

### **I was a victim of discrimination. What to do?**

Any complaints, comprised within the scope of Law No. 93/2017 of 23 August, may be submitted at <http://www.cicdr.pt/queixa> or at the Technical Support Office of the Commission for Equality and Against Racial Discrimination (CICDR). Whenever the complaint is submitted to an entity other than the CICDR, it must refer to the CICDR;

Any person, whether natural or legal, who is aware that a discriminatory act has been committed, may report it to the Commission.

This person may submit the complaint through one of the following means:

- Fill in the complaint form available online;
- Send the complaint by physical mail, to the CICDR, to Rua Álvaro Coutinho, nº 14-16, 1250-025 Lisboa;
- Written presentation of the facts considered to be discriminatory and sent it by e-mail to: [cicdr@secretariado@acm.gov.pt](mailto:cicdr@secretariado@acm.gov.pt);

### **Should the complaint meet any special requirement?**

When submitting the complaint you should take into account the following instructions:

- Full identity (name, identity card number, expiration date, taxpayer number, address, telephone number and e-mail address);
- Detailed description of all the facts and circumstances in which the discriminatory acts took place, written objectively, informing concrete data, such as date and place, as well full as possible an identification of the presumed authors;
- Information on witnesses, if any (name, address, telephone, e-mail);

The following element should also be taken into account:

- It is very important that you expose all the data at your disposal, namely the complete identification of all those involved, as well as detail all the circumstances in which the practice of such acts (or omission of them) occurred, in order to contribute to the successful investigation;

### **Apart from the complaint, what else I can do?**

You are advised, if the case occurred state establishments or institutions, to fill up a written complaint in the Complaint Book.

**What are the usual procedures that follow after a complaint is filled?**

After the analysis of the facts declared in the complaint, and once there is enough sufficient evidence of them, the President of the Commission opens the relevant administrative offence procedure and commands to the Commission to investigate in order to provide evidence. At the end of the investigation, the permanent commission shall deliver a decision.

**What are the penalties prescribed by law for discrimination?**

The practice of any discriminatory act, described in the law, is an administrative proceeding punishable by a graduated fine, whose amount would be between one and ten times the value of the index of social support, or between four and twenty times the value of the of social support index, depending on whether the person is a natural or legal person, without prejudice to any possible civil liability that may be adequate to the case.

Depending on how serious is the discriminatory act and on the guilty of the accused, ancillary sanctions may be applied simultaneously with the fines, in accordance with the general system of administrative offences and fines.

If it is repeated event, this shall be considered for the purpose of establishing precisely the fine measure.

Attempts and negligence are punishable.

Useful link: <https://www.cicdr.pt/>