

Tackling underreporting through mutual education

Access to empowerment and redress mechanisms

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The experience of the Ombudsmen

- 2002-2008 Ombudsman Against Ethnic Discrimination
 - Roma people
 - Afro-Swedes
 - Muslim organisations
- 2009-2012 The Equality Ombudsman
 - 2009-2010 The Report "Experience of Discrimination"
 - 2010-2011 Roadmap to Equality – Empowerment and Access to Justice (EU Progress Project)
 - 2009-2010 Dialogues with Transgender Organisations
 - 2009-2012 Dialogues with national minorities and indigenous people

Basis – empowerment of marginalised groups



- Everyday discrimination
- Lack of knowledge about rights and legal tools
- Lack of trust in "society"
 - including the Ombudsman
- Lack of effective complaints
- Gaps in the chain from local arena to national precedents

Sida 3

Objectives

- Empowerment of marginalised groups
 - Knowledge about rights
 - Knowledge about redress mechanisms
- Increased trust in the Ombudsman
 - A formative and creative process
- Improved ability of the Ombudsman to be effective
 - Increase awareness about living conditions
 - Increase knowledge about discrimination
 - Trustful relationship with the target groups

Sida 4

Strategy applied



- Platforms for dialogue –
 - reference groups with different participation
- Rights based trainings –
 - experience of discrimination and possible legal tools
- Strategic case processing –
 - to secure proof?
- Production of reports –
 - based on the findings and cases
- Tools directed towards the civil society

Sida 5

The outcome



- Increase in number of complaints
 - The Roma example: from very few to 30-40/year
- Cases to court
 - more and "better" cases to litigation and court decision/settlements
- Redress for individuals
 - spreading through media
- Focus on structural problems
 - concrete mechanisms that create discrimination

Sida 6

Challenges for the future



- Long term process that takes a lot of time and work
 - 7 discrimination grounds
- Integration of activities
 - must be a "natural part" of the Ombudsman's daily business
- Multiple tools/powers
 - Court cases/settlements
 - Local solutions
 - Independent group activities