



What to do in the case of discrimination?

Antidiskriminierungsbüros NRW

Keep calm and act prudently!

Even if you have been offended and are provoked by discrimination, the most important rule in this situation is to **keep calm and act prudently!** A loud complaint or an offensive remark against the discriminator can later become a disadvantage. Do not be provoked. Often, the discriminators use this to make a report against you, something which makes the enforcement of your rights much more difficult.

Therefore, you should remain as calm as possible and first determine whether there are **witnesses** or whether there is **evidence** of the discrimination. If other customers or passers-by have observed the incident, you should address them directly regarding the situation and write down the names and their telephone number so that you can quote them later on. Save documents (e.g. letters, e-mails, screenshots, tickets, etc.) which you can possibly use later on in order to prove the discrimination.

Organise support. Talk to your friends and family about the discrimination you have experienced and use, for example, the free services of the **anti-discrimination offices in NRW** (see brochure) or another information centre. This way, you can get support and help for further action.

Memory log

After the incident, you should immediately create a memory log. This is important in order to prove that you were discriminated against. In particular, note the following questions:

- **Where** and **when** did the incident take place? (e.g. in the department store, date, time)
- **What** happened exactly? (e.g. unjustified suspicion by a salesperson, bag search in public by offensive security staff)
- **Who** was involved in the incident? (e.g. sales staff and security staff)
- Who was a **witness**? What **proof** is there?
- Were the police called?
- **Why** were you discriminated against? Were you discriminated against because of your family background, skin colour, religion or language?

Quickly claim your rights!

If you have been discriminated against and you want to defend yourself, you have to assert your charges against the discriminator (office/person) **within 2 months**. It is best to do this in the form of a written complaint.





Infopaket Flucht und Asyl

How do I get support?

In North Rhine-Westphalia, there are five anti-discrimination offices which you can refer to if you have been discriminated against. In addition to these specialised anti-discrimination offices, there are other advice centres which can help you. You can find addresses of the government's anti-discrimination office in Berlin (and other locations) at: <http://www.agg-ratgeber.de/adressen-kontakte.php>

The offices listed above can help you in the following way:

Accompaniment and support:

First of all, the consultant will clarify with you exactly what happened. For this, the memory log will help you. The further procedure will be discussed together with you. You can aim for an out-of-court solution (e.g. a letter of complaint or a personal meeting) or file legal action. Moreover, you will receive emotional support, if needed, in order to come to terms with the discrimination which has been experienced. Ultimately, the consultancy can be used to clarify the legal options you have to proceed against the discrimination.

Mediation in the event of conflict:

The information office can organise a mutual discussion between you and the opposing party in the presence of a conflict mediator. This is especially a good idea if you cannot avoid the discriminator (e.g. in your living area, at work or in the supermarket around the corner).

Public relations:

If you do not get very far with the means listed above, you can turn to the media with the help of the information centre. This is often an effective means of putting pressure on the discriminator. The counselling is free of charge.

Quelle: <http://www.agg-ratgeber.de/checkliste.php> + <http://www.agg-ratgeber.de/unterstuetzung-durch-beratungsstellen.php>

Service centres that carry out anti-discrimination work (anti-discrimination offices in NRW)

Pädagogisches Zentrum Aachen e.V.
Gleichbehandlungsbüro
Mariahilfstr. 16
52062 Aachen
Tel: 0241 4017778
Fax: 0241 49004
E-Mail: gbb@paez-aachen.de
www.gleichbehandlungsbuero.de

Planerladen e.V.
Schützenstraße 42
44147 Dortmund
Tel. 0231 8820700
Fax: 0231 8820701
E-Mail: integration@planerladen.de
www.integrationsprojekt.net
www.planerladen.de

Anti-Rassismus Informations-Centrum, ARIC-NRW e.V.
Friedenstr. 11,
47053 Duisburg
Tel: 0203 284873
Fax: 0203 9357466
E-Mail: info@aric-nrw.de Internet:
www.aric-nrw.de

AntiDiskriminierungsBüro (ADB) Köln
Öffentlichkeit gegen Gewalt e.V. (ÖGG)
Berliner Straße 97-99
51063 Köln
Tel: 0221 96476300
Fax: 0221 96496709
E-Mail: info@oegg.de
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www.vaks.info
www.mediathek-siegen.de

Shared website: www.nrwgegendiskriminierung.de
