



DISCRIMINATION

AND THE ROMA COMMUNITY

Summary of 146 cases of discrimination



1. **Pamplona. January. Discrimination in access to goods and services.** The Public Prosecutor of this town petitioned for a two-year disqualification period for the owner of a supermarket who refused entry to Roma people. However, the local criminal court acquitted the alleged discriminators for lack of evidence proving that the reason for denying entry to Roma was exclusively due to their ethnic background.
2. **Leon. January. Discrimination in housing.** A Roma family completed all of the necessary steps for the purchase of a home through a real estate agency. When the owner of the property discovered the ethnic background of the potential buyers he required a series of very strict formalities making it impossible for them to purchase the home.
3. **Palencia. January. Discrimination in Employment.** A young Roma man went to an interview for a job as a pastry delivery man. The interviewer asked the job seeker where he had worked previously so that he could call for references. In the end the job-seeker was informed that despite excellent references he could not be engaged because he is Roma and since this job involves contact with the public his customers would be unhappy. The victim sought the advice of the FSG but in the end decided to not take any further action.
4. **Aranda del Duero. January. Discrimination on the Internet.** A message appeared on the Internet forum of this town's local newspaper criticising police action and posing the following question: *"What good are the local police? All they do is rough up the gypsies who spend the rest of the day going from bar to bar."*
5. **Hellín. January. Discrimination in access to goods and services.** The owner of a bar asked one of his customers if he was Roma and when the latter answered that he was, the owner told him that he could not serve him and that he would have to leave. The FSG advised the customer to file a complaint which he did and the case was processed as a misdemeanour. The judgement recognised the veracity of the facts which constitute a violation of Article 14 of the Spanish Constitution but the owner of the bar was sentenced as the perpetrator of a minor misdemeanour for harassment.
6. **Santander. January. Discrimination in Law Enforcement.** Three Roma boys were in the vicinity of a fight and were treated very roughly by the anti-riot police who assumed they were involved in the conflict. The boys lodged a complaint against the officers for bodily injury and discriminatory treatment and the FSG collaborated with the lawyer in charge of the case.
7. **Torrelavega. January. Discrimination in the media.** A local newspaper published an article about a settlement where several Roma families lived and associated the community with delinquency, lack of hygiene and marginalisation.



8. **Seville. January. Discrimination in the Media.** A nationwide newspaper published an article about a shooting which left one person dead. In the description of the event, repeated references were made to the ethnic origin of the shooters. The FSG sent a letter to the director of the newspaper and a press communiqué was released expressing the Foundation's consternation at the tone of the article.
9. **Santander. January. Discrimination in the Media.** A newspaper article under the headline "*Police head off a confrontation between 80 Roma persons*" was published in a local newspaper. Repeated references were made to the ethnic origin of those involved in the altercation.
10. **Seville. January. Discrimination in the Media.** An article was published in the local section of a national newspaper making repeated references to the ethnic origin of a man arrested as the alleged author of a homicide.
11. **Jerez. January. Discrimination in Education.** In response to the complaints of the mother of a child allegedly being threatened by a Roma classmate, the head teacher took this latter student aside and chastised him saying "*you gypsies are all alike. You love to go around threatening people*". On a later occasion, the same teacher slapped the student on the side of the head. As of that day forward, this student and her brother suffer blatant rejection and frequent insults from the rest of their classmates. Thanks to the mediation work undertaken by the FSG, this student has stayed enrolled and is progressing normally. The teacher responsible for the problem is currently on sick leave and follow-up work will be done once she returns.
12. **Almendralejo. January. Discrimination in Education.** Eight students ganged up on a young Roma girl calling her a "*poor fat gypsy a mental retard*" and beat her up while the teacher was out of the classroom. Following treatment at a hospital emergency room, the family lodged a complaint at the police station for bodily damage and discriminatory treatment. The FSG accompanied the family at every step along the way and took part in several meetings at the school and with school inspectors. The Extremadura regional government took an interest in the case and offered the parents the possibility of enrolling their daughter in a different school.
13. **Ourense. January. Discrimination in the Media.** A local newspaper published an article about the serious security problems being faced by residents of a particular neighbourhood related to alleged attacks by a Roma family. The article made repeated references to the ethnic origin of the alleged aggressors.



- 14. Madrid. January. Discrimination in the media.** A nationwide newspaper published an article under the headline *"Neighbourhood residents bar windows"* accusing the Roma community of causing the problems suffered by the residents of a particular neighbourhood resulting from a series of shootings for which members of the Roma community were allegedly responsible. The FSG and the other neighbourhood associations, under the umbrella of the Pan Bendito Integrated Scheme, wrote a letter of complaint to the director of the newspaper. The journalist who wrote the article apologised publicly and promised to write a follow-up article rectifying what she had said.
- 15. Madrid. January. Discrimination in the media.** An article was published in a free newspaper stating that *"2,900 Roma children residing in shanty towns are enrolled in schools run by the Community of Madrid"* but no article appeared under that headline. This news item appeared on the same page as three other articles focusing on drugs trafficking and violent knifings. The FSG wrote a letter to the editor expressing its displeasure with this news item but received no response.
- 16. Madrid. January. Discrimination in the media.** A television programme entitled *"Hard times in the shanty towns"* was broadcast focusing on the living conditions in a shanty town inhabited mostly by Roma. The report, portraying extreme situations such as piles of garbage, rats, children armed with knives, etc., contributed to perpetuating stereotypes about a community most members of which live in standard housing. The FSG wrote a letter to the television station expressing its concern over the way situations were presented and demanded that a more updated and unbiased image of the Roma community be portrayed in future broadcasts.
- 17. Lugo. February. Discrimination in the Media.** As part of a report on conflict in the classroom, a local newspaper published statements made by a teacher in an interview. This teacher stated that in 20 years in the profession he never had to call the police *"except the other day because of a fight which broke out between a Roma boy and an immigrant"*. He went on to say that the police were necessary *"because the Roma boy's family was involved in a local neighbourhood shooting"*. The FSG wrote a letter to the director of the newspaper expressing its concern over the discriminatory way in which the news item was presented. The Foundation's complaint was published in the "Letters to the Editor" section.



- 18. Madrid. February. Discrimination in the media.** A comment was published in the "Letters to the Editor" section of a free newspaper under the headline "*Trials and tribulations of a teacher*". As an example of the types of violent situations that teachers must face today, the author wrote of a problem that a teacher had with a Roma girl and her family making specific reference to the ethnic background of those involved. The FSG sent a letter of complaint to the editor in chief of this newspaper but no response was ever received.
- 19. Madrid. February. Discrimination on the Internet.** Following a series of crimes committed by members of the Roma community, the FSG received an e-mail from an individual who made clearly racist comments. The FSG responded by informing this person of the provisions laid down in anti-discriminatory law. The author of the e-mail then apologised explaining that he was very angry following the events which took place in his city but that he never meant to discriminate or to foster racial hatred.
- 20. Madrid. February. Discrimination in the media.** A story was published in a nationwide newspaper about the death of a young man at the entrance to a hospital due to gunshot wounds. In the headline and in the article itself, the author expressly noted that all of those involved were Roma and lived in a marginalised neighbourhood.
- 21. Madrid. February. Discrimination in the media.** The FSG's communications office received a telephone call from a television station asking for the phone number of a Roma person willing to go with his goat to take part in a programme they were doing on the Roma Community. The FSG wrote a letter to the station informing them of the progress made by the Roma community over the last several years and reminding them of the media's responsibility to not transmit prejudices and stereotypes.
- 22. Caceres. February. Discrimination in access to goods and services.** A Roma man ordered a drink in a bar and when he realised that he was the only customer who was not given a tapa which is traditionally served together with a drink, he requested one from the bar owner. The owner told him that he would have to pay for it and also refused to provide the customer with a complaint sheet upon the latter's request. The victim went to the FSG which advised him to lodge a complaint at the police station. The case is currently pending a judicial hearing.
- 23. Lugo. February. Discrimination in the Media.** A news story about a neighbourhood raucous was printed in the local section of a nation-wide newspaper. In the description of the incident, constant references were made to the ethnic origin of the families involved.



- 24. Caceres. February. Discrimination in Law Enforcement and Justice.** Three young Roma men were detained by the police while trying to steal a pizza from a delivery person. The police officers detained the men, handcuffed them and mistakenly identified them as the authors of other similar crimes. After being held in preventive custody for two weeks, the three young men went to the FSG to report the unfair treatment received by the police and judicial bodies. The FSG provided the victims with legal advice upon which they hired a lawyer to argue their case which is still pending the court's decision.
- 25. Malaga. February. Discrimination in Employment.** A Roma man suffered a work-related accident at the company where he had been working for over a year. The business owner, who had not registered this worker with the social security system, took advantage of the fact that he was illiterate to try to get him to illegally sign (after the fact) a number of compulsory documents having to do with work-related hazards. The FSG compiled a legal report on the case which it views as indirect discrimination and appended it to the report submitted by the defence lawyer to the labour inspectorate. The case is still pending the court's decision.
- 26. Granada. February. Racist Incidents.** A young Roma man was waiting to enter a discotheque and when he asked the girl waiting next to him what her name was another young man shouted "*you gypsy piece of shit*" and began to brutally beat him leaving lying on the ground at the entrance to the disco. The victim lodged a report at the police station after being examined by the forensic physician. The case is still pending resolution.
- 27. Catalonia. February. Discrimination on the Internet.** Criminal court No 2 of Lleida sentenced a certain Ivan M.J. to two years imprisonment for inciting racism and xenophobia through the Internet and his twin brother was sentenced to one year for disseminating racist messages in several "fanzines". This was the first judgement against an Internet-based crime delivered in Spain in application of Article 510 of the Criminal Code prohibiting incitement to hatred and violence against groups or associations based on race.
- 28. Alicante. February. Discrimination in Employment.** A job offer was published in a newspaper announcing "18 openings for different posts due to business growth". An FSG user from Morocco requested information but he was told that he would have to speak Valencian (regional language spoken in Valencia, Spain). However, when the head of the FSG employment programme contacted the company he was never informed of that language requirement. Since insufficient information was available to identify the entrepreneurs in question, no action was taken.



- 29. Valladolid. February. Discrimination in the Media.** An article appeared in the opinion section of a local newspaper under the headline *“Stating the facts cannot be called anti-Roma”*, transmitting a number of negative prejudices and stereotypes against this community.
- 30. Valencia. March. Discrimination in access to goods and services.** The owner of a small clothing outlet ordered a group of Roma women to vacate his store based on his right to limit admission. He did so, however, while screaming *“you Roma are shit, fat, ugly, old and you smell like shit; you embarrass me”*. The women called the police who went to the outlet but the person in question was no longer there, only a saleswoman who apologised for the incident. The victims lodged a complaint at the police station and a misdemeanour hearing was held. The FSG worked side-by-side with the lawyer for the accusation and compiled a legal report which was submitted as documentary evidence on the day of the hearing. However, the court dismissed the case prompting the complainant to lodge a remedy of appeal which is still pending resolution.
- 31. Seville. March. Discrimination in the Media.** A local newspaper ran a story under the headline *“Shootings in Seville”* expressing serious concern about five shootings which had taken place in Seville during the preceding several months. Repeated direct and indirect mention was made of the ethnic background of those responsible.
- 32. Pontevedra. March. Discrimination in the Media.** A local newspaper ran a story about an investigation conducted by the National Police in the town regarding the alleged sexual abuse of girl from a Roma village. In the article, the journalist made comments such as *“this case can only be explained by the prevalence of certain Roma customs”* or *“it would come as no surprise if the issue is resolved within the village in accordance with their own laws”*.
- 33. Granada. March. Discrimination in the Media.** The commentator of a television programme asked one of his collaborators to describe the differences between two political leaders to which he responded *“that’s like comparing God to a gypsy”*. The FSG wrote a letter to the director of the media group in question and during the following programme they made a public apology.
- 34. Alicante. March. Discrimination in the Media.** A news story was run in the national section of a local paper which alluded to the ethnic origin of two women arrested for alleged fraud.



- 35. Granada. March. Other.** In the aftermath of a dispute between political factions at a meeting of the City Council of Cogollos de Vega, racist messages against the Roma community were posted throughout the town. The FSG made this known to the Prosecutor of Andalusia in the belief that this was a criminal activity. The public prosecutor initiated the requisite investigative proceedings but, despite acknowledging that this constituted a crime of discrimination pursuant to Article 510 of the Criminal Code, subsequently dismissed the case due to the impossibility of identifying the perpetrators.
- 36. Zaragoza. March. Discrimination in Employment.** A young Roma man was working as an apprentice in a company and his boss was constantly making racist remarks against the Roma community. Fed up with these comments, the young man told his boss that he was Roma but the latter, rather than apologising, launched a harassment campaign which culminated in the young man's dismissal. The FSG prepared judicial arguments for wrongful dismissal for reasons of discrimination but in the end the victim decided not to take legal action.
- 37. Zaragoza. March. Discrimination in Employment.** A temporary employment agency, having discovered the work being conducted by the FSG through its Acceder employment programme, contacted the programme's job hunting officer with a view to collaboration. When the director of the agency realised that the potential workers offered were Roma, he declined his offer stating that his clients "*would never accept this*". In the end, thanks to the mediation of the FSG, the company did begin to collaborate with the programme and has requested the résumés of Roma workers on a number of different occasions.
- 38. Valladolid. March. Discrimination in Employment.** The personnel department of a high-profile shopping centre expressed interest in an unsolicited application made by a deaf FSG service user because it found the candidate's résumé to be of interest and needed a worker with a disability certificate to meet legal requirements. The personnel director telephoned the FSG to ask about its employment programme but when he realised that the worker was Roma he stated that the company had a policy of not engaging people with that sort of background. The FSG informed him that he already had at least two Roma workers on his staff. He was very surprised to learn this and replied "I had no idea. They've concealed their identity very well".
- 39. Granada. March. Discrimination in the Media.** A story was run in the local section of a nation-wide newspaper about a stabbing death. In the description of the event, emphasis was put on the ethnic origin of the perpetrator and on the fear of the neighbours about possible revenge on the part of the family of the deceased.



- 40. Valladolid. March. Discrimination in Employment.** A special employment centre had recently been set up in this location and contacted the FSG because it urgently needed personnel with disabilities to cover low-skilled positions. When the FSG job hunter explained to the special employment centre administrator that the FSG works with Roma people the administrator replied: *“well that makes it more difficult for us to work together because we’re looking for lily-white persons as a way to make a positive impression on companies and with Roma workers that’s going to be more difficult”*.
- 41. Madrid. March. Discrimination in the Media.** A story was run in the local section of a nation-wide newspaper about a kidnapping stressing the ethnic origin of the perpetrators of that crime.
- 42. Madrid. March. Discrimination in the Media.** A story was run in a nation-wide newspaper under the headline *“Four dead in a fight between Roma clans over the custody of a child”*. Throughout the article constant reference was made to the ethnic origin of those taking part in this crime. The article also focused on the violence of the incident using expressions such as *“the perpetrators were armed to the gills with guns, knives and clubs”*.
- 43. Madrid. April. Discrimination on the Internet.** The FSG received an anonymous e-mail with racist comments made against members of the Roma community of a small town who were accused of *stealing from children and others. They come into your establishment and are always begging and you have to give them something because if not they refuse to leave you alone, they threaten to kill you*. The FSG referred the case to the Legal Assistance Service Combating Racism and Xenophobia of the Madrid Bar Association which decided not to take any action owing to the difficulty in identifying the author of the message.
- 44. Madrid. April. Discrimination on the Internet.** An anonymous person wrote an e-mail to the Administration of the FSG accusing the latter of being hypocritical and taking advantage of the alleged marginalisation of the Roma community because *“... they are the ones who have been marginalising themselves over the past five centuries. They have no interest in integrating with non-Roma, they make fun of us and taunt us whenever they get the chance. They think they are superior to us living in their shanty towns or caravans after selling the flats they’ve been given outright. They’ve done quite well for themselves by moaning and complaining”*. The FSG referred the case to the Legal Assistance Service Combating Racism and Xenophobia of the Madrid Bar Association which decided not to take any action owing to the difficulty in identifying the author of the message.
- 45. Madrid. April. Discrimination in the media.** A nation-wide newspaper ran a story under the headline *“It’s the law of the Roma: if they come back, we will kill them”* about a shooting between two families. Aside from the constant reference to the ethnic background of the perpetrators, the article was charged with prejudice and stereotypes against the Roma community.



- 46. Granada. April. Discrimination in access to goods and services.** The guards at the door of a discotheque denied entrance to a Roma couple. Another woman who was with the couple, also Roma, managed to get past the guards at the door but was thrown out a short time later by discotheque workers. None of these people were told why they were denied entry and when they asked for the complaint sheets they were told that since they were not customers they had no right to fill out a complaint. They later filed a formal complaint against the discotheque and were awarded 100 euros compensation at the ensuing hearing.
- 47. Leon. April. Discrimination in housing.** An FSG service user made an appointment by telephone to visit a flat for rent. After the visit, the potential renter and landlord agreed on the price and conditions and arranged to sign a contract after the weekend. On Monday the landlord informed the interested party that the flat had been rented to another person over the weekend but the FSG checked that same afternoon only to discover that the flat was still for rent.
- 48. Caceres. April. Other.** An entrepreneur of this city wrote to the FSG threatening to publish a letter if his customer (who was Roma) did not pay his bill. The letter in question was entitled "*It runs in their blood*" and revealed personal details of the customer making references to his ethnic background and was also full of prejudice and stereotypes towards the entire Roma community. The FSG replied to this businessman informing him that his problem was an individual labour-related issue which he should sort out through the courts and not through the media, especially in light of the fact that the information he was planning to publish could be considered discriminatory and could result in legal action being taken against him.
- 49. Caceres. April. Discrimination in housing.** A number of FSG service users trying to buy flats in a neighbourhood of this city were informed by several real estate agencies that owners do not want to sell to Roma. The FSG counselled these service users and implemented a test to check for covert discrimination in situations such as these. Despite these measures, the service users decided not to lodge a complaint against the real estate agencies or the owners.
- 50. Leon. April. Discrimination in housing.** An FSG service user answered an advertisement in the newspaper for the rental of a flat. The owner of the flat asked the person directly if he was Roma and when he said yes he was advised *to not bother coming by to see the flat because the homeowner's committee did not accept Roma as neighbours*. The service user reported what had happened to the FSG but in the end decided to not take any action.



- 51. Zaragoza. April. Discrimination in access to goods and services.** A young Roma man was refused entry into a pub which he normally frequented because, in the words of the manager, *"lately groups of Roma have been coming here and form clans"* and this bothers our customers and is bad for business. The young man tried to explain that this was discriminatory because he had nothing to do with the so-called *"clans"*. Although he was not allowed to enter the pub that night, the doorman's attitude did eventually soften and this person was again allowed to come to the pub at will.
- 52. Sabadell. April. Discrimination in Employment.** Two Roma women (FSG service users) were engaged by a temporary employment agency to work at an automobile concessionary. At the end of the first work day the company told the two women not to come back the next day but gave no reason whatsoever. The temporary employment agency called the company to ask them why they did not want these workers back because the job had not yet been finished and they were engaged to complete that job and were under the impression that it could turn into a staff position. The company informed the agency that *they had Roma employees in the past and they caused problems so they do not plan to engage any more.*
- 53. Seville. May. Discrimination in Housing.** After an argument between a group of Roma and non-Roma youth a large number of people went to the neighbourhood where most of the town's Roma live and tried to attack them while levelling threats and racist insults at them. The civil guard police had to intervene to prevent bodily injury. The FSG released a press note and brought the incident to the attention of the Prosecutor of Andalusia in the belief that this incident constituted criminal activity. Following the investigation, judicial proceedings were initiated and the case is now pending a hearing.
- 54. Granada. May. Discrimination in Employment.** The owner of a cafeteria told two of her customers, both FSG workers, that she needed a responsible experienced person to work the outdoor terrace. These two people recommended a candidate with experience in a similar cafeteria and who was currently looking for employment. The owner asked them if this person was Roma and when they said yes she responded that *if he is Roma he cannot work in her bar.* Despite their mediation efforts the workers were unable to get her to change her mind and so they simply informed her that there were laws prohibiting this sort of behaviour.
- 55. Seville. May. Discrimination in access to goods and services.** Andalusian regional government officials rejected aid applications for self-employed workers filed by young Roma because they failed to sufficiently prove their ethnic background, something they are not obliged to do and have no way of establishing because in Spain there is no register or census for Roma persons.



- 56. Huelva. May. Discrimination in law enforcement.** Three Roma minors, one of whom was driving the family car without permission, ignored an order from a national police officer to stop. Following a disproportionate chase involving six patrol cars, the vehicle was stopped and the minors were subjected to a brutal beating which got even worse and included harassment and racist insults in the police station holding cell. The FSG along with the lawyer of the victims, compiled a legal report which was used to draft the complaint. There is was argued that direct discrimination for reasons of ethnic background was apparent in the actions undertaken by the police. This case is sill pending a ruling from the court.
- 57. Santiago de Compostela. May. Discrimination in the media.** A two-day article appeared in a region-wide newspaper covering the trial of two Roma youth accused of homicide. Repeated references were made to the ethnic group of the defendants throughout the article and also referred to their alleged membership in a "clan" The FSG sent a letter to the director of the newspaper expressing its displeasure with the way the news story was covered to which he responded with an apology.
- 58. Valencia. May. Discrimination in Employment.** Three young Roma completed a store clerk training course as part of the FSG's Acceder employment programme. However, when it came time to do their practical training they encountered problems in two establishments with which the FSG had signed a collaboration agreement which had worked fine the year before. The manager of one of the stores said that *"our customers are very snobbish and wouldn't mind seeing these girls cleaning but don't want to be waited on by them"*. At the other establishment the argument was that *"we sell trousers at between €150 and €190 a pair and the girl's image would hurt our business"*. The FSG got involved as a mediator but to no avail. The owner of the stores was informed in writing of the legal consequences of discrimination but the victims expressly requested that no further action be taken.
- 59. Alicante. May. Discrimination in Employment.** When an FSG service user showed up for his first day of work at a company where he was told on the phone that he could work distributing advertisement leaflets, they told him that the job had already been filled by another person. The person himself and the FSG checked and found this not to be true, the job opening being covered several hours later. The FSG did not succeed with its attempts at mediation and therefore wrote a letter to the administration of the company demanding that steps be taken to put an end to this sort of discriminatory practice. The company apologised to the worker for any inconvenience caused by what it termed a misunderstanding but continued to refuse to acknowledge the existence of discrimination.



- 60. Torrevieja. May. Discrimination in law enforcement.** A Roma businessman was on his way to resolve a conflict between one of his employees and the local police involving an illegally parked lorry. All of a sudden six patrol cars showed up and arrested the businessman. In the police station detainment cell he was subject to beatings and racist insults such as *"you gypsies are shit, who do you think you are"*. He ended up with whiplash and injuries to his arm where he had a prosthesis. When he was released he went to the FSG for help but in the end decided not to press charges for fear of reprisals.
- 61. Lugo. May. Discrimination in Employment.** Seven Roma persons and eight non-Roma went to take a selection examination at the City Hall for a road signposting position. While all of the candidates met the application requirements, only the eight non-Roma appeared on the admissions list, the Roma candidates being excluded. When these later candidates were not permitted to review the results of their tests, they went to the FSG to seek counsel. In the end, despite mediation efforts by FSG workers, the applicants decided to not push the issue for fear of possible reprisals when future posts opened up.
- 62. Murcia. May. Discrimination in Housing.** When the owner of a rental flat became aware of the ethnic origin of the family which was going to rent the flat, he demanded that the family wage earner have a permanent work contract (which he did not have). Moreover, according to the real estate agency, this has never been a rental requirement. In an attempt to mediate in the situation, the FSG proposed that the real estate agent get the owner to speak directly with the Roma worker's boss who was willing to vouch for him but the owner refused. In the end, the family decided not to take any legal action and found another flat to rent.
- 63. Cordoba. May. Discrimination in Law Enforcement and Justice.** A judge ordered the search of several domiciles throughout Spain in light of evidence of an alleged infringement of cultural heritage law for the counterfeiting of works of art. Only at the homes of a Roma family did the judicial police use inappropriate and disproportionate force causing bodily injury to the members of the family who were also the target of racist insults. The FSG, in collaboration with the family's legal counsel, submitted a report assessing the events in the light of anti-discrimination legislation. This case is still pending a ruling from the court.



- 64. Zaragoza. May. Discrimination in access to goods and services.** A Roma FSG worker went to a clothing store and as she was entering a group of five young people were leaving. The security alarm sounded and the store clerk quickly engaged the Roma woman and in an unfriendly manner searched through her bag but of course did not find anything because she had not even entered the store yet. The five non-Roma young people left the store without raising any suspicion whatsoever.
- 65. Lugo. June. Discrimination in Housing.** The owner of a flat informed a Roma couple with whom she had signed a rental contract a few days before, that the said contract was not valid and that they had to give her back the keys to the flat. The couple went to the FSG which contacted the owner to find out what had happened. The owner confessed that this was a publicly subsidised flat and the necessary period of time had not elapsed to put it on the rental market and the rest of the building's neighbours had threatened to file a police complaint against her if she rented the flat to Roma.
- 66. Santiago de Compostela. June. Discrimination in the media.** A local newspaper published a series of news stories about members of the Roma community who were involved in criminal activity having to do with drugs trafficking. In the article repeated mention was made of the ethnic origin of the alleged delinquents prompting the FSG to write a letter to the director of the newspaper demanding unbiased and non-discriminatory reporting of the facts. The director apologised for what had happened.
- 67. Penamoa. June. Discrimination in the Media.** A news story was run in the local section of a newspaper describing a fight which started in a shanty town when the civil guard police entered to look for a minor girl who was hooked on heroine. The news item was handled in a clearly discriminatory manner; in addition to using terms expressing prejudice and stereotypes, the entire Roma community was associated with delinquency, drugs or violence.
- 68. Zaragoza. June. Discrimination in Housing / Education.** A Roma family suffered discriminatory treatment at the hands of their neighbours in a housing development they had just moved into. The problem started as a simple conflict between neighbours but then spread to the school environment because the parents in question (some teachers at the local school) as well as their children spread the message both at school and in the neighbourhood that *"these people are Roma, don't associate with them"*. The FSG compiled a report on the situation following failed attempts in the form of meetings with neighbours and school administrators to solve the issue and help raise the tolerance level in the neighbourhood and at school. Unfortunately, the family still feels unwelcome in the neighbourhood and senses discriminatory attitudes.



- 69. Zaragoza. June. Discrimination in the Media.** A story was run in a local newspaper under the headline *"Violent thief arrested after escaping from the courthouse"* making repeated references to the ethnic origin of the alleged perpetrator of the crime. Special mention was made in the article that the arrest required the intervention of the Special Operations Corps of the national police force and a detailed list was given of the suspects *"long list of crimes"*.
- 70. Malaga. June. Discrimination in Employment.** A group of Roma workers received less pay and inferior working conditions than their non-Roma counterparts who discharged the same functions and were of the same professional category. These workers decided to resign voluntarily and look elsewhere for work and turned down any possible intervention on the part of the FSG.
- 71. Cadiz. June. Discrimination in the Media.** A local newspaper ran a story concerning a robbery. The article mentioned that the person arrested as the alleged perpetrator of the crime corresponded to the police profile of someone *"belonging to the Roma ethnic group"*.
- 72. Arousa. June. Discrimination in the Media.** A local newspaper ran a story under the headline *"The prosecutor reduces prison sentences and regrets that witnesses and defendants claimed Roma law"* referring to the prison sentences given to several Roma persons as the perpetrators of criminal acts. In addition to making reference to the ethnic origin of those involved, the article also used terms such as *"conflict between clans"*, *"Roma law"*, *"patriarchs"* or *"the Roma king"* which transmit a biased and stereotyped vision of the Roma community.
- 73. Cambados. June. Discrimination in the Media.** A story was run under the headline *"Two feuding Roma clans appear before the court"* and, in addition to making constant reference to the ethnic origin of those involved in the criminal acts, terms charged with prejudice and stereotypes such as *"Roma clans"* or *"knife fights"* were used.
- 74. Malaga. June. Discrimination in Education.** A Roma student at the professional dance conservatory of Malaga was treated in an apparently discriminatory way in her intermediate-level entrance test. Her final grade appeared to have been changed after the fact for reasons unrelated to the test. The FSG put together a legal report to support the action taken by the student's family and her head teacher with the education department of the provincial delegation of Malaga. The case was dismissed, however, for lack of sufficient evidence proving discrimination.



- 75. Caceres. June. Discrimination in access to goods and services.** Following an incident where a Roma man who was out with his non-Roma friends was denied admission into several different establishments, the Social Welfare Councillor stated in several media of this city that he would *“take legal action against all establishments which denied admission to Roma”*. The FSG followed up on the case and discovered that a formal complaint had been lodged with the courts and assignment of the hearing date was still pending.
- 76. Penamoa. June. Discrimination in the Media.** A local newspaper ran a story under the headline *“A seven-year prison term requested for a family for stealing a shopping trolley with 700 euros worth of merchandise”*. The ethnic origin of the family responsible for the crime was mentioned several times in the article.
- 77. Linares. June. Discrimination in Employment.** A former employee of the FSG lodged a complaint before the Social court of Jaen against the FSG claiming dismissal based on ethnic discrimination. The equality area of the FSG compiled a report concluding that there was no evidence of discrimination and holding that the dismissal was for disciplinary reasons pursuant to the testimony of numerous employees and the complainant’s work colleagues at the hearing. The court ruled that the dismissal was lawful and dismissed the case.
- 78. Madrid. June. Discrimination in access to goods and services.** After an outing with literacy groups around the city centre, several FSG workers entered a local pub to have a meal together with their students. When two of the students entered the establishment, the waiter began to yell at and insult these two people accusing one of them of theft in different neighbourhood establishments including this one. The FSG workers addressed the waiter trying to convince him that he was mistaken in his accusations but he did not waiver. The FSG wrote a letter to the owner of the establishment informing him of what happened and that actions of this sort are prohibited under our legal system.
- 79. Madrid. June. Discrimination in the Media.** The local edition of a free newspaper ran a story under the headline *“In the heart of the Latina neighbourhood a group of people is immobilised by fear”* affirming that neighbourhood residents live *“under the grip of Roma families running a wholesale cocaine trade ring”*. The article added that *“this climate of insecurity is further exacerbated by knifings, shootings and illegal squatters”*.



- 80. Madrid. July. Discrimination in the Media.** A nation-wide newspaper ran a story about events which took place at a pool where a group of Roma persons beat up a homosexual couple for kissing in public. The headline and the rest of the article make constant mention of the ethnic group of the accused and was full of prejudice and stereotypes levelled at members of the Roma community.
- 81. Jaen. July. Discrimination in Law Enforcement.** For no apparent reason, two national police officers detained a young Roma man walking down the street to search him. Although the young man asked the officers not to humiliate him by searching him in public on the street, the officers ignored his request and harassed him with racist insults and hit him on different parts of his body with their police sticks. The FSG compiled a legal report in an attempt to prove police discrimination but in the end, at the request of the victim, no legal action was taken.
- 82. Seville. July. Discrimination in the Media.** A local newspaper ran a story under the headline *"Kidnapping: a Roma case and a Chinese case"*. The story points out that the couple was formed *"by a Roma man and a non-Roma woman"* and that when they were divorced the *"Roma man's family kidnapped the couple's daughter"*.
- 83. Santiago de Compostela. Julio. Discrimination in the media.** A local newspaper ran a story under the headline *"A clash between Roma families led to greater police surveillance at rúa de París in Fontiñas"* where those involved are Roma community families. The article contained expressions with negative connotations and stereotypes against the Roma community prompting the FSG to write a letter to the director of the newspaper and to the "reader defence committee" expressing its displeasure with the way the article was written. Both subsequently apologised and promised to pay closer attention in the future when printing stories relating to the Roma community.
- 84. Santiago de Compostela. Julio. Discrimination in the media.** A number of racist, anti-Roma commentaries were made in a local newspaper's Internet forum stemming from a news story printed by this same paper regarding problems between two local Roma families. The FSG wrote a letter of complaint demanding the immediate removal of these commentaries.
- 85. Lalín. July. Discrimination in the Media.** A local newspaper ran a story about a fight which broke out on the premises of a local company and in which several people were injured. The article specified that two of the six persons injured were Roma and that *"the Roma started the fight"*.



- 86. Ibiza. July. Discrimination in access to goods and services.** A Roma man entered an establishment to greet a friend who was inside and was immediately thrown out by the owner of the store who told him that he would have to remain outside because *he knows what Roma are up to*. The victim lodged a complaint at the local criminal court whose decision is still pending.
- 87. Murcia. July. Discrimination in Housing.** A social worker at the FSG accompanied a service user to see a flat for rent announced in the newspaper. The person who showed them the flat said that he would speak with the owner and contact them later but he never did get back to them. The same service user and FSG worker visit the flat again but this time through a real estate agency and met the owner who admitted that she did not want to *rent the flat to foreigners due to problems in the past*. Despite mediation efforts by the FSG and the commitment made by the real estate agency to stand by its customers, the owner still refused to rent her flat. The service user decided not to take legal action.
- 88. Alasua. August. Discrimination in the Media.** A region-wide newspaper ran a story concerning action taken by regional police to prevent a group of people from camping illegally. The article made repeated mention that the group of campers were Roma from different European countries.
- 89. Murcia. August. Discrimination in Justice.** Following the death of her husband, a Roma woman applied for widow and orphan benefits. While orphan benefits were granted for her children, her request for a widow's pension was denied for failing to have registered her marriage despite having initiated the registration process and having lived for 20 years with her husband with whom she was married according to the Roma tradition. The FSG, in collaboration with the victim, lodged a preliminary legal claim before the Social Security Authority. Once that claim was dismissed, they filed a suit with the Social Court. A hearing was held and the judgement is still pending.
- 90. Murcia. August. Discrimination in access to goods and services.** The guards at the entrance to a discotheque denied entry to four Roma despite the fact that they had invitations furnished by the public relations people of the establishment arguing that they were *just following orders* and that they knew that *no Roma are allowed*. These four people called the police twice but when they did not show up they decided to go to the police station where they were advised to not lodge a complaint because the complaint form they filled out at the establishment was enough. In the end they did lodge a complaint at the local criminal court and are waiting for the date of the hearing to be set.



- 91. Palma de Mallorca. August. Discrimination in the Media.** A story was run in the local section of a nation-wide newspaper under the headline “50 members of a Roma clan leave Son Llätzer upon the death of their matriarch” followed by a smaller headline which read “Medical personnel claimed to have been coerced and threatened”. The article made repeated mention of the ethnic origin of the group and used prejudicial and derogative language.
- 92. Madrid. August. Discrimination on the Internet.** The FSG received a letter from a private individual who asked about the Foundation’s feelings regarding that part of Spanish Roma “who live in an uncivilised manner, refuse to play by the rules and who take advantage of the system under the guise of marginalisation”. The FSG replied furnishing information about the current social reality of the Roma community in Spain.
- 93. Jerez. August. Discrimination in the Media.** A local newspaper ran a story in a local newspaper under the headline “A knife fight in Puerto Serrano leaves two injured” about a fight involving several groups of young people. The article mentioned the ethnic origin of one of the groups involved in the fight.
- 94. Seville. August. Discrimination in the Media.** An article was published in the opinion section of a state-wide newspaper referring to Roma and immigrants in an ironic tone and transmitting prejudice and stereotypes regarding these groups.
- 95. Valladolid. August. Other.** The Valladolid office of the FSG received a letter signed by “the Valladolid anti-Roma group” and was entitled “Death to the Roma community, why?” Containing a long list of threatening and racist statements. The FSG reported this to the Head Inspector of the Citizen Security section of the National Police and an investigation is currently under way on the possible existence of this group.
- 96. Palencia. September. Discrimination in Health-care Services.** Following an act of negligence by health-care personnel at a public hospital affecting a young Roma girl, the child’s mother had an argument with one of the nurses in an attempt to identify those responsible. Instead of apologising for what had happened, the nurse made a number of comments expressing prejudice and stereotypes against the Roma community.
- 97. Zaragoza. September. Discrimination in Housing.** A Roma couple, both workers at the FSG, went to a real estate agency in search of a flat. The real estate agent told them “this flat is not for you because many Roma families live there”. When they explained that this was not a problem because they were Roma themselves, the agent apologised stating that he had nothing against the Roma but that many of his customers complain that they were not forewarned of this circumstance when they go to see flats in that building.



- 98. Granada. September. Discrimination in the Media.** A story was run in the local section of a state-wide newspaper about the arrest of a group of individuals for an alleged crime of vandalism. In the description of the event, repeated references were made to the ethnic origin of those allegedly responsible.
- 99. Granada. September. Discrimination in access to goods and services.** Guards at the entrance of a discotheque denied entry to two individuals on repeated occasion because, in their own words, they are Roma. The managers of the establishment apologised to the family in question and referred to the event as a mistake. However, similar situations were repeated involving these and other people. The owner argued that in all of these cases, the individuals in question failed to meet requirements laid down by the establishment.
- 100. Granada. September. Discrimination in access to goods and services.** After waiting for two months to receive an item acquired via a telephone sale, a Roma woman discovered the reason for the delay. The item she had purchased was being held for weeks because the courier company refused to make deliveries to that part of the city. The two neighbourhoods where they refuse to make deliveries are inhabited mostly by Roma persons who the company considers dangerous. Out of fear of losing her purchase, the woman gave the company an alternative address where they were willing to make the delivery.
- 101. Santiago de Compostela. September. Discrimination in the media.** A local newspaper ran a story under the headline *"Man shot in both legs in a feud"* making specific mention of the ethnic origin of the two families in conflict which ended with one person suffering from gunshot wounds. In the description of the event, expressions such as "feud" and "clans" were used.
- 102. Corvera. September. Discrimination in the Media.** A local newspaper ran a story about a poor Roma family living in an industrial warehouse because they supposedly renounced their right to a subsidised flat they was awarded in another part of the town. Having verified that this story was false, the FSG had a telephone interview with the journalist who wrote the article for the purpose of persuading him to rectify the situation by making him aware of the damage comments such as this have against this family and the entire Roma community. In the end no rectification was made.
- 103. Cantabria. September. Discrimination in the Media.** A story was run in the local section of a newspaper under the headline *"A group of Roma is arrested for stealing in stores"*. In addition to constant references to the ethnic origin of those involved in these criminal activities, derogative terms were used in reference to the Roma community associating the latter with violence and crime.



104. Barcelona. September. Discrimination in access to goods and services.

The manager of an important public establishment refused entry to a group of young Roma girls alleging that he had just had some problems with another group of girls of the same ethnic group and that *all Roma are the same*. Four security guards blocked the entrance prompting the parents of these adolescents to go to the establishment and to call the Mossos de Escuadra (regional Catalanian police) who told the families the steps they should follow to file an official complaint. After filling out a complaint sheet at the establishment itself, two of the parents filed a police complaint with the support of the FSG and a lawyer from the Barcelona city council's Office for Non-discrimination. The complainants were eventually called to take part in the misdemeanour hearing which was cancelled and is now pending rescheduling.

105. Madrid. September. Discrimination in the Media. *"If justice is not done here we will take it into our own hands. He's a dead man. Families called for vengeance yesterday at the funeral home"*. This is the way a nation-wide newspaper began its account of a story having to do with the death of a Roma adolescent who was hit by a drunk driver. In addition to making constant reference to the fact that the family was Roma, the news story was full of examples of prejudice and stereotypes prompting the FSG to write a letter to Reader Defence Committee of this media expressing its displeasure with the tone of the article.

106. Alicante. September. Discrimination in the Media. A story was run in the local section of a nation-wide newspaper under the headline *"A man is shot during a feud between Roma clans"* making specific mention of the ethnic origin of those involved. Mention was also made of the fact that the location where this took place *"was also the site of other similar drug-related encounters"*.

107. Puertollano. October. Discrimination in the Media. A story was run in the local section of a regional newspaper about a criminal hearing making constant mention of the ethnic origin of those involved.

108. Denia. October. Other. A local councillor made a statement at a press conference directly accusing the Roma community and groups of immigrants of adding to local delinquency and expressly called for their expulsion. Aside from writing a letter to the councillor and another to the President of the Popular Party of which the councillor was a member demanding an explanation for the racist content of those declarations, it also reported the case to the public prosecutor's office and to the Ombudsman. In the end the political party claimed no responsibility for the declarations and the Prosecutor dismissed the case because it did not consider that the facts constituted a crime.



- 109. Madrid. October. Discrimination in access to goods and services.** The steering committee of a homeowners association decided to cancel an aerobics class being taught on the premises to a group of Roma women who were FSG service users. The class had been going smoothly and a prior agreement had been reached to teach the class there. Following a letter expressing its displeasure at that decision, the FSG held a meeting with the president of the steering committee who, while refusing to acknowledge his discriminatory attitude, did reverse his decision and once again offered the building's facilities for the course.
- 110. Castrillón. October. Discrimination in housing.** The FSG contacted a real estate agency upon seeing on the latter's web page that two homes were up for rent and that they were just what two Roma families involved in FSG programmes were looking for. Despite its initial interest, when the agency realised that the families were Roma it refused to show them the houses first alleging that it did not have the keys because the owner was away on holiday and then later saying that they were no longer available. Agency workers also pointed to the need to "filter" potential renters. A few days later a non-Roma FSG worker went to the agency pretending to have an interest in one of the houses and they showed it to him without any problem.
- 111. Ciudad Real. October. Discrimination in Employment.** A cleaning company filed a request with the FSG's Acceder employment programme for a candidate to cover a vacancy. The FSG selected a programme user who fit the characteristics called for but when the company found out that he was Roma it called the organisation's coordinator saying *"don't send him here; I don't want to have anything to do with people of that race; make something up and tell him to not show up for the interview"*. Despite the FSG's mediation efforts, the entrepreneur refused to engage him claiming bad past experiences.
- 112. Valladolid. October. Discrimination in the Media.** A local newspaper ran two stories about an alleged shooter making intentional repeated mention of the fact that he was Roma.
- 113. Madrid. October. Discrimination in Education.** A well-known nationwide newspaper ran a story about the dissatisfaction of the parents' association with the administration and teaching staff of a public primary school. They complained about the high number of foreign and Roma students leading to a situation where "one out of every three students needed special academic support". They demanded that the school's students be dispersed among other schools in the vicinity so that their children could receive a better education. The FSG found out that the desired distribution of students had already taken place.



- 114. Granada. October. Discrimination in access to goods and services.** A Roma woman who works for the FSG received a bill for the purchase and delivery of furniture she had ordered but it included a surcharge of 15 euros owing to the supposedly dangerous neighbourhood she lived in. The store clerk refused to negotiate this charge arguing that the furniture assembly people refuse to go into that neighbourhood where there is a large percentage of Roma families unless a surcharge is paid. The FSG worker decided to lodge a complaint at the municipal consumer information office for discriminatory treatment. That complaint is still pending resolution.
- 115. Mérida. October. Discrimination in Employment.** The manager of a company telephoned the FSG asking for a worker to fill a vacancy he had for a waiter. The entrepreneur told the FSG the sort of worker he was looking for and specified that one of the requirements was to not be Roma. When the FSG worker asked the reason for this requirement the manager replied that he *"had never hired and never planned to hire a Roma person"*. The FSG held a meeting with the entrepreneur but was unable to get him to change his mind prompting the FSG to invite his company to participate in an awareness-raising campaign targeting the business sector of this town.
- 116. Cordoba. October. Discrimination in the Media.** A local newspaper ran a story in its opinion section under the headline "There are worse images than those presented by Romanian Gypsy women" which was extremely offensive to the dignity, honour and image of the Roma community, especially that of Roma women. The FSG wrote a letter of complaint to the editorial chief of the newspaper but did not receive a reply.
- 117. Cordoba. October. Discrimination in Law Enforcement.** A Roma man who had been given a suspended sentence for resisting authority was the victim of harassment, intimidation and discrimination from police officers involved in the case. The FSG held a mediation meeting with the local police chief and the result was very positive; the victim did not have any more problems with those officers and they cancelled a traffic fine which they had unfairly given him.
- 118. Fuengirola (Malaga). October. Discrimination in Law Enforcement.** Two local police officers who were walking by two Roma brothers who were in the midst of an argument began to reprimand them and then, for no apparent reason, began to assault them. Following this initial confrontation, several friends of the victims, also Roma, gathered to help them but were injured when 60 police officers appeared on the scene. Those injured lodged a complaint at the police station and two City Council members personally apologised to their families for the aggression.



- 119. Pamplona. October. Discrimination in Education.** When a young Roma girl told her father that one of her teachers had aggressively pushed her, he went to the school and punched the teacher in the face, the latter lodging a complaint against the father and suspending the student from school. When the education inspector ordered that the student return to school, the teachers and some parents and students blocked the entrance of the school to keep her out. The school director also laid down a number of conditions making the young girl's reincorporation enormously difficult. In the end, the education inspector called a meeting at which the father apologised to the teacher and his daughter was allowed to return to school. A follow-up commission was also set up comprised of school representatives, the FSG and the girl's family to prevent any further problems.
- 120. Murcia. October. Discrimination in Employment.** An FSG service user had an interview for an ironing job at a dry cleaners. When the manager suggested that she begin that same morning to learn how to iron, the interviewee said that she wanted to consult with her tutor who was waiting for her outside. That was when the manager realised that she was Roma and decided against going ahead with her engagement. Despite the attempts made by the FSG worker to mediate and explain the situation to the manager, the latter explained that she did not want to engage Roma because Roma never did anything good for her and that she did not want Roma customers either. No legal action was taken at the request of the service user.
- 121. Fuengirola (Malaga). October. Discrimination in Law Enforcement.** An incident took place between members of the Roma community and the local police during a local celebration. With a view to preventing any further conflicts at the fair, a national police officer went from stand to stand distributing an emergency telephone number "in case they had any problems with the Roma". The FSG contacted the Citizen Participation Delegate of the Malaga national police who apologised for what had happened and assured that this was a general prevention policy which was being applied and was not focused on the Roma community.
- 122. Santiago de Compostela. October. Discrimination in the Media.** In reaction to two news stories published in a local newspaper concerning altercations and problems caused by two Roma families in one of the city's neighbourhoods, a number of discriminatory comments against the Roma community in general appeared in the e-mail forum of that publication. In light of the seriousness of the allegations, the coordinator of the FSG together with the Social Services Councillor of the local government held a meeting with the directors of the newspaper and agreed to maintain ongoing communication with the FSG regarding the content of all publications having to do with the Roma community.



- 123. Vigo. November. Discrimination in the media.** A local newspaper ran a story under the headline “*Youngster seriously injured in a clash between feuding Roma families*” making specific and reiterated mention of the ethnic origin of those involved.
- 124. Santiago de Compostela. November. Discrimination in the Media.** A local newspaper ran a story about a crime of exhibitionism making repeated reference to the ethnic origin of the alleged perpetrator. Despite a number of letters by the FSG and several meetings with those responsible for this newspaper regarding the discriminatory nature of their news coverage, they continue to publish stories which distort the reality of the Roma community.
- 125. Irun. November. Discrimination in access to goods and services.** A Roma man entered a place of business where he was told that anyone who even resembled a member of the Roma community was not welcome. The security guard therefore barred this man’s entry arguing that he was simply following the orders of his boss. The victim contacted the Ertzaintza (local Basque police) which did not go to the site of the incident given that the case was not of a grave nature but did suggest that he file a complaint at the consumer’s office. Despite that suggestion, the victim went to the police station but was told that they could not process his complaint. The victim then turned to the FSG seeking counsel but in the end decided not to take any legal action.
- 126. Jerez. November. Other.** A former member of a trade union, perfectly aware that several ex-companion’s at administrative level were Roma, made a number of disparaging statements against the Roma affirming that they shirk responsibility and associating them with criminal activity. The FSG wrote him a letter to let him know that expressing personal opinions such as these in public was tantamount to discrimination which is prohibited in our legal system.
- 127. Figueras. November. Discrimination in the media.** Different media reported a number of acts of vandalism supposedly committed by a “group of young delinquents” at a local home for the elderly. These media stressed the fact that the home for the elderly is located adjacent to a neighbourhood where a number of Roma families reside and some of these articles made repeated allusions to the ethnic origin of the minors in question. The FSG released a press communiqué and wrote a letter to the regional government’s minister of the interior informing the latter of the discriminatory practices detected in the news coverage given to these events. The regional Catalanian police chief contacted the Foundation to express his agreement that the news coverage given was a far cry from the actual events and promised to help the FSG to sort out the situation.



- 128. Madrid. November. Discrimination in the media.** A nation-wide newspaper ran an article about shots fired inside a bus involving several Roma. In addition to referring to the ethnic group of those involved, a number of comments were made expressing prejudice and stereotypes against this Community prompting the FSG to write a letter to the newspaper's editor in chief expressing its displeasure at the news coverage given to the incident.
- 129. Murcia. November. Discrimination in Employment.** Upon reading a job offer in the newspaper, the FSG job hunter contacted the head of this company to offer him several candidates from the FSG's employment service. This person, who seemed eager to collaborate, said that the only condition was that he not be sent Moors nor Gypsies. The job hunter tried to explain that the FSG works with professional profiles and not with nationalities or ethnic groups but the company manager would not budge and argued "they are what they are" and "they tarnish the company's image".
- 130. Madrid. November. Discrimination in Employment.** Two Roma working for a transport company were being harassed by their team leaders due to their ethnicity but were also receiving negative treatment from the rest of their workmates who had the same professional category as they did. Despite a clean work record with no sanctions or warnings, the company dismissed them with no other reason than having failed to pass the trial period. The FSG and the Anti-racism Legal Counsel Service (Spanish acronym SAJ) filed a complaint calling for conciliation proceedings which were held but to no avail. They then lodged a complaint for discriminatory wrongful dismissal before the social court. The judgement dismissed the wrongful dismissal charge because the existence of discrimination had not been proven. The workers then filed an appeal for reversal which is still pending a ruling from the court.
- 131. Madrid. November. Discrimination in the media.** A news story was run in a nation-wide newspaper under the headline "A family network supplying drugs to marginalised settlements" making reiterated and express mention of the ethnic origin of the members of the criminal network involved in drugs trafficking.
- 132. Madrid. December. Discrimination in Housing.** An FSG Roma worker signed up at a rental agency and fulfilled all of the stated requirements. When this worker applied for a flat he was asked to show his most recent pay stubs where it was plain to see that he worked for the Fundación Secretariado Gitano. That was when the agency started with new requirements which, as proven by the FSG, were not applied to other non-Roma persons. Even the owner of the flat had to step in so that his property could be rented to this young person who decided against taking legal action against the agency.



- 133. Pozo Alcón (Jaen). December. Racist acts.** In the aftermath of a fight between groups of young Roma and non-Roma, a non-authorized and highly racist demonstration was organised in front of the mayor's home. The FSG wrote a letter to the City Council, published a press communiqué and reported the case to the Andalusian Public Prosecutor's Office which is conducting a judicial investigation to determine whether a crime of incitement to hatred and racist violence was committed.
- 134. Jerez. December. Discrimination in Housing.** A Roma couple which runs a city council-owned kiosk suffers constant harassment and rejection by some of the local residents because one of the spouses is from a Roma family associated with the sale of drugs. Some neighbourhood residents accuse the family of selling drugs through the kiosk, insult and threaten them constantly, intimidate their children so that they do not play outside with the other children and demand that they live elsewhere.
- 135. Huesca. December. Discrimination in Housing.** A Roma woman went to a real estate agency to get information concerning a flat she was interested in and the agent appeared eager to make the sale. The next day the woman was informed that the flat was no longer available and when she inquired if it was the owner who did not want to sell to a Roma person the agency admitted that that was indeed the case. The victim went to the FSG for help but in the end decided not to file a formal complaint and resigned herself to a situation which she was unfortunately familiar with.
- 136. Huesca. December. Discrimination in Housing.** A Roma woman rented a flat. When the owner became aware of her ethnic origin he began to make her life unbearable and insisted that she move out despite her contract which gave her the right to continue living there. In the end the woman did leave due to economic difficulties but then went to the FSG to inform the latter of the discrimination she had suffered but did not lodge a complaint.
- 137. Cordoba. December. Discrimination in Health-care Services.** A Roma child in critical condition received repeatedly poor care at a public hospital. The health-care personnel were openly sceptical of the symptoms described and accused the family of exaggerating and claimed to be unable to treat the child due to lack of hospital beds. They suggested that the child go home and rest. The child's parents also overheard one physician advising another to *"not treat low-life like them"*. Finally, thanks to the persistence of the parents, the hospital staff ran an analysis only to discover liver failure upon which the child was admitted into the intensive-care unit. The FSG wrote a letter to the director of the hospital expressing its consternation and asking for an explanation but did not receive any reply or apology.



- 138. Soto el Barco. December. Discrimination in Housing.** Despite efforts made by the Regional Housing and Social Welfare Department to eradicate shanty towns in Asturias, the Soto del Barco City Council failed to draft any sort of shanty town eradication scheme. The problem of 6 Roma families living in sub-standard housing has therefore not been resolved. These hovels are built with bits of scrap metal and wood and are located in an area where there is a danger of fire but the City Council has yet to draft a shanty town eradication scheme in this municipality.
- 139. Santander. December. Discrimination in the Media.** A local newspaper ran a story under the headline *“Four members of a Santander family are arrested for drugs trafficking in Asturias”*. The story makes repeated mention of the ethnic origin of those allegedly involved in this crime of drugs trafficking.
- 140. Barcelona. December. Discrimination in the Media.** A story was run in the local section of a nation-wide newspaper on child labour entitled *“Minors for two-dollars”*. The report focused on trafficking in human beings claiming that over one million children are affected each year. The author begins the article claiming that *“a Roma mother has sold her 16 year old daughter into prostitution”* and that *“this girl’s sister has been a prostitute since the age of 6”*.
- 141. Salamanca. December. Discrimination in Education.** A Roma student was expelled from his high school after a fight with one of his classmates. This decision, taken by the School Council through a voting procedure, keeps this young person from benefiting from a standard education. It means abandoning a known environment which is valued by the family and where he has all of his friends and where he is on good terms with his teachers. The fight was an isolated incident in the student’s academic career and moreover, of those involved, he is the only one who was expelled. In the end, the Provincial Directorate for Education persuaded the FSG not to file an appeal given that there was virtually no possibility of overturning the decision and it could have a negative effect on the treatment received by other students at the school.
- 142. Leon. December. Discrimination in the Media.** A provincial member of parliament from Leon made the following statement in a local newspaper interview: *“I don’t know what else PP (People’s Party) can do to me short of sending a Gypsy to put four bullets in me”*. The newspaper printed these words on the front page. The FSG wrote a letter demanding that someone take responsibility for this statement and informing of the illegal nature of declarations of this sort especially from a public servant. The parliamentary member publicly apologised to the FSG and the entire Roma community.



143. Valladolid. December. Discrimination in access to goods and services.

The manager of a bar ordered the waitress to stop preparing the order made by a group of young Roma girls. He then went over to their table and said that the owner prohibited serving people like them in his bar. One of the girls at the table asked him if this was because they were Roma and he replied in the affirmative. At that point the group of girls left the establishment. They told their story to two police officers who were patrolling the neighbourhood and followed their advice and that received by the FSG (one of the girls worked for the Foundation) to lodge a complaint at the municipal consumer office and at the police station. The consumer office dismissed the case and the defendant was absolved by the judgement issued at the conclusion of the misdemeanour hearing on the grounds that discrimination had not been proven.

144. Caceres. December. Discrimination in access to goods and services. The managers of a vocational training workshop were forced to move because the homeowners association of the building where they were located complained about *"the presence of Roma students who could cause problems in the building"*. The FSG wrote a letter to the homeowners association to express its dissatisfaction over their initiative and held a meeting with the administrator of the property who understood the situation and apologised.

145. Pamplona. December. Discrimination in access to goods and services.

The security alarm went off as two FSG Roma workers were leaving a store where they had just finished shopping and were the victims of disproportionate measures taken by the store's security guards who, once they went through all of their belongings, tried to force them to take their clothes off. As a result, another FSG worker (non-Roma) went to talk to the manager of the store who admitted that the supermarket's general manager had told employees to be especially careful of these two women. The victims presented a complaint at the store but did not lodge a formal complaint.

146. Alicante. December. Discrimination in access to goods and services.

A Roma woman told the FSG that the company she works for received orders from one of its customers, a well-known international bank, to exclude Roma from its promotion of a credit card. Among the instructions given to this worker were to not process applications from persons working in the mobile trading industry and persons with well-known Roma surnames. On the application lists one could read "IPG Gypsy" if it was determined that the applicant was Roma and a tick in the "Denied" box adjacent to that. The FSG is currently devising a test whereby to obtain evidence enabling them to report this discriminatory practice.