

How can we be contacted?

General enquiries:

138 Rue Royale, 1000 Brussels

Tel.: +32 (0)2 212 30 00

Fax: +32 (0)2 212 30.30

info@unia.be

Report discrimination:

- Online at www.unia.be
- Directly:
 - **Antidiscrimination freephone:** 0800 12 800
(Monday - Friday: 9 am-12:30 pm & 1:30 pm-5 pm)
 - **Info desk** (without appointment):
Thursday, 9 am-12:30 pm
 - Contact a **local contact point**

UNIA NEAR YOU

You can also get in touch with Unia via its local contact points in Flanders and in Wallonia.

All the contact information is listed on:

www.unia.be/contact.



Interfederal Centre
for Equal Opportunities

  www.unia.be

 **0800 12 800**

Antidiscrimination freephone

For equality,
against
discrimination

How can we
help?



Interfederal Centre
for Equal Opportunities

What is Unia?

Unia is an independent public service to fight discrimination and promote equal opportunities.

Prevention first...

Unia is accessible to all members of the public who are looking for **information** on antidiscrimination legislation, tools for **raising awareness** or advice on managing diversity.

Unia also coordinates or participates in **structural** projects, field initiatives and **research**. It regularly issues **recommendations** to the authorities.

... reparation when needed

If you have been discriminated against, harassed or physically or verbally attacked (including on the internet) on the basis of grounds protected by antidiscrimination legislation, Unia can advise and support you. It acts completely independently and confidentially. Its services are free of charge.

What are the discrimination grounds?

- Unia can deal with **discrimination based on the following grounds:**
Nationality, so-called “race”, skin colour, descent, national or ethnic origin, disability, sexual orientation, age, wealth (financial resources), state of health, religious or philosophical beliefs, birth, physical or genetic characteristics, trade union and political beliefs, civil status or social origin.
- Its mandate with regard to disability also covers the fundamental rights established by the **United Nations Convention on the Rights of Persons with Disabilities**.
- As an interfederal institution, Unia can act in **all sectors**, such as employment, education, housing, goods and services (public and private), etc.
- Questions on equality of women and men or the rights of transgender persons are dealt with by a partner public service, the Institute for the Equality of Women and Men (www.iefh.belgium.be).

What happens if I submit a report to Unia?

STEP 1 Unia listens to you

- Unia listens to you and informs you of your rights.
- If Unia is competent and if follow-up is necessary, it opens a file.
- If not, it can redirect you to specialised partners.

STEP 2 Unia handles your case

- We ask you for additional information to analyse your situation.
- We define your expectations and the procedure to be followed for your case.
- We contact the various persons involved.

STEP 3 What is the result?

- Unia always gives priority to **dialogue** and **negotiated solutions** to obtain reparation for damage incurred.
- In exceptional situations, Unia can initiate or join in legal proceedings.