



Have you experienced discrimination or racism?

Contact information and instructions for victims of discrimination or racial crime





Introduction

We can speak of discrimination when distinctions are made between people in the absence of any acceptable justification. We can also speak of discrimination if an individual or a group of people ends in a more unfavourable position than others specifically because of their ethnic origin, skin colour, sex, age, convictions, disability or sexual orientation. Discrimination is usually based on more than one factor (for instance someone can be discriminated against on the basis of both ethnic background and age) and indirect, so that the activity in question does not appear to discriminate against anyone, but results all the same in inequality based on the above-mentioned factors.

Racism on the other hand refers to the negative attitudes or, at worst, acts of violence of an individual or a group of individuals towards those belonging to a specific national, ethnic, religious or cultural group. Racist activity is not aimed at the person as an individual, but as the representative of a certain group.

Discrimination and racism cause their victims many different sorts of problems. Although universal equality among people is recognised in Finnish law and in numerous international agreements, only rarely do immigrants, the Roma, disabled persons and others particularly susceptible to discrimination seek help or compensation for treatment they have experienced. The main purpose of this booklet is to guide both victims of discrimination and racism and professionals on how to get started in such action.

This guide is a revised version of the City of Vantaa's pamphlet on discrimination. It includes an updated legal section and the most important contact information for the Helsinki, Espoo and Vantaa areas. The revision was made possible by the European Union and Ministry of Labour JOIN project, which sought good anti-discrimination practices for the work of local officials.

It is heartening that a great number of people are working in many ways for an egalitarian Finland – some officially employed by the government, local authorities and NGO organisations and a much bigger group on a voluntary basis in different movements and associations. Every person who so desires is certain to find his or her own way to fight against discrimination.

Meija Tuominen

Discrimination and racism are forbidden

In the Constitution of Finland

§6 of the Finnish Constitution stipulates that all people are equal in the eye of the law.

No-one may without acceptable grounds be given different status on the basis of sex, age, origin, language, religion, convictions, opinion, state of health, disability or other personal reason.

This general ban on discrimination is part of fundamental rights and human rights and is based on international agreements to which Finland is bound.

§17 of the Finnish Constitution prescribes the right of different ethnic groups to maintain and cultivate their own language and culture.

In many international agreements, such as

the UN Covenant on Civil and Political Rights, according to which national, religious or linguistic minorities and their members may not be denied the right to enjoy their own culture, recognise and practise their own religion or use their own language together with other members of their group.

the Council of Europe's European Convention on Human Rights, which guarantees enjoyment of the rights and liberties recognised in the agreement free from any type of discrimination based on sex, race, skin colour, language,

religious belief, political or other opinion, national or social origin, membership of a national minority, wealth, descent or other status.

EU directive 2000/43, which creates the framework for the prevention of discrimination on the grounds of race and ethnic origin, in order to realise the principle of equal treatment in its member states.

the European Social Charter, which to safeguard the rights contained in it includes a ban on discrimination and several separate equality stipulations.

The Equality Act (21/2004, came into force 1.2.2004; see www.finlex.fi/linkit/sd/20040021):

§ 6 Discrimination is forbidden

No-one may be discriminated against on the basis of age, ethnic or national origin, nationality, language, religious belief, convictions, opinion, state of health, disability, sexual orientation or other personal reason. The ban on gender discrimination is prescribed in the Law on equality between women and men (609/1986).

By discrimination is meant:

- 1) that a person is treated in a less favourable way than another person is treated, has been treated or would be treated in a comparable situation (*direct discrimination*);
- 2) that some apparently impartial rule, principle or practice in fact places someone in a particularly unfavourable position compared to others who can be seen as a reference point, unless the rule, principle or practice has an acceptable goal and the methods taken to realise it are relevant and necessary (*indirect discrimination*);
- 3) that the dignity and inviolability of a person or group of people is deliberately or actually made to suffer by the creation of a threatening, hostile, disparaging, humiliating or aggressive atmosphere (*harassment*);
- 4) an instruction or order to discriminate.

The Equality Act is applicable to the hiring of labour, working conditions, conditions of employment, career advancement and training and also to the prerequisites for self-employment and the support of business activity. Adherence to the law in employment and service relationships is supervised by the occupational safety and health inspectorates (www.tyosuojelu.fi).

Nor may a person *on the basis of ethnic origin* be given different status in matters relating to social and health services, social security benefits or other social welfare allowances and benefits. The same applies with regard to obligatory military service, women's voluntary military service or civilian service and the supply and availability of goods, property and services (including housing services) between others than individuals. Adherence to the law with regard to ethnic discrimination is supervised by the ombudsman for minorities (www.mol.fi).

A person breaking the law can be made to pay up to a maximum of 15,000 euros compensation to the victim of the discrimination.

Discrimination and racism are a crime

**in the Finnish penal code:
Discrimination in the provision of public or private services is a crime.**

Discrimination

Penal code chapter 11 § 9

If without acceptable justification a person in a business activity, professional practice, a public service, an official position or other public duty or in organising a public event or meeting

- 1) fails to serve someone in accordance with the generally accepted conditions,
- 2) forbids someone entry to an event or meeting or evicts them from it or
- 3) accords someone obviously unequal or otherwise fundamentally worse status than others on the basis of race, national or ethnic origin, skin colour, language, sex, age, family relationships, sexual orientation or state of health or because of their religion, social opinions, political or professional activity or other comparable factors, that person shall be sentenced, if the act is not punishable as employment discrimination, to a fine or to imprisonment of up to a maximum of six months, on grounds of discrimination.

The deliberate public slander or threatening of a national, ethnic or religious group is a crime.

Ethnic agitation

Penal code chapter 11 § 8

If a person spreads statements or other notices amongst the public in which some national, racial, ethnic, religious or comparable group is threatened, slandered or insulted, that person shall be sentenced to a fine or imprisonment of up to a maximum of two years on grounds of ethnic agitation.

In working life discrimination against someone on the basis of e.g. religion or race is a crime.

Discrimination in employment

Penal code chapter 47 § 3

An employer or his/her representative who, when advertising a vacancy or selecting an employee or in the course of a service relationship places an applicant or employee in an unfavourable position without a good, acceptable reason

- 1) on the basis of race, national or ethnic origin, skin colour, language, sex, age, family relationships, sexual orientation or state of health or
- 2) on the basis of the person's religion, social opinions, political or professional activity or other comparable factor(s), shall be sentenced to a fine or to imprisonment of up to a maximum of six months on grounds of discrimination in employment.

Who decides whether a crime has taken place?

A preliminary assessment of whether an individual act or procedure was criminal is made by the **police and prosecutor**. If the prosecutor decides to take the case forward, it is the **courts** that finally decide the matter. The police have a duty to register any matter which the client considers a crime.

Is discrimination always a crime?

Not all acts experienced as racist or discriminatory are a crime. Only a deliberate act is considered to be a crime, and in court it is the prosecutor's business to prove that an action experienced as discriminatory was the direct result of race, skin colour, ethnic origin or some other similar factor and not based on some other reason generally considered as acceptable.

Undesirable behaviour or negative attitude of an individual towards, for example, immigrants or elderly people is not a crime. The main rule is that only in business activity, in the providing of public services and in working life discrimination is regarded as being a crime.

Discriminatory attitudes and prejudices can however be combatted in many ways. Talking, the supply of information, getting to know each other and joint activities can prevent discriminatory attitudes and lessen prejudices.

Instructions for victims and witnesses of discrimination or racial crime

If someone's health or safety is threatened, call immediately (throughout Finland)

general emergency number 112 or

police emergency number 10022.

After the discrimination incident write down

- what happened
- when it happened: day and time
- where it happened: the place as exactly as possible
- who was responsible: the name of the official, trader or other person (government and local authority officials must always in their work duties give their name if a customer requests it) or else some other distinguishing features of the person or group
- who else witnessed the incident (and their contact information)

and go to your nearest police station. The crime should be reported personally in the police district in which it took place.

Clear instructions for the victims of crime can be found in many languages at www.ihmisoikeusliitto.fi

The victim of a crime is entitled to use a language s/he is fully familiar with in all matters relating to solving the crime. If necessary, the use of an interpreter must be arranged with the police beforehand.

The police (www.poliisi.fi)

Helsinki district police department (Helsingin kihlakunnan poliisilaitos) is divided into four police districts which are each responsible for the maintenance of law and order, crime investigation and permit services in their own area. The number of the Helsinki police telephone switchboard is (09) 1891 (weekdays 8–16.15). See also www.poliisi.fi/helsinki.

- Centre: Pieni Roobertinkatu 1-3, 00130 Helsinki, tel. (09) 189 4175
- Itäkeskus: Tallinnanaukio 1, 00930 Helsinki, tel. (09) 189 4332
- Malmi: Viljatie 2, 00700 Helsinki, tel. (09) 189 4391
- Pasila: Pasilanraitio 13, 00240 Helsinki, tel. (09) 189 4740

In Espoo Espoon kihlakunnan poliisilaitos (Espoo district police department)

Nihtisillankuja 4, 02630 Espoo,
tel. (09) 52 541; www.poliisi.fi/espoo

In Vantaa Vantaan kihlakunnan poliisilaitos (Vantaa district police department)

Kielotie 21, 01300 Vantaa,
tel. (09) 87 301; www.poliisi.fi/vantaa

Who helps and advises on questions of crime?

The state's legal aid office

(see www.oikeus.fi and www.om.fi/14236.htm)

The state's legal aid office (oikeusaputoimisto) can provide assistance of a lawyer in legal proceedings.

- **In Helsinki:** Helsingin oikeusaputoimisto (Helsinki legal aid office): Porkkalankatu 13 G, 00180 Helsinki, tel. (09) 010 36 60100, helsinki.oikapu@om.fi
- **In Espoo:** Espoon oikeusaputoimisto (Espoo legal aid office): Pihatörmä 1 A, 02240 Espoo, tel. (09) 010 36 60060, espoo.oikapu@om.fi
- **In Vantaa:** Vantaan oikeusaputoimisto (Vantaa legal aid office): Talvikkitie 37, 01300 Vantaa, tel. (09) 010 36 60160, vantaa.oikapu@om.fi
- **Pääkaupunkiseudun** oikeusaputoimisto (Helsinki region legal aid office): Mannerheimintie 4, 00100 Helsinki, tel. (09) 010 36 61820, paakaupunkiseutu.oikapu@om.fi

Mediation of crimes and disputes

(www.sovittelu.com)

Mediation is one way of clarifying and resolving situations caused by crimes and disputes. Mediation is an option in e.g. assault cases, cases of damage, property crimes and matters of dispute. A person involved in a crime or dispute can him/herself take the initiative towards mediation by contacting a mediation office or by raising the matter in a police interview. Often legal proceedings can be avoided altogether or the mediation can be taken into account when assessing the appropriate severity of sentence. Mediators are volunteers trained for the job.

The mediation offices of the Cities of Helsinki and Vantaa have developed mediation models for the resolution of

conflicts between different nationalities and ethnic groups (see www.iom.fi/letstalk).

- **In Helsinki:** Helsingin sovittelutoimisto (City of Helsinki mediation office): Sosiaalivirasto/Kallion virastotalo, Toinen linja 4 G (street level), 00530 Helsinki, tel. (09) 3104 3517 or 3104 3371 or 3104 3479, sovittelu@hel.fi
- **In Espoo:** Espoon sovittelutoimisto (City of Espoo mediation office): Espoonkatu 4 (4th floor), 02070 Espoo, tel. (09) 8163 2535 or 8163 2537
- **In Vantaa:** Vantaan sovittelutoimisto (City of Vantaa mediation office): Keskitetyt sosiaalipalvelut, Peltolantie 2 B, 01300 Vantaa, tel. (09) 8392 3037 or 8392 3038, sovittelu@vantaa.fi

Finnish Service for Crime Victims (Rikosuhripäivystys) (www.rikosuhripaivystys.fi)

The Uusimaa regional office is at Maistraatinportti 4 A 4th floor, 00240 Helsinki, tel. (09) 413 50550. It provides advice and moral support for the victims of crime or attempted crime, their relatives and also witnesses. It is not necessary that the offence has been reported to the police. The support person service is free of charge.

Telephone helpline (Mon-Tue 13-21, Wed-Fri 17-21), tel. 0203-16116

Legal advice (Mon-Thu 17-19), tel. 0203-16117

Support volunteers: Uusimaa regional office (see above)

Round-the-clock help and protection in crises (see also front pages of the telephone directory TELEPHONE HELPLINES):

- **In Helsinki:** SOS service (SOS-palvelu), tel. (09) 4135 0510 and mobile SOS car (telephone help and home visits as necessary), tel. 040-503 2199 (24 hours)
- **In Espoo:** weekdays 08-15 social and health centres and their crisis lines
Espoon keskus (Espoo Centre) (09) 8163 2000
Espoonlahti (09) 8164 6000
Leppävaara (09) 8163 5000
Matinkylä-Olari (09) 8164 2000
Tapiola (09) 8163 7000

Mon-Fri 15-08, weekends round the clock: social and crisis emergency help-line (sosiaali- ja kriisipäivystys) at Jorvi hospital, Turuntie 150, tel. (09) 8164 2439
- **In Vantaa:** Crisis Centre (Kriisikeskus), Kielotie 15, tel. (09) 8392 4005 (24 hours)

Shelters

(www.turvakoti.net)

The shelters (turvakoti) offer round-the-clock help and protection in cases of family violence .

- **In Helsinki:** Pääkaupungin turvakoti (Helsinki region shelter), Steniuksentie 20, tel. (09) 477 7180
- **Espoo:** Espoon turvakoti (Espoo shelter), Jänismetsäntie 2, tel. (09) 591 5130
(see also www.espoonturvakoti.com)

- **Vantaa:** Vantaan turvakoti (Vantaa shelter) Katrintie 11, tel. (09) 8392 0071

Finnish Red Cross safe house for young people (www.redcross.fi/apuajatukea/nuortenturvatalot)

The Finnish Red Cross safe house (Suomen Punaisen Ristin turvatalo) (24 hours) is intended for young people under the age of 19. It offers help and advice in dealing with life's difficult situations and if necessary temporary overnight accommodation.

- **In Helsinki:** Uudenmaankatu 32 A 6, tel. (09) 622 4322; turvatalo.helsinki@redcross.fi
- **In Espoo:** Kipparinkatu 2 no.19, tel. (09) 819 55360; turvatalo.espoo@redcross.fi
- **In Vantaa:** Sairaalakatu 3, tel. (09) 871 4043; turvatalo.vantaa@redcross.fi

Telephone or face-to-face help:

See also the front pages of the telephone directory TELEPHONE HELPLINES and www.apua.info

The parishes of the Evangelical Lutheran Church (www.evl.fi)

offer spiritual and social support and a wide range of services and activities in many languages. Also forms of participation for e.g. immigrants.

- **In Helsinki:** Helsingin seurakuntayhtymän puhelinkeskus (Helsinki Parish Union telephone centre) (09) 23 400; www.helsinginseurakunnat.fi
- **In Espoo:** Espoon seurakuntayhtymän puhelinkeskus (Espoo Parish Union telephone centre) (09) 80 501; www.espoonseurakunnat.fi

- **In Vantaa:** Vantaan seurakuntien puhelinkeskus (Vantaa parishes telephone centre) (09) 83 061;
www.vantaanseurakunnat.fi

Helsinki Orthodox Church

(www.ort.fi/helsinki)

tel. (09) 6844 0421 in its lay work provides versatile help to those in need. Espoo ja Vantaa belong to the Helsinki parish.

Children's and young persons' telephone helpline (Lasten ja nuorten puhelin) 0800 120 400

(www.mll.fi)

children and young people can phone anonymously and talk with an adult about any matter they wish; free of charge; lines open Mon-Fri 14-20, Sat-Sun 17-20. Organised by the Mannerheim League for Child Welfare (Mannerheimin lastensuojeluliitto). See also www.lastenjanuortennetti.net.

Folkhälsans samtalsjour 0800 151100 (telephone helpline in Swedish)

(www.folkhalsan.fi)

offers telephone help to young people in Swedish; lines open daily 15-20; com.in@folkhalsan.fi

HELMI ry. Mental Health Association

(www.mielenterveyshelmi.fi)

provides telephone help and advice in mental health matters; tel. (09) 8689 0727 lines open Fri 16-20, Sat-Sun 10-20

Women's Line (Naisten linja)

(www.naistenlinja.com)

provides support for women and girls who have experienced or been threatened with violence; free of charge; toimisto@naistenlinja.com

- **Tel. 0800 02400**
- **in Finnish;** Mon – Fri 16-20
- **in Swedish;** Wed 16-20

- **in Russian;** Mon 16-20
- **in English;** Fri 16-20

SETA ry. Finnish National Assoc. for Sexual Equality

(www.seta.fi)

provides services and professional advice and deals with human rights issues for sexual and gender minorities and in matters relating to sexuality.

Mannerheimintie 170 A, 00300 Helsinki;

tel. (09) 681 2580, info@seta.fi.

Telephone help-line (09) 6812 5855 Thursdays and Sundays 18-21

Transgender Support Center (Transtukipiste): telephone help-line Tuesdays 14-17 tel. (09) 6812 5840,

www.transtukipiste.fi, trans.tuki@seta.fi

Tukinainen (The Centre for Rape Victims)

(www.tukinainen.fi)

helps women and girls to recover from sexual violence and abuse; tel. (09) 5860 360; office@tukinainen.fi

KYNNYS ry. (The 'Threshold Assoc.' for the Disabled)

(www.kynnys.fi)

peer support telephone (09) 6850 1188;
keskustelu@kynnys.fi

SUVANTO ry. (shelter association for the elderly)

(www.ensijaturvakotienliitto.fi/suvanto)

(Federation of Mother and Child Homes and Shelters)

helps and advises in all matters relating to maltreatment of the elderly; tel: (09) 726 2422 telephone help-line Tuesdays 12-15 and legal advice Saturdays 10-12 on even-numbered weeks; info@suvantory.fi

Important addresses and information for immigrants and foreigners in particular

Immigration office (Maahanmuuttotoimisto)

is responsible for the reception and guidance of refugees and returnees officially arriving in a municipality and for their social, health, employment and integration services for a period of 1–3 years.

- **City of Helsinki Unit for Immigrant Services** (Helsingin kaupungin maahanmuuttoyksikkö): Dagmarinkatu 6, 00100 Helsinki; tel. (09) 169 4141; www.hel.fi; mayk@hel.fi and Eastern Social Station / services for immigrants (Itäinen sosiaaliasema / maahanmuuttajien neuvontapiste), Tallinnanaukio 1 A; tel. (09) 3106 2674
- **Immigrant Services Unit of Espoo** (Espoon kaupungin maahanmuuttajayksikkö) Virastotalo 1, Espoonkatu 4, 02770 Espoo; tel. (09) 816 23454; www.espoo.fi; plus four regional information and activity centres:
 - Espoon keskus (Espoo Centre), Pappilantie 5, tel. 050 308 0984
 - Espoonlahti/Kivenkolo, Merisaapas 1 A, tel. (09) 816 45500
 - Leppävaara, Lökkisepänkuja 3 a, tel. (09) 816 35011
 - Matinkylä, Matinkatu 22 (old shopping centre), tel. (09) 816 57117
- **City of Vantaa Multi-Service Office for Immigrants** (Vantaan kaupungin maahanmuuttajien yhteispalvelutoimisto): Vernissakatu 6, 01300 Vantaa; tel. (09) 8392 3250; www.vantaa.fi

Immigrant Co-ordinator

(maahanmuuttajakoordinaattori)

The immigrant co-ordinator follows the living conditions of the city's various ethnic groups, works for tolerance and develops immigrant and multicultural work in co-operation with different administrative areas and interest groups. Also provides the best information on the many projects to do with immigrants and multiculturalism (see also the city's www pages).

- **City of Helsinki Immigrant affairs co-ordinator**
(Helsingin kaupungin maahanmuuttotyön koordinaattori),
tel. (09) 3104 2303
- **City of Espoo Immigration Services co-ordinator**
(Espoon kaupungin monikulttuuriasiain suunnittelija),
tel. (09) 8165 1055
- **City of Vantaa Multi-cultural affairs co-ordinator**
(Vantaan kaupungin monikulttuurisuusasiain
koordinaattori)
tel. (09) 8392 6058

Hakunila International Society (Hakunilan kansainvälinen yhdistys) (www.hakunila.org)

offers foreigners all sorts of help and advice in many languages and to Finns information on foreign cultures and matters relating to foreigners. Kannuskuja 2 A, 01200 Vantaa; tel. (09) 2722 775; hakunilan@kolumbus.fi

Finnish League for Human Rights (Ihmisoikeusliitto ry.)
(www.ihmisoikeusliitto.fi)

supervises the observance of human rights in Finland and elsewhere in the world, provides information on human rights and runs various projects. Co-ordinates the anti-racist RASMUS network. At www.rasmus.fi a victim of racism can for instance report his/her experiences on a special form.

Döbelninkatu 2, 00260 Helsinki; tel. (09) 4155 2500;
info@ihmisoikeusliitto.fi

Centre for Torture Survivors in Finland/CTFS (Kidutettujen kuntoutuskeskus)

(www.hdl.fi/maahanmuuttajat)

treats and rehabilitates torture victims and their relatives.
Mäkelänkatu 58–60, 00510 Helsinki; tel. (09) 7750 4584;
kitu@helsingindiakonissalaitos.fi

Monika-naiset ry. – Voimavarakeskus Monika (counselling for immigrant women)

(www.monikanaiset.fi)

gives support and advice to immigrant women and children from different cultures who have experienced mental or physical violence. Help in many languages. Kinaporinkatu 2 A 8, 00500 Helsinki; tel. (09) 6922 304; info@monikanaiset.fi

Multicultural library MCL

www.lib.hel.fi

On the MCL'S web pages you can find the Caisa international centre, comprehensive information on the activities of the Finnish society and a foreign library of languages rare in Finland.

Refugee Advice Centre (Pakolaisneuvonta ry.)

(www.pakolaisneuvonta.fi)

is an independent organisation providing legal aid and information to asylum seekers, refugees and other foreigners and working to improve their position.

Mannerheimintie 40 D 79, 00100 Helsinki; tel. (09) 2519 000;
pan@pakolaisneuvonta.fi

SOS centre crisis prevention (SOS-keskus) (previously the Crisis Prevention Centre for Foreigners/ Ulkomaalaisten kriisikeskus)

promotes the mental well-being of immigrants.

Maistraatinportti 4 A, 00240 Helsinki;
tel. (09) 4135 0501; www.mielenterveysseura.fi

Finnish Red Cross (Suomen Punainen Risti SPR)

(www.redcross.fi)

offers immigrants versatile help and activities. The Finnish Red Cross takes care of for instance the initial reception of quota refugees, travel arrangements for uniting refugee families, and personal enquiries. The organisation also sets up reception centres, trains support workers for immigrants and acts as the representative for the UN's immigrant organisation UNHCR in Finland. The central office is at Tehtaankatu 1 a, PL 168, 00140 Helsinki; tel. (09) 12 931.

Directorate of Immigration (Ulkomaalaisvirasto)

(www.uvi.fi)

handles and resolves matters relating to immigration, Finnish residency and exile, and Finnish nationality. The www pages contain a lot of important information. Customer service is at Lautatarhankatu 10, 00580 Helsinki; tel. (09) 476 5500; ulkomaalaisvirasto@uvi.fi

Two national ombudsmen

Equality Ombudsman (Tasa-arvovaltuutettu)

(www.tasa-arvo.fi)

supervises adherence to the law on Equality between Genders, and in particular the ban on discrimination, gives information on the equality law and supervises male/female equality in different areas of community life. Works in conjunction with the Ministry of Social Affairs and Health. Snellmaninkatu 13, 00170 Helsinki; tel. switchboard (09) 16001; tasa-arvo@stm.fi. Telephone advice on the law on Equality between Genders, tel. (09) 16073248.

Ombudsman for Minorities (Vähemmistövaltuutettu)

(www.mol.fi)

supervises and promotes the position and rights of ethnic minorities and promotes equal treatment in general in co-operation with other officials. Works within with the Ministry of Labour. Mikonkatu 4, 00100 Helsinki; tel. switchboard (09) 010 604 001; vahemmistovaltuutetun.toimisto@mol.fi

Roma

The Advisory Board on Romani Affairs in Finland

(Romaniasiaain neuvottelukunta)

(www.romani.fi)

works to abolish racial discrimination, promotes the Roma language and culture and follows the living conditions and socio-economic position of the Roma minority. The board falls within the authority of the Ministry of Social Affairs and Health. Kirkkokatu 14, 00170 Helsinki; tel. (09) 1607 4308.

People with disabilities

Officer for Handicap Affairs (Vammaisasiamies)

or secretary for handicap affairs promotes equality for the disabled and observance of their basic rights. Also gives local inhabitants advice on services for the disabled and directs them to the right place. It is advisable to arrange visits in advance.

- **In Helsinki:** Toinen linja 4 A, 00530 Helsinki;
tel. (09) 3104 3163
- **In Espoo:** Virastotalo 1, Espoonkatu 4, 02070 Espoo;
tel. (09) 8165 1044
- **In Vantaa:** Viertolankuja 4 A, 01300 Vantaa;
tel. (09) 8392 2026

If you notice discrimination

In consumer matters:

general information and advice on consumer protection and mediation assistance in matters of dispute are available from the **Consumer Agency** (Kuluttajavirasto) and **municipal consumer advisor** (kuluttaja-asiamies), Haapaniemenkatu 4 A; PL 5, 00531 Helsinki; tel. Mon-Fri 9-15 (09) 7726 7821; www.kuluttajavirasto.fi, posti@kuluttajavirasto.fi.

Consumer advice is also a statutory duty of local authorities:

- **In Helsinki** Helsinginkatu 24; PL 500, 00099 Helsingin kaupunki; tel. (09) 7312 2230; www.hel2.fi/ymk/kuluttajaneuvonta
- **In Espoo** Kirkkojärventie 4; 02770 Espoo; tel. (09) 8165 7995; kuluttajaneuvonta@espoo.fi; www.espoo.fi/kuluttajaneuvonta; advice desks also in the Iso Omena and Sello shopping centres
- **In Vantaa** Asematie 10 A, 01300 Vantaa; tel. (09) 8392 2406 ; www.vantaa.fi (asukas > kuluttajaneuvonta), kuluttaja.neuvonta@vantaa.fi

In social welfare or health services:

contact the officer for social and patient affairs (sosiaali- ja potilasasiamies), whose job is to promote the legal protection of clients and patients, assist in the making of complaints and advise clients, relatives and staff on client and patient rights.

- **In Helsinki** the officer for social affairs (sosiaaliasiamies) tel. (09) 3104 3365 and officer for patient affairs (potilasasiamies) tel. (09) 3104 3355

- **In Espoo** the officer for social and patient affairs (sosiaali- ja potilasasiamies) tel. (09) 8165 1032 or 81 621
- **In Vantaa** the officer for social and patient affairs (sosiaali- ja potilasasiamies) tel. (09) 8392 2537

In the workplace:

it is the responsibility of the occupational safety and health officials to prevent discrimination in the workplace and to interfere where it occurs. You can also talk to your workplace's occupational safety and health representative, shop steward or union officials. The occupational safety and health inspectorate supervises the observance of occupational safety and health regulations and supports workplaces' own work in this area. The inspectorate works in co-operation with working-life representatives and experts. **The occupational safety and health inspectorate of Uusimaa** (Uudenmaan työsuojelupiiri), Paasivuorenkatu 3, 00530 Helsinki tel. (09) 774 711; www.tyosuojelu.fi, helsinki.tsp@tsp.stm.fi

JOIN ▶

Joint Promotion of Anti-discrimination at Local Level



The European Union



against discrimination