

**ANNUAL REPORT OF THE OFFICE OF THE EQUAL OPPORTUNITIES
OMBUDSPERSON**

GENERAL STATISTICS 2017

In 2017 The Office of the Equal Opportunities Ombudsperson received **261 complaints**, **314 inquiries via email**, **182 enquiries via the Facebook** social media page.

The results of the Equal Opportunities Ombudsperson’s investigations in 2017 are demonstrated in tables and figures below.

Trend of the Enquiries

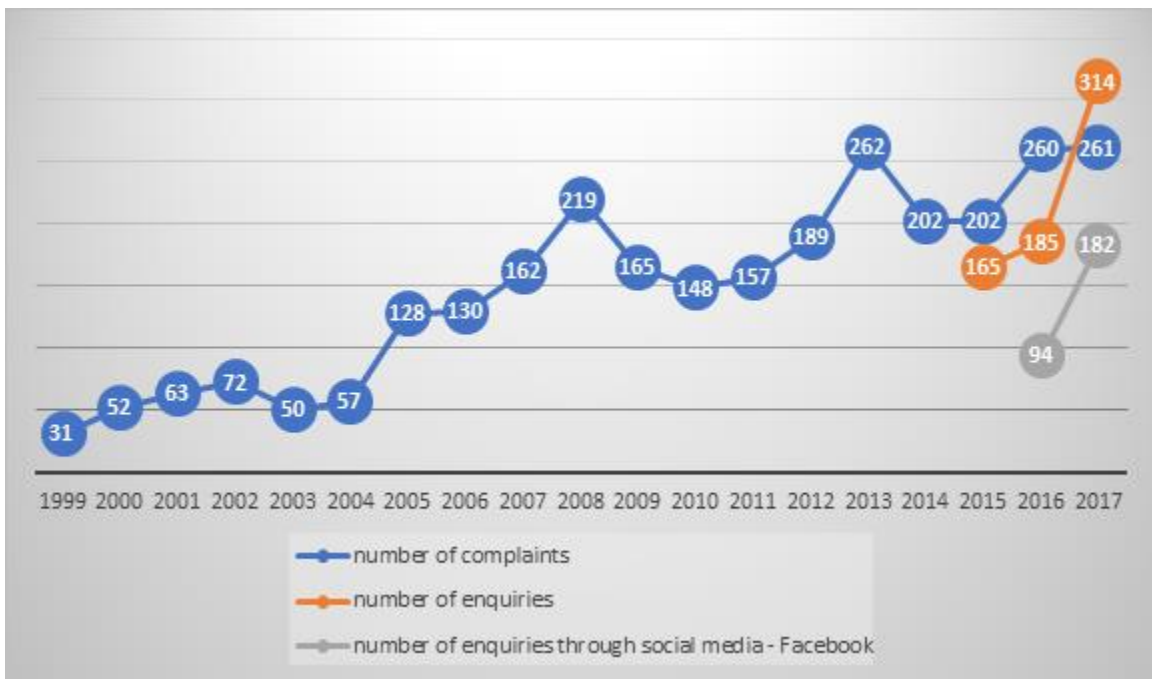


Figure 1. Trend of enquiries

In 2017, there were **330** cases of discrimination based on **gender**, which is almost **44%** of all complaints, on the basis of age - **98 complaints (13%)**, on the basis of **disability - 83 (11%)**. Considerably fewer complaints were received for the possibility of discrimination on other grounds: **social status - 41 complaints**, **nationality - 29 complaints**, **sexual orientation - 14**.

Distribution of applications in 2017

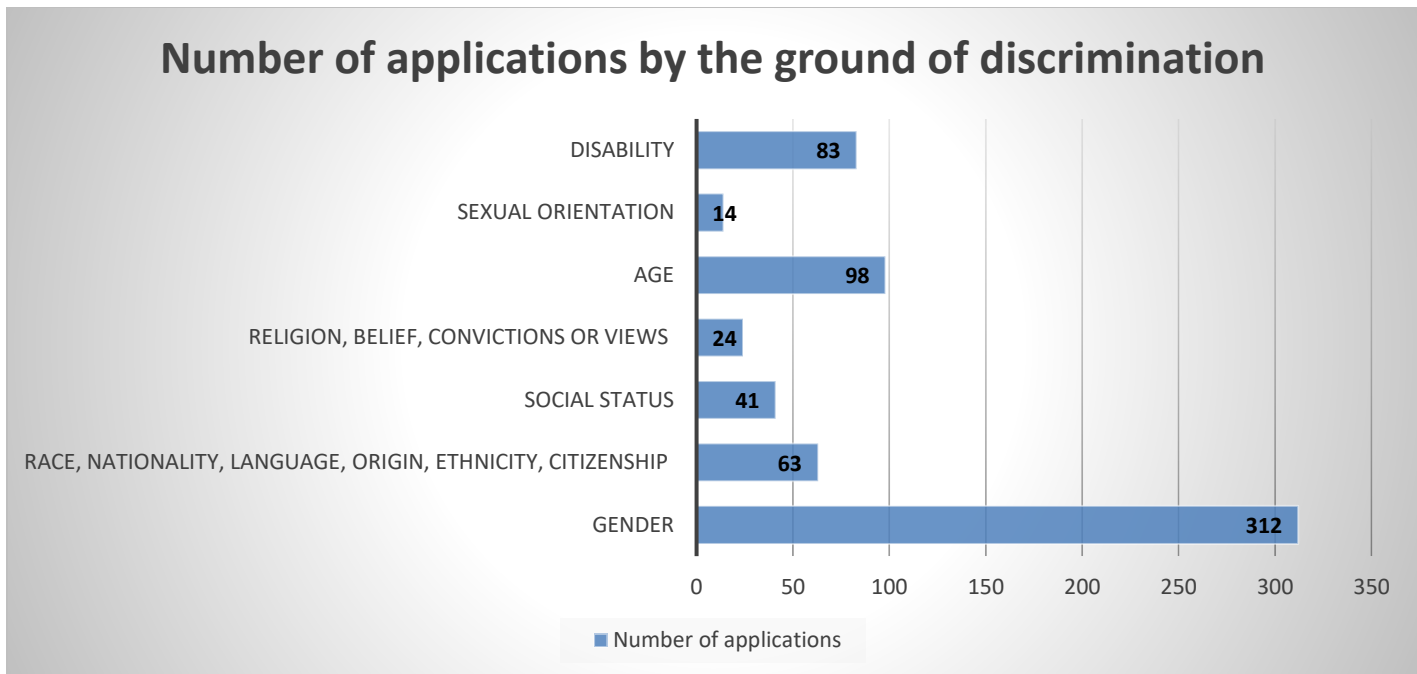


Figure 2. Distribution of applications

Distribution of investigated discrimination cases in 2017 by the areas of application of equality laws

People who submitted complaints to the Equal Opportunities Ombudsperson usually filed for discrimination in the areas of **workplace relations (233 complaints)**, **protection of consumer rights (161 complaints)**, **state and municipal institutions and agencies (101 complaints)**.

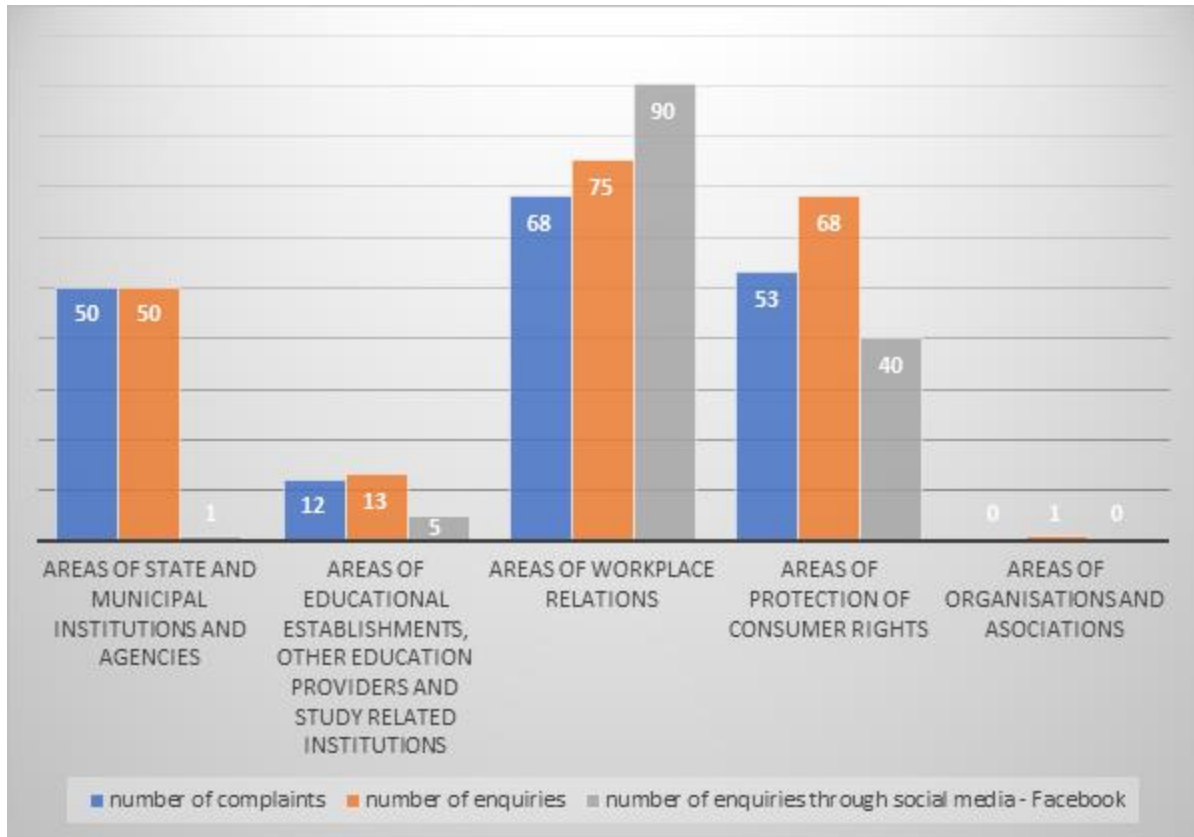


Figure 3. Distribution of investigated discrimination cases in 2017 by areas of application of equality laws

Distribution of persons submitting complaints

In 2017, enquiries to the Office of the Equal Opportunities Ombudsperson were mostly made by **natural persons**: **48%** of the enquiries were made by **women**, **35%** of the enquiries were made by **men**, **legal persons accounted for 11%** of enquiries, **anonymous enquiries were - 6%**.

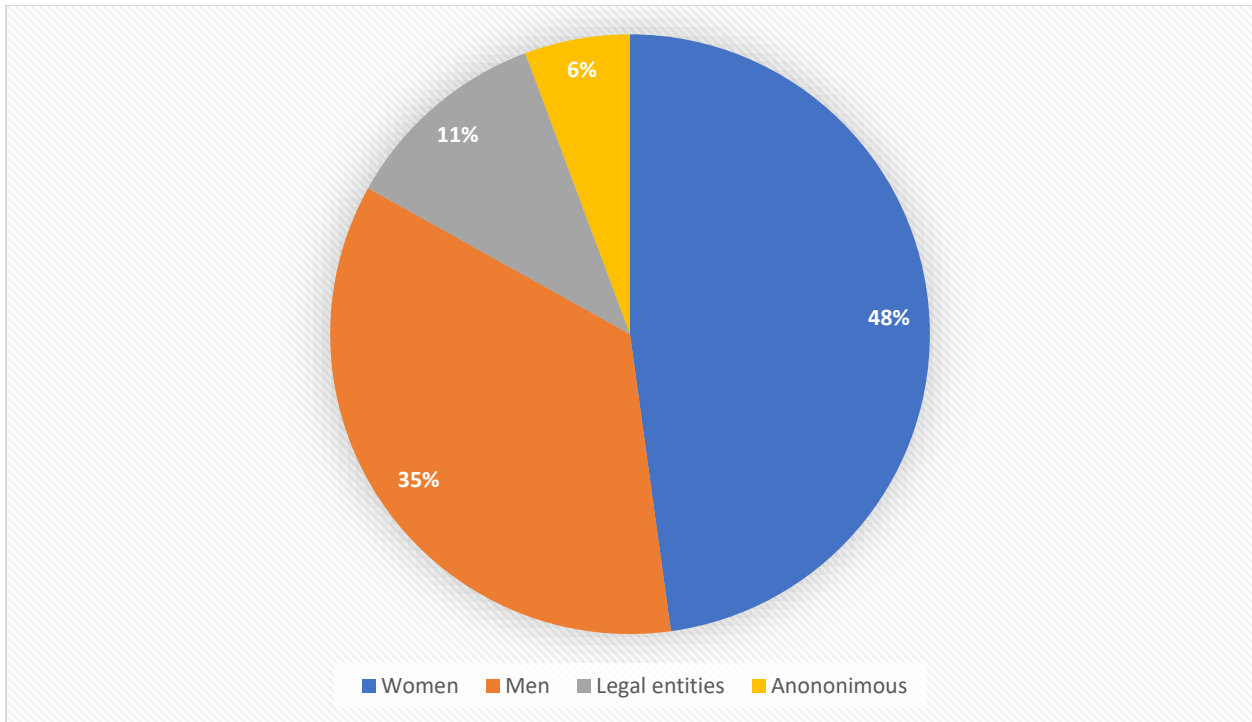


Figure 4. Distribution of persons submitting complaints

2017 men filed more complaints about possible discrimination (122 complaints) than women (117 complaints). Legal entities filed 19 complaints, and 3 complaints were filed anonymously. Seeking to receive information, inquiries were more frequently asked by women (122 inquiries) than men (89 inquiries), legal entities submitted 66 inquiries, and 37 inquiries in anonymous form. Through the social networking on Facebook, the most commonly asked women in equal opportunities were 123, men - 56 times, 3 requests were submitted anonymously.

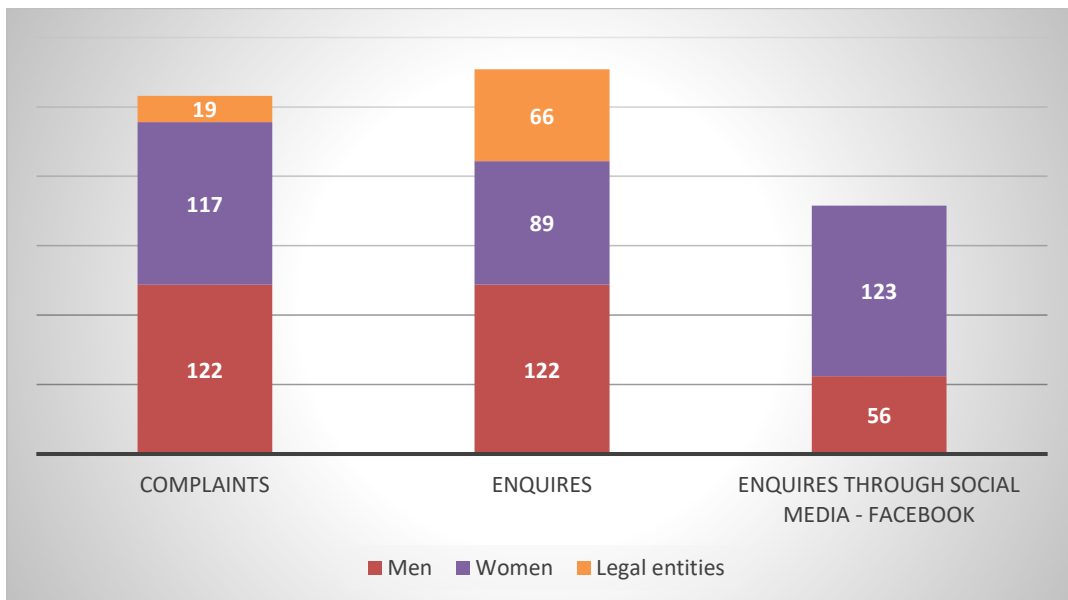


Figure 5. Distribution of persons submitting complaints by way of appeal

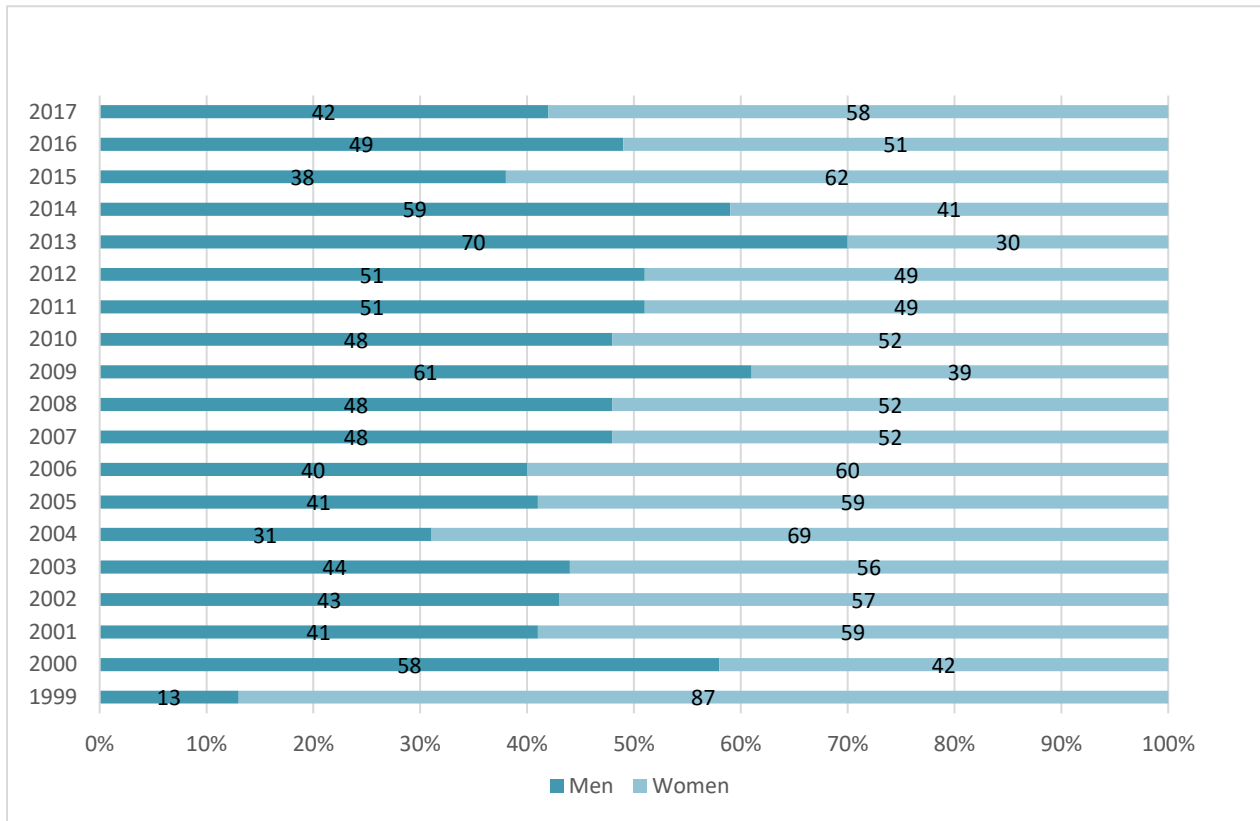


Figure 6. Distribution of persons submitting complaints by sex.

Decisions of the Equal Opportunities Ombudsperson

Decisions of the Equal Opportunities Ombudsperson	Number of cases
To issue a warning for the committed violation.	32
To address an appropriate person or institution and make a proposal to discontinue the actions violating equal rights and to amend or repeal a legal act related thereto.	28
To terminate the investigation if the complainant withdraws his complaint or when there is a lack of objective data on the committed violation or when the complainant and offender reconcile or when the acts that violate equal rights are terminated or when	24

the legal act that violates equal rights is amended or repealed.	
To reject the complaint if the violations indicated in it have not been corroborated.	19
Other	10

Reasons for refusal to examine a complaint in 2017	Number of cases
The investigation of the circumstances specified in the complaint is not attributed to the competence of the Equal Opportunities Ombudsperson	146
It is impossible to launch an investigation due to the lack of data, and the complainant fails to provide the necessary data at the request of the Equal Opportunities Ombudsperson	9
A complaint is under examination in court or, under the law, must be examined in court.	5
A complaint on the same issue has already been examined	4
The complaint was filed after the expiry of the time limit specified the Law on Equal Opportunities for Women and Men.	3