case that discrimination has occurred in the area of health, the following options are available:

- Formulate a complaint with **Patient Attention and Information Services** provided by the Autonomous Communities in the framework of their competencies in the area of health. These services generally include offices of public attention in all hospitals and a centralised service. Among the functions of these offices is *«to ensure compliance with the rights of patients and their families set out in the current regulations, and attend and address any complaints, claims and/or suggestion made by a user, try to solve the problem at that time by proposing a solution or forward the issue to Management to obtain a solution as soon as possible»*.
- In some Autonomous Communities (Andalusia, Madrid, Catalonia, Valencia and the Basque Country) there is also the figure of the **Patient Ombudsman**, an organ of the health authorities charged with the task of managing complaints, claims, suggestions, proposals or comments received, with the main object of mediating in the conflicts raised by citizens as users of the health system.

In the event of discrimination remember...

- **Discrimination can occur on many grounds:** racial or ethnic origin, disability, sexual orientation and gender identity, gender, and it can occur everywhere: schools, hospitals or health centres, etc.
- To end **discrimination it is important to report it**, either to the police or to the institutions and organisations working to eradicate it: specialised services, the Ombudsman, the Public Prosecutors or the Courts.
- If discrimination occurs in an **education centre** you can also resort to the **School Board**. If it occurs in a **health centre**, approach **Patient Attention and Information Services**.

5. Hate Crimes

Although the term **hate crime** is not listed as such in our Criminal Code, hate crimes are considered to be all criminal acts against groups or against individuals because of their membership in a group, motivated by hostility or intolerance towards a characteristic perceived as «different» in that group of people, that means crimes committed on grounds of racism or other kinds of discrimination relating to ideology, religion or beliefs, ethnicity or nationality, gender, sexual orientation or gender identity, disease, disability, poverty or social exclusion or any other similar factor.

In the Criminal Code there are two types of crimes that can be considered as hate crimes:

- Firstly, any crime (assault, threat, theft, etc.) can be motivated by hatred or intolerance, and in this case the aggravating circumstance of Article 22.4 of the Criminal Code is applied, i.e. the crime is punishable with more severity due to the higher injury and severity that the motivation of hate adds to the crime committed.
- Secondly, there are some crimes that already contain within their definition the element of hate and intolerance. For example, the crime of threats to certain groups of people (art. 170 of the Criminal Code), the disclosure of personal data concerning ideology, religion or beliefs, health, racial origin or sexual orientation (art. 197 CC), or the crime of discriminatory denial of a service to which the person has a right, either in the context of a public service (art. 311 CC), or a business or professional service (art. 312 CC).

Real examples of hate crimes

Hate crime on grounds of sexual orientation

I was walking with my girlfriend in a plaza in the downtown area. We then arrived at a point where we met a group of people, a guy from the group began to address us with homophobic insults such as «What a pair of dykes», «do you want bananas» while offering us beer approaching us with a glass bottle. I replied by saying «leave me alone» and I turned to continue my journey. At that moment the guy who had been insulting us hit me in the head from behind with the bottle in his hand. I fell to the ground, the guy left, I lay there attended to by my partner who was calling an ambulance.

I went to report the guy to the police insisting that he had not attacked me because I had assaulted him before or had insulted him, but rather that it was he himself who provoked the situation and attacked me for the sole fact that we were lesbians and had a different sexual orientation from his.

Hate crime due to racial or ethnic origin

It was 10.30 in the morning, I was in the bar «Comandachina» in the street Río Tajuña of Alcalá de Henares, an individual who I did not know came up to me to ask me for a cigarette and a light. I replied that I had neither a cigarette nor a light, to which the individual in question, with great aggressiveness and without apparent cause said that I was a bastard for not having a cigarette or a light. In a loud and aggressive voice he continued insulting me saying «fucking black, fucking monkey, your place is not in this country... your place is the zoo with your friends». «Up Spain, long live Spain». Then with an open hand and in the moment that I began to turn around he dealt me a brutal blow to the bottom of the left side of the face and neck and immediately fractured my C4, C5 and C6 vertebrae which caused me to fall to the ground and I was left quadriplegic. My name is Miwa Buene, I am Congolese.

The Provincial Court sentenced this individual (Robert A) to 10 years in prison for a crime of injury, considering him to be the perpetrator of the assault that left me quadriplegic, and applied the aggravating circumstance of racism of Article 22.4 of the Criminal Code, as he had committed the acts due to racist and discriminatory grounds concerning the ethnicity and nationality to which the victim belongs, and the aggravating circumstance of ambush of Article 22.2 of the Criminal Code.

5.1 Hate Crimes through the Internet and social networks

Communication networks (internet) and the development of social networks represent a new challenge in the field of combating discrimination and hate crimes, given their potential for promoting and propagating the discourse and incitement of hatred. Thus, some organisations have complained that racism on the Internet is increasing alarmingly in Spain: the existence of more than 2000 websites, blogs and forums created by groups from the neo-Nazi ideology has been detected⁶.

Some examples of hate crimes committed over the Internet or social networks are the following:

Threats on social networks

A social network group called «Ibarra must die» claimed to be raising funds to hire a hit man. Esteban Ibarra is the president of the Movement against intolerance and has acted as popular accusation in numerous cases of Hate Crimes, including the trial held against Hammerskins-Spain. Following termination of the group, this was closed but others opened: «I hate Esteban Ibarra» or «I too think Esteban Ibarra must die» from which comments with a racist tinge were made towards him including the disposition to finance his murder and encouraging violence against his person.

Another group with 793 participants called «I hate Esteban Ibarra» was also detected promoting violence, racism and xenophobia and the realisation of numerous cases of attacks on the Internet. The Movement against Intolerance informed the government delegation and proceeded to denounce these groups in the Provincial Information Brigade of the Police Headquarters in Madrid, which forwarded the complaint to the Court and investigated who the authors and promoters of these sites and groups on the Internet are. Moreover, the author of another site and a «Game» released on the internet «Kill Esteban Ibarra», was convicted by a final judgment to two years in prison for the crime of incitement to hatred and violence.

Eight children in Las Palmas have been sentenced to up to two years of social and educational tasks as perpetrators of a crime against the moral integrity of a schoolmate (bullying). Parents of the teenagers must pay 6,000 euros to the victim, who attempted suicide.

The Juvenile Court number one of Las Palmas sentenced eight adolescents of a private school in Las Palmas on Gran Canaria to sentences ranging from eight months to two years of socio-educational work, for subjecting a classmate throughout the 2010 school year to a campaign of harassment with all kinds of insults, and publishing his image on the social network Tuenti to promote their contempt.

In addition to socio-educational measures, the court ordered the parents of the minors to compensate the victim with 6,000 euros for damages and loss, and identified the school where the events occurred as having subsidiary civil liability.

⁶ See: <http://www.movimientocontralaintolerancia.com/html/raxen/raxen.asp>

5.2 Practical recommendations for taking action in cases of hate crimes⁷

If you are a victim or witness of an assault for reasons of hatred remember that

Do not allow a hate-motivated aggression to pass unreported. You must take the following steps:

- **Medical report of aggressions:** regardless of how severe the aggression is, it is very important to go to an emergency room because these reports are transferred directly to the Duty Court. It is important to request a copy.
- Later, you should **visit a medical specialist** (psychologist, dentist, ophthalmologist, trauma specialist, etc.) who will provide you with another medical report. This enables us to seek damages once the matter has gone to trial.
- **Testimonials:** Contact a social organization (immigrant, LGBT, association of people with disabilities etc.) and explain what has happened. It is also very important to get the testimony of someone who witnessed the events that occurred.
- **File a complaint to the Duty Court, the Security Forces or the Public Prosecutor⁷.** If you have approached a social organization (association, NGO) it is likely that they can file the complaint from their legal services in the name of the victim. In complaints of aggression it is necessary to **provide maximum details** relating to the perpetrators: physical appearance, hair colour, approximate age, clothes, as well as explaining the details of the place and form of the aggression. You must **always specify the intention of aggression and the lack of provocation by the victim**. When you denounce you must literally describe the words and expressions uttered by the perpetrator/s. Do not forget to tell everything you think is important (symbols, logos, tattoos, clothing of the perpetrator, witnesses of the events etc.). State in the complaint the fact that the attack/threat was motivated by race, religion, nationality, culture, sexual orientation, etc. and the reasons for this conclusion (expressions etc.)
- **The police will take responsibility for the investigation** to identify the perpetrator in cases when the assailant is not known. Provide detailed information about the events suffered or those that have been witnessed, and the author/s of the act, place, witnesses present etc.
- The **deadline to report** an assault is that of the relevant crime suffered or witnessed, however, it is best to report it as soon as possible to facilitate measures of investigation.

⁷ In 2011 the post of Prosecutor's Office for the Legal Protection of Equality and Non-discrimination was created and put into operation. One of the most important developments was the creation of a specialised service for hate crimes in each Provincial Prosecutor's Office. In Annex 2 of this Guide you will find contact details of these services.

How to act in cases of hate crimes consisting in threats

Threats constitute a reportable assault, thus every threat is a crime. Another question is to decide whether or not the report of a threat will lead to legal proceedings. The crime of threats is defined in Article 169 of the Criminal Code. The penalty is more severe if the crime is committed by any form of communications or reproduction media.

The main issues to consider refer to the authorship of the crime and proof of its existence.

- Regarding the **authorship of the threats**, when these are anonymous their investigation corresponds to the police force, appointed for that purpose by the judge who will hear the case or upon filing of the complaint in the police station. If it is not determined who the author was, the case will be dismissed and will not go to court. However, if the author is determined and the threat really is likely to constitute a crime, this will lead to criminal prosecution.
- Once the criminal proceedings are initiated, the next question to address is the **proof of existence of the threat**. In the case of an oral threat, we must find out if someone has witnessed it (and therefore could declare in our favour at trial, and we should get the name and phone number of the witness and provide that information to the court so she/he can be summoned to testify). If the threat was made in writing (letter, e-mail note, etc.) it is essential to save the evidence.

Particularities when hate crime occurs over the Internet and social networks

- a) Report the existence of any blog, forum, website, bulletin board, etc. that is discriminatory to the **Technological Investigation Brigade (BIT) of the National Police**. One of the functions of the BIT is to ensure the safety of Internet users and citizens in general. Included in its remit are «Threats, libel, slander, etc. conducted by email, text messages, bulletin boards, forums, newsgroups, web pages etc.
- b) Similarly, the existence of this type of content can be denounced to the Unit of Electronic Crimes (GDT) of the Central Operational Unit of the Civil Guard. Information on how to report a cybercrime appears on the website of the GDT.
- c) Once criminal proceedings have begun, you must ask the Judge to issue the **precautionary instruction to block the web pages or social networking spaces**.

Annex 1.

Where to go in the case of a discriminatory incident

General and specialised resources on equal treatment and non-discrimination

The following two annexes to this Guide list different resources to which to resort in case of discriminatory incidents and hate crimes. These resources can be grouped into various categories:

- Firstly, services at **state level specialising in certain discrimination grounds** (racial or ethnic origin, disability, sexual orientation and gender identity) that can provide advice and process complaints and claims and in some cases carry out mediation and negotiation.
- Secondly, **regional** and **local** resources, sorted by discrimination grounds covered and territory.
- Thirdly, whenever a Public Service is involved in the discrimination incident, in addition to the administrative appeals, there is always the possibility of filing a **complaint with the Ombudsman**, either of the State or of those Autonomous communities where this institution exists. A list of the **autonomous ombudsmen** is included.
- In the case of opting for the **criminal procedure**, a list of the **services of the Provincial Prosecutor for the legal protection of equality of treatment and against discrimination** is included, where a complaint may be lodged, besides the possibility of doing so at the police station or the corresponding duty court.
- With regard to the **specific needs of assistance** that victims may have, we include firstly the **Offices for Crime Victim Assistance** under the Ministry of Justice and the corresponding autonomous offices. Law 4/2015 of the 27th of April, entrusts them, among other tasks, with **assessing the needs of special protection** that victims may have, paying special attention to crimes committed for racist, anti-Semitic or other reasons regarding ideology, religion or beliefs, family status, ethnicity, race or nation, national origin, gender, sexual orientation or gender identity, illness or disability.
- Finally, the annex offers a list of the offices, emails and telephone numbers of **social organizations** which offer **assistance services for victims** of hate and discrimination crimes.

Annex 1.1 Resources for discrimination at State level

Name of service	Motive and area	Description of service	How to access service
Defensor del Pueblo (Ombudsman)	Fundamental rights in relation to Public Authorities.	High Commissioner of the Parliament charged with defending the fundamental rights and public liberties of citizens through the supervision of the activities of public authorities.	<ul style="list-style-type: none"> - By Internet: using this form. - E-mail: registro@defensordelpueblo.es - In person: in the citizen assistance centre on Zurbano Street No.42, Madrid. - By fax: Submit a signed document to +34 913081158. - By post: Submit a signed document to: The Ombudsman, Zurbano Street, 42, 28010 Madrid. - Information Telephone number: 91 432 79 00. <p>There is a 24 hour service (914327900) and a free telephone number for general information (900101025).</p>
Servicio de Atención a las Víctimas de Discriminación Racial o Étnica / Consejo para la Eliminación de la Discriminación Racial o Étnica (Assistance Service to victims of racial or ethnic discrimination / Council for the elimination of racial or ethnic discrimination)	Racial or ethnic origin in the following areas: <ul style="list-style-type: none"> - education, - health, - provision of social services, - housing and general, - offer of and access to goods and services, - access to employment, self-employment, and exercise of profession, affiliation and participation in union and business organisations, working conditions, promotions, professional, and vocational training. 	Provides independent assistance to the victims of racial or ethnic discrimination, either directly or and indirectly, when pursuing their claims. To this end the Council has assistance centres in all Autonomous Communities where people who believe that they have been victims of racial or ethnic discrimination may consult with a professional in the field of equal treatment and receive counselling about her/his case.	<p>Free telephone number: 900 203 041. Telephone number for advice: 00 34 91 524 35 51. Fax number for advice: 00 34 91 524 68 91.</p> <p>E-mail: info@asistenciavictimasdiscriminacion.org info@igualdadynodiscriminacion.msssi.es consejo-sessi@msssi.es</p> <p>Web: www.asistenciavictimasdiscriminacion.org</p>
Office of Attention to Disability (OADIS)	Disability in the following areas: <ul style="list-style-type: none"> - Transport (metro, train, bus, plane...). - Telecommunications and Society of Information (television, telephone, Web pages...). - Goods and services at the disposition of the public. - Public urban spaces, infrastructure and buildings (installation of elevator, video porters, ramps...). - Relations with Public Authorities (accessibility to offices, to forms...). - Administration of Justice. - Cultural Patrimony. 	The Office of Attention to Disability is an organ of the National Council for Disability, and it is permanent and specialised, charged with the promotion of equality of opportunities, non-discrimination and universal access for people with disabilities.	<p>Telephone: 91 822 65 12 / 13 / 14 / 23 / 25. Fax: 91 209 03 59 / 91 524 68 98. Web: http://www.oadis.msssi.gob.es E - mail: oadis@msssi.es</p>

Annex 1.2 Regional and local resources for discrimination

Name of Service	Autonomous / Municipal Authority	Motive / Area	Description of the service	How to access
Information and Attention to Homosexuals and Transsexuals of the Community of Madrid	Community de Madrid	LGTB	Areas: reception and information, Social Care, Psychological Care; Group Attention: Legal Care, Awareness and training. Opening hours: Monday to Friday from 9am to 9pm. Summer hours (June 15 th to September 15 th): 8am to 3pm.	Address: C/ Alcalá 22, 5.º Dcha, Madrid. Telephone appointments: 91 701 07 88. E-mail: piaht@madrid.org
Berindu	Basque country	LGTB	Information and customer service of the Basque Government on issues related to sexual and gender diversity.	ARABA: Address: Zapateria, 39. 01001 Vitoria-Gasteiz. Telephone: 945257077. E-mail: berindu.araba@aldarte.org BIZKAIA: Address: Bizkaia Berastegui, 5 - 5.º dptos. 8 y 9.º 48001 Bilbao. Telephone: 944 237 296. E-mail: berindu.bizkaia@aldarte.org GUIPUZKOA: Address: Zabaleta, 47 - entresuelo A-B. 20002 Donostia-San Sebastián. Telephone: 943 451 722. E-mail: berindu.gipuzkoa@gehitu.org
Eraberean		Racial and ethnic origin Sexual orientation and gender identity	Network led by the Department of Employment and Social Policy of the Basque Government to combat discrimination due to racial, national or ethnic origin and sexual orientation and gender identity. It operates throughout the regional territory and has a focus on the private sphere.	Network access is via the 14 institutions and organisations that are part of it. In the Network's website one can consult addresses and contact information for each organisation in the three provinces: www.eraberean.net
Disability Ombudsman	Alcorcón (Madrid)	Disability	Current opening times are from 9am to 2pm Monday to Friday.	Address: Plaza de España, n.º 2, 1.º Alcorcón. E-mail: defensordiscapacitado@ayto-alcorcon.es Telephone: 91 1127940.
Office for non-Discrimination	Barcelona	All	Opening hours: Monday, Wednesday and Friday from 9am to 2pm, Tuesdays and Thursdays from 9am to 6pm. Areas: Information and basic guidance on Human Rights; Conflict Resolution where there has been discrimination; Legal and psychological counselling.	Telephone: 934132000. Short text messages: 933042421. E-mail: ond@bcn.cat Address: C/Ferran 32; 08002 Barcelona.

Annex 1.3 Regional Ombudsmen





Name	Job title	Autonomous community	City	Address	Contact information
D. Jesús Maeztu Gregorio de Tejada	Ombudsman for Andalucía	Andalucía.	Sevilla.	C/ Reyes Católicos, 21; 41001 Sevilla.	Telephone: 954 21 21 21. defensor@defensor-and.es
D. Rafael Ribó i Massó	Ombudsman for Cataluña	Cataluña.	Barcelona.	Passeig de Lluís Companys, 7; 08003 Barcelona.	Telephone: 900 124 124 / 933 01 80 75. sindic@sindic.cat
D. José Julio Fernández Rodríguez	Ombudsman for Galicia	Galicia.	A Coruña.	Rua do Hórreo, 65; 5700 Santiago de Compostela (A Coruña).	Telephone: 981 56 97 40. valedordopobo@teleline.es
D. Jerónimo Saavedra Acevedo	Deputy of the Community Canaries	Canarias.	Las Palmas de Gran Canaria.	C/ Pérez Galdós, 25-27; 38700 Santa Cruz de Tenerife.	Telephone: 922 41 60 40. diputadodelcomun@diputadodelocomun.com
D. Íñigo Lamarca Iturbe	Ararteko	País Vasco.	Álava.	C/ Prado, 9; 01005 Vitoria/Gasteiz (Álava).	Telephone: 945 13 51 18. defensorpv@ararteko.net
D. Fernando García Vicente	Justice of Aragon	Aragon.	Zaragoza.	C/ Don Juan de Aragón, 7; 50001 Zaragoza.	Telephone: 976 39 93 54. eljusticia@eljusticiadearagon.es
D. José Cholbi Diego	Ombudsman for the Valencia Community	Comunidad Valenciana.	Alicante.	C/ Pascual Blasco, 1; 03001 Alicante.	Telephone: 900 21 09 70 / 965 93 75 00. sindic_greuges@gva.es
D. Francisco Javier Enériz Olaechea	Ombudsman for the Community of Navarra	Navarra.	Pamplona.	C/ Emilio Arrieta, 12 - Bajo; 31002 Pamplona.	Telephone: 948 20 35 71. info@defensornavarra.com




Annex 1.4 Directory of Assistance Services to Victims of Racial or Ethnic Discrimination of the Council for the Elimination of Racial or Ethnic Discrimination


FREE TELEPHONE: 900 20 30 41
 info@asistenciavictimasdiscriminacion.org
 www.igualdadynodiscriminacion.es

AUTONOMOUS COMMUNITY	CITY	ADDRESS	CONTACT DETAILS	ENTITY PARTICIPATING IN THE MANAGEMENT OF THE SERVICE
Andalucía	Sevilla.	C/ Doña María Coronel, 14. 41003.	Telephone: 954 31 33 33/44. sevilla.social@accem.es	ACCEM.
Aragón	Zaragoza.	C/ Agustina de Aragón, 47, (L1 y 2).	Telephone: 976205787. fsgaragon@gitanos.org	<i>Fundación Secretariado Gitano</i> (Roma Secretariat Foundation).
Asturias	Gijón.	Avda. del Llano, 27, bajo. 33209.	Telephone: 985 16 56 77. asturias.juridico@accem.es	ACCEM.
C. La Mancha	Ciudad Real.	Avda. de la Mancha, 9. 13001.	Telephone: 926 92 04 95.	Foundation CEPAIM.
C. La Mancha	Toledo.	Travesía Barrio del Rey, 2-1.º 45001.	Telephone: 925 25 72 35. clm.juridico1@mpdl.org	<i>Movimiento por la Paz – MPDL</i> (Movement for Peace).
C. Valenciana	Valencia.	C/ Juan Fabregat, 5, bajo. 46007.	Telephone: 96 392 53 02.	Foundation CEPAIM.
Castilla y León	Valladolid.	C/ Fray Luis de León, 14. 47002.	Telephone: 983 309 915. valladolid.nodiscriminacion@redacoge.org	<i>RED ACOGE</i> .
Cantabria	Santander.	C/ José María Cossío, 31, bajo. 39011.	Telephone: 942 32 22 81. fsgsantander@gitanos.org	<i>Fundación Secretariado Gitano</i> (Roma Secretariat Foundation).
Cataluña	Barcelona.	C/ Pere Vergés, 1. 08020.	Telephone: 93 305 71 73. cat.juridica@mpdl.org	<i>Movimiento por la Paz – MPDL</i> (Movement for Peace).
Extremadura	Mérida.	Avda. Juan Carlos I, 52, bajo-dcha. 05800.	Telephone: 924 30 39 79. fsgmerida@gitanos.org	<i>Fundación Secretariado Gitano</i> (Roma Secretariat Foundation).
Galicia	Lugo.	Ronda del Carmen, 50. 27004.	Telephone: 982 26 54 22. fsglugo@gitanos.org	<i>Fundación Secretariado Gitano</i> (Roma Secretariat Foundation).
Islas Baleares	Palma de Mallorca.	C/ Arquitecto Bennisar, n.º 73. 07004.	Telephone: 971 29 50 00. orluve@cruzroja.es	Spanish Red Cross.
Islas Canarias	Palma de G. Canaria.	C/ Lord Byron, n.º 9. 35005.	Telephone: 928 29 33 74. rumade@cruzroja.es	Spanish Red Cross.
La Rioja	Logroño.	C/ Beneficencia, 2. 26005.	Telephone: 941 22 52 12. mayoral.rioja@cruzroja.es	Spanish Red Cross.
Madrid	Madrid.	C/ Ahijones, s/n. 28018.	Telephone: 914 22 09 60. fsg@gitanos.org . igualdaddetrato@gitanos.org	<i>Fundación Secretariado Gitano</i> (Roma Secretariat Foundation) - Central coordinating office..
Madrid	Madrid.	C/ Mesón de Paredes, n.º 39. 28012.	Telephone: 915 30 71 99. solidaridadmci@gmail.com	<i>Movimiento contra la Intolerancia</i> (Movement against Intolerance).
Madrid	Madrid.	C/ Marques de Lema, 13. sot. 1.	Telephone: 91 598 51 56. madrid@cepaim.org	Foundation CEPAIM.
Melilla	Melilla.	C/ Duquesa de la Victoria, 3-1.º 52004.	Telephone: 952 68 01 68. melilla@mpdl.org	<i>Movimiento por la Paz – MPDL</i> (Movement for Peace).
Murcia	Murcia.	C/ Alberto Sevilla, 1, bque. 1, esc. 5. 30011.	Telephone: 968 271 652/968 248 121. murcia.nodiscriminacion@redacoge.org	<i>RED ACOGE</i> .
Navarra	Pamplona.	C/ San Blas, n.º 2. 31014.	Telephone: 948 38 26 80. fsgpamplona@gitanos.org	<i>Fundación Secretariado Gitano</i> (Roma Secretariat Foundation).
País Vasco	Vitoria.	C/ Antonio Machado, 48-52, bajo. 01010.	Telephone: 945 21 37 89. fsgvitoria@gitanos.org	<i>Fundación Secretariado Gitano</i> (Roma Secretariat Foundation).

Annex 1.5 Offices for the Assistance to People with Disabilities

AUTONOMOUS COMMUNITY	DENOMINATION	COMPETENCIES	CONTACT
 Andalusia	Discapacidad Responde http://www.discapacidadandalucia.es/?p=3758	<p>A service for the Andalusia citizenship in general and particularly persons with disabilities and their families. It is a permanent service which will meet demands for information 365 days a year, with coverage of 24 hours a day seven days a week. Using any of these pathways, citizens receive a quick response to their questions about the Centres of Assessment and Guidance, Recognition of Degree of Disability, Official Cards of Degree of Disability and Parking for people with disabilities, as well as response and information times for information and certificates, among others. The requests for personal information will be transferred to the Centre of Assessment and Orientation from where handling the and recording will be performed, in a personalised fashion and via telephone, e-mail, mail, personal appointment, etc., in compliance with the Law on protection of personal data, the required information will be provided.</p>	<p>Telephone of Discapacidad Responde: (902 455 564) Salud Responde: (Health) (902 505 060), E-mail: saludresponde@juntadeandalucia.es Telephone-fax: 953 018 715, services available for people with hearing disabilities</p>
 Canarias	Portal of disability	<p>Information about the diverse resources and services put in place at the disposition of the group of people with disabilities http://www.gobiernodecanarias.org/ccdpsv/politicassociales/discapacidad/</p>	http://www.gobiernodecanarias.org/ccdpsv/politicassociales/discapacidad/
 Comunidad Valenciana	Ombudsman of the disabled General Directorate of people with disabilities	<p>The Disability Ombudsman is a commissioned organ of the Valencia government to defend the rights of the disabled with physical, mental and sensory disabilities, and especially to contribute to their promotion and full integration into society. The duties of the Disability Ombudsman:</p> <ul style="list-style-type: none"> – Receiving and processing complaints of discrimination, delays or other abnormalities suffered by the disabled, obtaining information from the competent administrative bodies. – Analyse the performance of public administrations and private initiative in relation to compliance with the legislation on social and labour integration for the disabled with physical, mental and sensory disabilities, and advising the competent authorities of the detected irregularities or malfunctions. – To account for its actions to the Valencia Government, with which it can raise any proposals or recommendations deemed appropriate in order to integrate the disabled. 	http://www.bsocial.gva.es/web/discapacitados Telephone: 961 24 75 53 Fax: 961 24 77 21 E-mail: andres_juacam@gva.es
 Extremadura	The Extremadura Service of Promotion of the Autonomy and Assistance to Dependency (SEPAD) of the Extremadura Government	<p>The Extremadura Service of Promotion of Autonomy and Assistance to Dependency guarantees people with disabilities a framework of care that includes attention for children and adults in the framework established for:</p> <ul style="list-style-type: none"> – Strengthening the network of care for people with disabilities. – Serving people with disabilities using the criteria established in the Framework of Disability Care of Extremadura (MADEX), strengthening the quality of services. – Developing actions aimed at coordinating, managing and ordering centres for people with disabilities, with self-management and concerted/subsidised activities. – Adapting the rules on disability in the Autonomous Community of Extremadura and placing it in the area of the International Convention on the Rights of People with Disabilities. – Seeking normalisation and social inclusion of persons with disabilities, through social empowerment and development of personal autonomy. 	<p>Central Services Avenida de las Américas, n.º 4, 06800, Mérida (Badajoz) Territorial Management BADAJOZ Ronda del Pilar, 5. 06002 Badajoz CÁCERES Plaza Hernán Cortés, 1. 10001 Cáceres Centralita SEPAD Telephone 924 00 85 30 http://sepad.gobex.es/es/web/sepad/las-personas/discapacidad/lineas-de-actuacion</p>

AUTONOMOUS COMMUNITY	DENOMINATION	COMPETENCIES	CONTACT
 Extremadura	Office of the Ombudsman for people with disabilities	<p>The Office of the Ombudsman for Persons with Disabilities of the Autonomous Community of Extremadura is created as a necessary Instrument to promote the defence of rights and interests of the disabled.</p> <p>The objective is to reach public powers with the needs and general difficulties of the group of people with disabilities, and analyse behaviours and actions that could be detrimental to their rights or interests, showing situations worthy of protection or susceptible to regulation.</p> <p>It acts autonomously collaborating with public powers in achieving social welfare and effective and total personal fulfilment and social integration of people with disabilities, performing a role of advice and proposal in all other matters affecting their rights and interests.</p> <p>The Ministry of Health and Dependency, will collaborate and promote that the rest of the Ministries that comprise the Extremadura Council collaborate in a similar fashion in securing the objectives pursued.</p> <p>Functions</p> <ul style="list-style-type: none"> - Promote the defence of the rights of people with disabilities in the Autonomous Community of Extremadura. - Collaborate with public authorities in achieving the welfare of people with physical, intellectual and sensory disabilities. - Issuing reports on the reality, situation and needs of people with disabilities in the Autonomous Community of Extremadura. - Make suggestions, proposals or recommendations on matters affecting the rights inherent to the disabled. - Promote respect for the rights of people with disabilities and compliance with current regulations on disabilities. - Report any deficiencies and irregularities detected in the exercise of the functions and affect the rights of people with disabilities, raising solutions for those problems. - Report, in cases where it is deemed appropriate, the draft policy provisions that could be presented. - Approach the competent bodies proposing approval and when appropriate modifications to the current regulations. - Perform activities for the dissemination and disclosure of the rights and needs of people with disabilities, promoting social awareness campaigns. 	Telephone: 924 49 19 14 registro@defensordel-discapacitado.org
 Galicia	Portal of Welfare / Disability	Direct help, early intervention, action plans	Department of Work and Wellbeing – General Secretary of Social Policies Administrative offices - San Caetano, s/n 15781 Santiago de Compostela traballoebenestar.xunta.es Telephone: 981 54 00 76/ 981 54 18 07 Emergency telephone: 900333666
 Statutory Community De Navarra	Area of Disabilities	In this area you can find all the information the Government of Navarra offers to people with diminished possibilities for education, employment or social integration as a result of a deficiency in their physical, mental or sensory abilities. http://www.navarra.es/home_es/Temas/Asuntos+sociales/Discapacidad/	On the website there is a form for consultations and suggestions. http://www.navarra.es/home_es/Temas/Asuntos+sociales/Discapacidad/

AUTONOMOUS COMMUNITY	DENOMINATION	COMPETENCIES	CONTACT
 Región De Murcia	<p>Health and Social Policies Regional Observatory of Disability The collection of consultations or complaints from people with disabilities on the subject of equality of opportunities, non-discrimination and universal accessibility does not fall within the remit of the Observatory. Those competencies can be partially found at the Inspectorate of Social Services of the Murcia region, according to Decree No.3/2015 of 23rd January, regulating the authorisation, accreditation, registration and inspection of entities, Centres and Social Services of the Autonomous Community of Murcia and establish the basic typology thereof.</p>	<p>Areas</p> <ul style="list-style-type: none"> - Health and prevention - Early intervention - School integration and special education - Integral rehabilitation - Work and employment training - Accessibility and new technologies - Social services - Leisure, culture and free time - Inter-department coordination <p>Functions</p> <ul style="list-style-type: none"> - Collect and analyse information from the available sources - Formulate recommendations and proposals to improve indicators and information systems - Evaluate the impact of measures on the subject of disability - Propose the realisation of studies and reports. - Propose the dissemination of statistics, studies, reports, documents, technical regulations and innovative experiences - Any other function or activity in order to achieve the specified objectives 	<p>Department of Work and Social Policies Avda. de la Fama, 3 - 30003 Murcia Telephone: 968 36 54 81 Fax: 968 36 51 74 E-mail: ord@listas.carm.es http://www.carm.es/web/pagina?IDCONTENIDO=5137&IDTIPO=11&RASTRO=c883\$m5801</p>

Annex 2.

**Where to report hate
crimes**

**Resources for victims
of hate crimes**

Annex 2.1 Where to report hate crimes

a) State Security Forces. Telephone numbers for reports:

- Civil Guard 900 100 062.
- National Police 900 100 091.

Since 2014 there is a specific protocol in place for actions on the subject of hate crime.

b) Autonomous police bodies:

- **Mossos d'Esquadra**. <http://mossos.gencat.cat/ca/denuncies/>

They have a specific protocol of action in case of hate crimes, available in the following document: **Procedure for crimes motivated by hate or discrimination**.

c) Police Judgements.

- d) **Provincial Prosecutor:** Following is included a description of the specialised services of Provincial Prosecutors on the subject of hate crimes and discrimination.

Annex 2.2 List of Services of the Provincial Prosecutors for Legal Protection of Equality and against Discrimination

NAME	PROSECUTOR	PROVINCE	AUTONOMOUS COMMUNITY	ADDRESS
D. DAVID CALVO LÓPEZ	Provincial Prosecutor of Almería	Almería	Andalucía	Reina Regente, 4 (04001)
D. ANDRÉS ÁLVAREZ MEDIALDEA	Provincial Prosecutor of Cádiz	Cádiz	Andalucía	Cuesta de las Calesas, s/n (11006)
D. JUAN JOSÉ GARCÍA CRIADO	Provincial Prosecutor of Córdoba	Córdoba	Andalucía	Plaza de la Constitución, 4 (14004)
D. FRANCISCO J. HERNÁNDEZ GUERRERO	Provincial Prosecutor of Granada	Granada	Andalucía	Avda. del Sur, s/n, Edificio LA Caleta, 7.º-18071
DOÑA PATRICIA RODRÍGUEZ LASTRAS	Provincial Prosecutor of Huelva	Huelva	Andalucía	Alameda Sundheim, 26, 21003
D. CRISTÓBAL JIMÉNEZ JIMÉNEZ	Provincial Prosecutor of Jaén	Jaén	Andalucía	Arquitecto Berges, 16, (23007)
SRA. DOÑA MARÍA TERESA VERDUGO MORENO	Provincial Prosecutor of Málaga	Málaga	Andalucía	Fiscal Luis Portero García, s/n, 2971
DOÑA CARMEN ESCUDERO MORA	Provincial Prosecutor of Sevilla	Sevilla	Andalucía	Avda. Menéndez Pelayo, 2 (41004)
D. FELIPE ZAZURCA GONZÁLEZ	Provincial Prosecutor of Huesca	Huesca	Aragón	Moya, 4 (22002)
D. JORGE MORADELL ÁVILA	Provincial Prosecutor of Teruel	Teruel	Aragón	Plaza San Juan, 6. (44001)
DOÑA YOLANDA CANTÓN RAYADO	Provincial Prosecutor of Zaragoza	Zaragoza	Aragón	Coso, 1 (50003)
D. ALBERTO RODRÍGUEZ FERNÁNDEZ	Provincial Prosecutor of Oviedo	Oviedo	Asturias	Comandante Caballero, 3 (33071)
D. JOSÉ DÍAZ CAPPA	Provincial Prosecutor of Palma de Mallorca	Palma de Mallorca	Baleares	Plaza del Mercat, 12 (07001)
D. JOSÉ ANTONIO DÍAZ RODRÍGUEZ	Provincial Prosecutor of Las Palmas de Gran Canaria	Las Palmas de Gran Canaria	Canarias	Plaza de San Agustín, 6 (35001)
DOÑA ENRIQUETA DE ARMAS ROLDÁN	Provincial Prosecutor of Santa Cruz de Tenerife	Santa Cruz de Tenerife	Canarias	Avda. del Tres de Mayo 3 (38003)
D. ENRIQUE SARABIA MONTALVO	Provincial Prosecutor of Santander	Santander	Cantabria	Avda. Pedro San Martín, s/n.- 39007
D. JAVIER RODRÍGUEZ PÉREZ	Provincial Prosecutor of Ávila	Ávila	Castilla y León	Plaza de la Santa, 2 (05001)
D. SANTIAGO MENA CERDÁ	Provincial Prosecutor of Burgos	Burgos	Castilla y León	Paseo de la Isla, 6 (09071)
D. AVELINO FIERRO GÓMEZ	Provincial Prosecutor of León	León	Castilla y León	Cid, 20 (24003)
DOÑA M.ª LOURDES RODRÍGUEZ REY	Provincial Prosecutor of Palencia	Palencia	Castilla y León	Plaza Abilio Calderón s/n. (34001)
D. ANTONIO VIEIRA MORANTE	Provincial Prosecutor of Salamanca	Salamanca	Castilla y León	Plaza de Colón, s/n (37071)
DOÑA BEATRIZ DE RAMOS VILARIÑO	Provincial Prosecutor of Segovia	Segovia	Castilla y León	San Agustín, 28 (40071)
DOÑA MARÍA JOSÉ BURGOS MONGE	Provincial Prosecutor of Soria	Soria	Castilla y León	Aguirre, 3 (42002)
DOÑA ESTER PÉREZ JEREZ	Provincial Prosecutor of Valladolid	Valladolid	Castilla y León	Angustias 21 (47003)
D. RAFAEL CARLOS DE VEGA IRAÑETA	Provincial Prosecutor of Zamora	Zamora	Castilla y León	El Riego, 5-3.º (49004)

NAME	PROSECUTOR	PROVINCE	AUTONOMOUS COMMUNITY	ADDRESS
DOÑA MARÍA ISABEL PEÑARRUBIA SÁNCHEZ	Provincial Prosecutor of Albacete	Abacete	Castilla la Mancha	San Agustín, 1 (02001)
D. JESÚS CABALLERO KLINK	Provincial Prosecutor of Ciudad Real	Ciudad Real	Castilla la Mancha	Eras del Cerrillo, 3 (13071)
D. JOSÉ ERNESTO FERNÁNDEZ PINOS	Provincial Prosecutor of Cuenca	Cuenca	Castilla la Mancha	Gerardo Diego, 8.- 16004
DOÑA DOLORES GUIARD ABASCAL	Provincial Prosecutor of Guadalajara	Guadalajara	Castilla la Mancha	Dr. Fernando Iparraguirre, 10 (19071)
D. LUIS IBAÑEZ CUESTA	Provincial Prosecutor of Toledo	Toledo	Castilla la Mancha	Plaza del Ayuntamiento, 3 (45002)
D. MIGUEL ÁNGEL AGUILAR	Provincial Prosecutor of Barcelona	Barcelona	Cataluña	Gran Vía de les Corts Catalanes, 11 - 08075
D. VÍCTOR PILLADO QUINTAS	Provincial Prosecutor of Girona	Girona	Cataluña	Plaza de la Catedral, 2, 17071
D. JORGE LUCIA MORLANS	Provincial Prosecutor of Lleida	Lleida	Cataluña	Canyeret, 1-4.º (25071),
DOÑA ANA BELÉN FARRERO RÚA	Provincial Prosecutor of Tarragona	Tarragona	Cataluña	Av. Lluís Companys, 10, (43005)
D. JULIO LÓPEZ ORDIALES	Provincial Prosecutor of Badajoz	Badajoz	Extremadura	Avda. de Colón, 4 (06001)
DOÑA CARMEN BARQUILLA BERMEJO	Provincial Prosecutor of Cáceres	Cáceres	Extremadura	Ronda de San Francisco, s/n - 10002
D. LUIS VÁZQUEZ SECO	Provincial Prosecutor of A Coruña	A Coruña	Galicia	Calle del Capitán Juan Varela, s/n 15007
D. JAVIER REY OZORES	Provincial Prosecutor of Lugo	Lugo	Galicia	Plaza de Avilés, s/n (27002)
D. FLORENTINO DELGADO AYUSO	Provincial Prosecutor of Ourense	Ourense	Galicia	Pza. Concepción Arenal, s/n 32071
D. SERVANDO CAIÑO DA SILVA	Provincial Prosecutor of Pontevedra	Pontevedra	Galicia	Francisco Tomás y Valiente, s/n (36001)
DOÑA ANA ISABEL GARCIA LEON	Provincial Prosecutor of Madrid	Madrid	Madrid	Capitán Haya, 53 - 9.º 28071
D. JOSÉ MARÍA ESPARZA ARANDA	Provincial Prosecutor of Murcia	Murcia	Murcia	Ronda de Garay, 5.-30003
DOÑA MARÍA CRUZ GARCÍA HUESA	Provincial Prosecutor of Pamplona	Pamplona	Navarra	San Roque, 4-31001
D. LUIS MARÍA FERNÁNDEZ GÓMEZ DE SEGURA	Provincial Prosecutor of Logroño	Logroño	La Rioja	Víctor Pradera, 2.-26001
DOÑA ANA ÁVILA TABLADO	Provincial Prosecutor of Vitoria	Álava	País Vasco	Av. Gasteiz, 18- 01008
DOÑA M.º IDOYA ZURIARRAIN FERNÁNDEZ	Provincial Prosecutor of San Sebastián	Guipúzcoa	País Vasco	Teresa de Calcuta, 1 (20071)
DOÑA ANA LAURA NÚÑEZ PORTILLO	Provincial Prosecutor of Bilbao	Vizcaya	País Vasco	Barroeta Aldamar, 10.- 48001
D. RAMÓN SILES SUAREZ	Provincial Prosecutor of Alicante	Alicante	Valencia	Plaza del Ayuntamiento, s/n, 03002,
D. DIEGO JUAN MONTAÑÉS LOZANO	Provincial Prosecutor of Castellón	Castellón	Valencia	Bulevar Blasco Ibáñez, 3 (12003)
DOÑA CARMEN ANDREU ARNALTE	Provincial Prosecutor of Valencia	Valencia	Valencia	Avda. del Saler, 14, Ciudad de la Justicia (46071)

Annex 2.3 Offices for the Assistance to Victims of Crime

Law 4/2015, of April 27th the Statute of Victims of crime, in its **Article 23** gives the Offices of Assistance to Victims the task of **assessing the special needs of protection of victims**, giving special consideration to crimes committed with racist or anti-Semitic motives or others related to ideology, religion or beliefs, family situation, belonging of their members to an ethnic group, race or nation, national origin, gender, sexual orientation or identity, illness or disability.

Article 28 defines the functions of the Office of Victim Assistance, among which is the coordination of the different bodies, institutions and organisations providing support services to the victim.

State Offices of Assistance to Victims of Crime

AUTONOMOUS COMMUNITY	ADDRESS	TELEPHONE	FAX
C. A. DE ILLES BALEARS			
PALMA DE MALLORCA	Vía Alemania, 5 semisótano Edificio de los Juzgados 07003 PALMA DE MALLORCA victimas.mallorca@justicia.es	971678611	971725550
IBIZA	Avda. Isidor Macabich, 4 07800 Eivissa victimas.ibiza@justicia.es	971195044	971316925
MAHÓN	c/ Antoni Joan Alemany, n.º 2 Mahón 07701 victimas.mahon@justicia.es	971368501	971364819
C. A. DE CASTILLA Y LEÓN			
ÁVILA	C/ Ramón y Cajal, 1 Edificio Nuevo de los Juzgados 05001 ÁVILA victimas.avila@justicia.es	920 359038	920 359038
BURGOS	Avda. Reyes Católicos, 53 Edificio Nuevo de los Juzgados 09006 BURGOS victimas.burgos@justicia.es	947 284440 947 284441 (Psychology)	947 284442
LEÓN	Avda. del Ingeniero Sáenz de Miera, 6 – planta baja Edf. Nueva Oficina Judicial 24009 LEÓN victimas.leon@justicia.es	987 895263	987 895175
PALENCIA	C/ Menéndez Pelayo, 2 - semisótano 34001 PALENCIA victimas.palencia@justicia.es	979 167756	979 702822
PONFERRADA	Avda. de las Huertas del Sacramento, 14 – planta baja Edificio de los Juzgados 24402 PONFERRADA (LEÓN) victimas.ponferrada@justicia.es	987 451294	987 416285
SALAMANCA	Plaza de Colón, 8 – planta baja Edificio Nuevo de los Juzgados 37001 SALAMANCA victimas.salamanca@justicia.es	923 284554	923 284770
SEGOVIA	C/ San Agustín, 28 - 2.ª planta Palacio de Justicia 40001 SEGOVIA victimas.segovia@justicia.es	921 462462	921 463239

AUTONOMOUS COMMUNITY	ADDRESS	TELEPHONE	FAX
SORIA	C/ Aguirre, 3 – 2.ª planta Palacio de Justicia 42002 SORIA victimas.soria@justicia.es	975 214930	975 227908
VALLADOLID	C/ de las Angustias, 40 - 44 - planta baja Edificio Nuevo de los Juzgados 47003 VALLADOLID victimas.valladolid@justicia.es	983 413460	983 413325
ZAMORA	C/ San Torcuato 7 Bajo Palacio de Justicia 49004 ZAMORA victimas.zamora@justicia.es	980 559461	980 559726
C. A. DE CASTILLA-LA MANCHA			
ALBACETE	C/ San Agustín, 1 - planta baja derecha Palacio de Justicia 02001 ALBACETE victimas.albacete@justicia.es	967 596642	967 596642
CIUDAD REAL	C/ de las Eras del Cerrillo, 3 – 1.ª planta Edificio Nuevo de los Juzgados 13071 CIUDAD REAL victimas.ciudadreal@justicia.es	926 278850	926 278851
CUENCA	C/ Gerardo Diego, 8 Edificio Nuevo de los Juzgados 16071 CUENCA victimas.cuenca@justicia.es	969 247071	969 247241
GUADALAJARA	Plaza Fernando Beladiez, s/n - 6.ª planta. Palacio de Justicia 19001 GUADALAJARA victimas.guadalajara@justicia.es	949 209970	949 209593
TOLEDO	C/ Marqués de Mendigorría, 2 Edificio de los Juzgados 45003 TOLEDO victimas.toledo@justicia.es	925 396022	925 396024
C. A. DE EXTREMADURA			
BADAJOZ	Avda. Antonio Masa Campos, 9 – 1.ª planta 06005 BADAJOZ victimas.badajoz@justicia.es	924 260783	924 205282
MÉRIDA	Avda. de las Comunidades, s/n Palacio de Justicia 06800 MÉRIDA (BADAJOZ) victimas.merida@justicia.es	924 304080	924 300511
CÁCERES	Ronda de San Francisco, s/n – 3.ª planta Edificio de los Juzgados 10002 CÁCERES victimas.caceres@justicia.es	927 620295	927 620182
PLASENCIA	C/ Juez Marino Barbero s/n Palacio de Justicia 10600 PLASENCIA (CÁCERES) victimas.plasencia@justicia.es	927 427514	927 415505
C. A DE LA REGIÓN DE MURCIA			
MURCIA	Avda de la Justicia, s/n Ciudad de la Justicia Fase II 30011 MURCIA victimas.murcia@justicia.es	968 229264	968 229275
CARTAGENA	C/ Ángel Bruna, 21 – 2.ª planta Palacio de Justicia 30204 CARTAGENA (MURCIA) victimas.cartagena@justicia.es	968 326131	968 326143
CIUDAD AUTÓNOMA DE CEUTA			
CEUTA	C/ Serrano Orive, s/n Palacio de Justicia 51001 CEUTA victimas.ceuta@justicia.es	956 513295	856 200972
CIUDAD AUTÓNOMA DE MELILLA			

AUTONOMOUS COMMUNITY	ADDRESS	TELEPHONE	FAX
MELILLA	Plaza del Mar, s/n Edificio V Centenario/ Torre Norte, 5.ª planta dcha. 52001 MELILLA victimas.melilla@justicia.es	952 698965	952 698967

Autonomous Offices of Assistance to Victims of Crime

AUTONOMOUS COMMUNITY	ADDRESS	E-MAIL	TELEPHONE	FAX
C. A. DE ANDALUCÍA	http://www.juntadeandalucia.es/organismos/justiciaeinterior/areas/asistencia-victimas/servicio.html			
ALMERÍA	Carretera de Ronda, 120, bloque A-2.º Ciudad de la Justicia.	almeria.sava.iuse@juntadeandalucia.es	950204005	950204002
GRANADA	Avda. del Sur, 1, 1.º Edificio de los Juzgados de la Caleta.	granada.sava.iuse@juntadeandalucia.es	662679167	958028758
JAÉN	C/ Cronista González López, 3, bajo. Juzgado de 1.ª Instancia.	jaen.sava.iuse@juntadeandalucia.es	953331375	953010753
CÓRDOBA	Plaza de la Constitución, 4. Juzgado de Guardia.	cordoba.sava.iuse@juntadeandalucia.es	957002460	957002464
SEVILLA	C/ Menéndez Pelayo, 2. Edf. Audiencia Provincial.	sevilla.sava.iuse@juntadeandalucia.es	955005010	955005011
CÁDIZ	Cuesta de las Calesas, s/n. Edf. Audiencia Provincial.	cadiz.sava.iuse@juntadeandalucia.es	956011630	956011612
HUELVA	Alameda Sundheim, 28. Palacio de Justicia.	huelva.sava.iuse@juntadeandalucia.es	959106881	959013869
MÁLAGA	C/ Fiscal Luis Portero García, s/n. Ciudad de la Justicia.	malaga.sava.iuse@juntadeandalucia.es	951939005	951939105
CAMPO DE GIBRALTAR	Plaza de la Constitución, s/n. Palacio de Justicia	algeciras.sava.iuse@juntadeandalucia.es	662978605	956027607
C. A. DE ARAGÓN	http://www.aragon.es/DepartamentosOrganismosPublicos/Departamentos/PresidenciaJusticia/AreasTematicas/AJ_AdministracionJusticia/ci.002_Sedes_Organos_Administrativos_Judiciales.detalleDepartamento#section7			
HUESCA	C/ Moya, 4. Edificio Audiencia Provincial.	victimas.huesca@justicia.es	974290141	974290141
TERUEL	Plaza San Juan, 6. Palacio de Justicia.	victimas.teruel@justicia.es	978647543	978647543
ZARAGOZA	Avenida Ranillas, 89-97. Ciudad de la Justicia. Edif. Fueros de Aragón, esc. A, planta 1.ª	victimas.zaragoza@justicia.es	976208459	976397731
C. A. DEL PRINCIPADO DE ASTURIAS	http://www.asturias.es/portal/site/justicia/menuitem.1569d9d59b54a86b015fd20378414ea0/?vgnextoid=ac816d9a84a7d210VgnVCM1000008714e40aRCRD&vgnnextchannel=c6273fa2c851d210VgnVCM1000008714e40aRCRD&i18n.http.lang=es			
GIJÓN	Plaza del Decano Eduardo Isabeta, s/n.	victimas.gijón@justicia.es	985197204	
OVIEDO	C/ Comandante Caballero, s/n.		985968937	
C. A. DE CANTABRIA	http://pmcc.cantabria.es/web/direccion-general-justicia/detalle/-/journal_content/56_INSTANCE_DETALLE/16602/1905161			
SANTANDER	Avda. Pedro San Martín, s/n. Complejo Judicial «Las Salesas».	oavictimas.santander@juscantabria.es	942357145	942357100
C. A. DE CANARIAS	http://www.gobiernodecanarias.org/opencvms8/opencvms/igualdad/inicio/informacion_servicios/servicios_recur-sos_igualdad/centros_atencion/lanzarote.html			

AUTONOMOUS COMMUNITY	ADDRESS	E-MAIL	TELEPHONE	FAX
ARRECIFE DE LANZAROTE (LANZAROTE)	C/ Salvador Allende, s/n.	victimasdeldelito.antoniacabildodelanzarote.com	928806302	928804200
C. A. DE CATALUÑA	http://justicia.gencat.cat/ca/departament/adreces_i_telefons			
BARCELONA	Gran Vía de les Corts Catalanes, 111.	victimasbarcelona.dj@gencat.cat	935548700	935549064
GIRONA	Placa de Josep Maria Lidón Corbí,1.	victimagir@gencat.cat	972942567	972942376
LLEIDA	C/ Del Canyeret, 21-23.		973725505	973725741
TARRAGONA	Avda. del President Lluís Companys, 10.	victimatarragona.dji@gencat.net	977220922	977920108
TORTOSA	Plaza dels estudis, s/n.	sgtebre.dj@gencat.cat	977448088	
C. A. VALENCIANA	http://www.sinmaltrato.gva.es/donde-acudir-oficina-atencion-victimas-delito			
ALICANTE	Avd. Aguilera, 53. Palacio de la Justicia.	avd_ali@gva.es	965935714	965935824
ALCOY	C/ Casablanca, 1-5. (Retén Policía Local).	oav_alc@gva.es	965549052	965537183
BENIDORM	Passeig dels tolls, 2. Palacio de Justicia.	avd_ben@gva.es	966878822	
DENIA	Plaza de Jaume I, s/n. Palacio de Justicia.	avd_den@gva.es	966428319	966428319
ELCHE	C/ Eucaliptus, s/n. Palacio de Justicia.	avd_elx@gva.es	966917073	
GANDIA	Plaza Rei Jaumel, 6, bajo	avd_gan@gva.es	962959528	962959578
ORIHUELA	Plaza de Santa Lucía, s/n. Palacio de Justicia.	avd_ori@gva.es	965359588	
TORREVIEJA	C/ Patricio Zammit, 50, 1.º Palacio de Justicia.	avd_tor@gva.es	966926520	
CASTELLÓN	Bulevar Blasco Ibáñez, 10.	avd_cas@gva.es	964621685	964621937
VILLARREAL	C/ Matilde Salvador, 2. Ciudad de la Justicia.	avd_vil@gva.es	964738273	
VINARÒS	Avda. Libertad, s/n.	avd_vin@gva.es	964450082	964455105
VALENCIA	Avda. del Profesor López Piñero, 14. Ciutat de la Justicia.	avd_val@gva.es	961927154	961927155
ALZIRA	Ronda Algemesí, 13. Edificio de los Juzgados.	avd_alz@gva.es	962418954	
PATERNA	Avda. Vicente Mortes, 114. Palacio de Justicia.	avd_pat@gva.es	963108393	
REQUENA	C/ Honrubia, s/n. Palacio de Justicia.	avd_req@gva.es	962300326	
TORRENT	C/ 6 de diciembre, 11.	avd_torrent@gva.es	961552223	961926800
UTIEL	C/ García Berlanga, 60 bajo (Retén Policía Local).	avd_utiel@gva.es	962173126	962174506
C. A. DE GALICIA	http://cpapx.xunta.es/servizos-de-atencion-a-vitima-e-a-cidadania			
A CORUÑA	C/ Monforte, s/n. Edf. Nuevo de los Juzgados – Decanato.	ciudadan-e-vitimas.coruna@justicia.es	981182179	
FERROL	C/ Coruña, 55, bajo.	ciudadan-e-vitimas.ferrol@justicia.es	981337339	981337507
OURENSE	Plaza Concepción Arenal, s/n.	ciudadan-e-vitimas.ourense@justicia.es	988687186	988687188
PONTEVEDRA	C/ Francisco Tomás y Valiente, s/n.	ciudadan-e-vitimas.pontevedra@justicia.es	986805908	986805908
LUGO	C/ Armando Durán, s/n.	ciudadan-e-vitimas.lugo@justicia.es	982889063	982889064
SANTIAGO DE COMPOSTELA	C/ Viena s/n.	ciudadan-e-vitimas.santiago@justicia.es	981540358	881997118
VIGO	C/ Lalín, 4 planta baja. Edificio Nuevo.	ciudadan-e-vitimas.vigo@justicia.es	986817851	986817850
C. FORAL DE NAVARRA	http://www.navarra.es/home_es/Temas/Justicia/Atencion+a+victimas/			
PAMPLONA	C/ Monasterio Irache, 22, bajo.	oasistencia.victimas.delito@cfn Navarra.es	848421387	848421386
LA RIOJA	http://www.larioja.org/npRioja/default/defaultpage.jsp?dtab=821408			

AUTONOMOUS COMMUNITY	ADDRESS	E-MAIL	TELEPHONE	FAX
CALAHORRA	Avda. de Numancia, 26.		941145346	
HARO	Plaza Castañares, s/n. Edificio Cid Paternina. Sede Juzgados.		941305626	
LOGROÑO	C/ Muro de la Mata, 8, principal.		941214734	941287117
C. A. DEL PAÍS VASCO	http://www.justizia.net/atencion-al-publico?cpartjud=&ctipoorg=1241022436126&bbuscardirtel=Buscar			
BILBAO	C/ Ibáñez de Bilbao, 3.	sav48-1@aju.ej-gv.es	900400028	944016646
SAN SEBASTIÁN	Plaza Teresa de Calcuta, 1, 1.ª planta.	sav20-1@aju.ej-gv.es	900100928	943004376
VITORIA	Avda. Gasteiz, 18, planta baja.	sav01-1@aju.ej-gv.es	900180414	945004837
BARAKALDO	Plaza Bide Onera, s/n, planta baja.	sa48-bk1@aju.ej-gv.es	944001031	944001066
C. A. DE MADRID				
MADRID	C/ Julián Camarillo, 11. Juzgados de lo Penal.	savictimasmadrid@gmail.com	900150909	914931468
ARANJUEZ	C/ Patio de los Caballeros, s/n.		918916042	918929550
COSLADA	C/ Colombia, 29.		916694181	916697097
FUENLABRADA	C/ Rumanía, 2.		915580118	
LEGANÉS	Plaza Comunidad de Madrid, 5.		913307516	913307516
MÓSTOLES	C/ Luis Jiménez de Asúa, s/n.		916647221	916647221

Annex 2.4 Social organizations providing assistance to victims of hate and discrimination crimes

Organisation	Address	Telephone	E-mail	Web	Area of discrimination
Movimiento contra la Intolerancia ¹	C/ Mesón de Paredes, 39 28012 Madrid Delegations: – Madrid – Zaragoza – Valencia – Valladolid – Sevilla. – Málaga	901.101.375 915285104 976319552 963735096 983374507 954543063 952608957	solidaridadmci@gmail.com	http://www.movimiento-contraaintolerancia.com/html/telefonoVictima/telefonoVictima.asp	Crimes of hate in general.
Service of Assistance to victims of Racial or Ethnic Discrimination (Council for the Elimination of Racial and Ethnic Discrimination). ²		900 20 30 41	info@asistenciavictimasdiscriminacion.org	www.igualdadynodiscriminacion.org	Racial or Ethnic origin
Association ARI-Perú.		91 5645603	asociacion@ari-peru.org	http://www.ari-peru.org	Racial or Ethnic origin
Federation SOS Racismo (SOS Racism)	Cataluña SOS Racismo Cataluña Rambla de Santa Mònica, 10, 1a 08002 Barcelona Aragón Calle Espoz y Mina, 6, 50003 Zaragoza, Guipúzcoa P. Zarategi 100 - Txara 1, sótano 20015 Donostia Navarra Zapatería, 31,1. 31001 Iruñea/Pamplona Madrid C/ Lavapiés 13, local 28012 Madrid Galicia C/ Alcalde Lens, 34 1.º C 15010 A Coruña	93 412 60 12 976290214 943 24 56 27 948 211521 91 559 29 06 684 018 788	sosracisme@sosracisme.org denuncias@sosracismoaragon.es sosarrazakeria@euskalnet.net sosracismonavarra@nodo50.org info@sosracismogalicia.org	http://www.sosracisme.org http://www.sosracismoaragon.es http://www.sosracismo.org http://www.sosracismo.org http://www.sosracismo-madrid.es http://www.sosracismogalicia.org	Racial or Ethnic origin
Unión Romani (Romani Union)		93 127745	u-romani@pangea.org	http://www.unionromani.org	Racial or Ethnic origin.

¹ Movimiento contra la Intolerancia (*Movement against Intolerance*) forms part of the **Board of Victims of Hate Crimes and Discrimination** (COVIDOD), created in 2014 for the purpose of solidarity with the victims of discrimination, hatred, hostility and violence for motives of intolerance and promoting their social, legal, political and institutional defence. E-mail: covidod@gmail.com. Tel. 915285104. Other entities included in this table which are also part of COVIDOD are: Ari-Peru, CESIDA, FELGTB, Foundation Triángulo, the Federation of Jewish Communities of Spain, Citizen Platform against islamophobia and Romani Union.

² Table 4 of Annex 1 provides data about the offices of social organisations that make up the **Service for Assistance to Victims of Racial or Ethnic Discrimination** (Accem, Cear, Red Cross, Cepaim, Roma Secretariat Foundation, MPDL, Movement against Intolerance, Red Acoge), sorted by Autonomous Community.

Organisation	Address	Telephone	E-mail	Web	Area of discrimination
State Federation of Lesbians, Gays, Transsexuals and Bisexuals.	C/ Infantas 40 28004 Madrid	913604605	http://www.felgtb.org/consultas-y-denuncias/denuncia info@felgtb.org	http://www.felgtb.org/	Sexual orientation and Gender identity
Colegas (Colleagues)	COLEGAS - MADRID sede Centro C/ Carretas, 33, 2.º Derecha E. 28012 Madrid.	915 211 174	confederacioncolegas@gmail.com	http://www.colegaweb.org	Sexual orientation and Gender identity
	COLEGAS - MADRID sede Sur C/ Madrid, 71, 4.º A. 28901 Getafe.	916 964 203	colegagetafe@gmail.com		
	MÁLAGA C/ Victoria, 8, 1.ªA 29012 Málaga.	951 003 814	malaga@colegaweb.org		
	TORREMOLINOS La Nogalera, local 307. 29620 Torremolinos.	952 38 26 34 672439258			
	MARBELLA Avenida Fuente Nueva. 29670 Marbella.	653336086			
	SEVILLA C/ Calle Imagen. 41003 Sevilla.	653336086			
	HUELVA Calle de Marina, 19, 21001 Huelva.	653336086			
	VALENCIA C/ Guillén de Castro, 9, 5.ª 46007 Valencia.	607929460			
Foundation Triángulo (Triangle)	Madrid C/ Meléndez Valdés, 52. 1.ºD. 28015 Madrid	915 930 540	correo@fundaciontriangulo.es	http://www.fundaciontriangulo.org	Sexual orientation and Gender identity
	Andalucía c/ Yuste 9 B. 41002 Sevilla	954 21 80 82	andalucia@fundaciontriangulo.es		
	Badajoz C/ Arco Agüero 20, 1.ºB 06002 Badajoz	924 260 528			
	Cáceres C/Viena, 4, 1.ºB 10001 Cáceres	672 151 140			
	Mérida C/ Villafranca de los Barros s/n (Centro Asociativo «fondo SUR») 06800 Mérida	924 259 358			
	Castilla y León Plaza del Ocho, 2 - 1.ºD 47001, Valladolid	983 395 494	valladolid@fundaciontriangulo.es		
Observatory against Homophobia	C/ Verdi 88.local. 08012 Barcelona	932172669	och.observatori@gmail.com	Direct Access to the online complaint form: http://observatori-contra-homofobia.blogspot.com.es/p/den.html	Sexual orientation and Gender identity
COGAM	C/ de La Puebla, 9 28004 Madrid	91 1 838 555	sos@cogam.es	http://www.cogam.es	Sexual orientation and Gender identity
CESIDA. State Coordinator for HIV/AIDS	Juan Montalvo, 6 28040 Madrid	91 522 38 07	contact@infosida.es	http://www.cesida.org	Health / HIV/AIDS
Federation of Jewish Communities in Spain		91 446 62 32	fcje@fcje.org	http://www.fcje.org/	Religion

Organisation	Address	Telephone	E-mail	Web	Area of discrimination
Citizen Platform against Islamophobia			plataformacontralislamofobia@gmail.com	https://plataformaciudadanacontralislamofobia.wordpress.com/	Religion
CERMI	Calle Recoletos, 1 Bajo 28001 Madrid	91 429 03 17 Fax	consultas@cermi.es	http://www.cermi.es/es-ES/orientacion/Paginas/Inicio.aspx	Disability
HATENTO Observatory of Hate Crime against the Homeless	C/ Cartagena, 80 28080 Madrid			http://hatento.org/contacto	Crimes of hate against the Homeless



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E IGUALDAD

SECRETARÍA
DE ESTADO DE SERVICIOS SOCIALES
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INSTITUTO DE LA MUJER
Y PARA LA IGUALDAD DE OPORTUNIDADES

