

Report on linguistic
discriminations 2017

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Introduction

While Catalan speakers in Spain have recognised language rights, it is by no means a rare occurrence for these rights to be infringed by public administrations. In this report, *Plataforma per la Llengua* brings together 26 cases in which Catalan-speaking citizens have been subjected to serious language discrimination at the hands of the Spanish public authorities in 2017. The reports on language discrimination prepared on a regular basis by *Plataforma per la Llengua* show that infringements of the rights of Catalan speakers in Spain are not isolated or marginal cases, and that discriminatory treatment of these citizens is a systematic problem which the Spanish authorities must acknowledge and eradicate.

Spanish legislation itself is already deeply discriminatory in its treatment of the different native language communities in Spain. *Plataforma per la Llengua* has noted in the annual reports it prepares on language legislation in Spain that the country's central institutions regularly and continuously approve regulations which give priority to Spanish over the other languages. *Plataforma per la Llengua* has also repeatedly complained that this legislative activity is only possible because the Spanish Constitution itself treats the different languages in Spain with absolute asymmetry. However, the legislation does not appear from nowhere: it is approved by specific politicians with specific ideologies and a specific world view.

The systematic approval of discriminatory laws and the fact that this has not been rectified in recent years show that the Spanish legislation has a supremacist view of the legal regulations on languages and language rights. Supremacism is defined as the doctrine or ideology which defends the primacy of a specific group (cultural, linguistic, religious, etc.) within a society; a group which has all of the recognised rights, and which sees that its own interests are protected as a priority over the other groups which have more limited rights and are considered to be "subordinates".

To this end, Article 3 of the Spanish Constitution ensures a supremacist framework for language regulation. On the one hand, this constitutional article states that "Castilian", the native language of one of Spain's populations (which, conveniently, has traditionally been referred to as "Spanish"), is the only official language of the state administration, and restricts the official status of the other native languages to the regional administrations, in which Spanish must also be official. This is in

sharp contrast to the regulations in other multilingual states, such as Belgium, Canada and Switzerland, where the languages of the different language groups are equally official within the state administration (with some nuances in Switzerland, where Romansh has an inferior status to the other three official languages), while in the lower administrative units only the native languages of the territories are official.

Meanwhile, Article 3 of the Spanish Constitution is also discriminatory in making Spanish the only language that must be known by all citizens in Spain, regardless of whether or not they live in territories where it is the traditional language of the population. This is the constitutional basis from which the rest of the discriminatory legislation arises: if Spanish is the only official language within the state administration, Spanish speakers have rights throughout Spanish territory, but Catalan speakers do not. If everyone must know Spanish, everyone can demand that a civil servant speak to them in Spanish, but not the other way around, and so on.

This constitutional provision is widely established in Spanish legal regulations, so this structural discrimination makes it possible, and indeed inevitable, for the cases of discrimination described in this report to arise. For example, the law that regulates the judiciary sets out the preference regarding Spanish in legal proceedings and states that proceedings may only be conducted in other official languages if none of the parties opposes to this by claiming defencelessness, ruling out any possibility of using these languages when the proceedings reach judicial bodies based in Madrid, Spain's capital. Similarly, the laws regulating administrative operation and the code of conduct for civil servants do not guarantee spoken and written communication in languages other than Spanish within the state administrative bodies which affect all citizens but which operate in territories in which these languages are official. Indeed, as a result of these provisions, *Plataforma per la Llengua* has identified no state administration civil servant appointment procedures stating that sufficient knowledge of Catalan was a mandatory requirement.

However, the supremacist ideology we refer to is not limited either to the approved laws or the way Spanish lawmakers think – it is widely shared and encouraged by official bodies and state institutions. Many public employees identify with a nationalist view of Spain in which Catalan can have no more than a secondary role. The power of this vision among civil servants and the lack of internal response from the authorities (particularly the state administration) takes inequality beyond the strictly legal position and causes all kinds of abuse and discrimination against

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

Catalan-speaking citizens who want to use their language rights.

This is the phenomenon we describe in this report, which is in addition to this year's report on discriminatory language legislation (<https://www.plataforma-llengua.cat/que-fem/estudis-i-publicacions/216/report-sobre-les-novetats-legislatives-en-materia-linguistica-aprovades-el-2017>). To this end, the report's main objectives are to condemn and raise awareness of a discriminatory situation which the Catalan-speaking population in Spain, to some extent, suffers in silence and with resignation. Ultimately, the report should be used to empower Catalan-speaking citizens and to provide tools so that political and social players who are affected by the issue of language equality are able to defend them.

It should be noted that reports of this type prepared by *Plataforma per la Llengua* have already been used in the past to make progress in the case of Catalan-speakers' rights in highly important areas. For example, the Government of Catalonia (*Generalitat de Catalunya*) included in the "Fifth periodic report on compliance with the European Charter for Regional and Minority Languages in Catalonia - 2013-2016" a reference to the three reports by *Plataforma per la Llengua* preceding this one on serious cases of language discrimination, describing a total of 109 cases. The Catalan government also refers to the data published by *Plataforma per la Llengua* regarding tax legislation being exclusively in Spanish. This information can also be found in the "Fifth report on compliance with the European Charter for Regional and Minority Languages in the Balearic Islands - 2014-2016" prepared by the government of the Balearic Islands.

Finally, it should be highlighted that the structural language discrimination reflected in Spanish legal regulations is in breach of the commitments made through the international treaties ratified by Spain. As such, with regard to the European Charter for Regional and Minority Languages (ECRML), there is a very clear failure to comply with the provisions of Article 9, on the right to conduct legal proceedings in Catalan; Article 10, on the right to use Catalan before the administrative bodies of the state administration, and Article 13, on the right to be addressed in Catalan within public health services. There is also a breach of the provisions of some of the main international treaties. For example, Article 14 of the European Convention on Human Rights and Articles 2 and 27 of the International Covenant on Civil and Political Rights prohibit public authorities from discriminating on the basis of language.

Cases

1 (110). Health centre patient challenged for speaking in Valencian in Castelló de la Ribera

Date: 13/01/2017

Administration: Valencian regional government

Entity: Primary care centre

Place: Castelló de la Ribera

Territory: Valencia

Victim: Maria José Doménech

Case description: Maria José Doménech, who lives in Castelló de la Ribera (Valencia), was harassed by a nurse at the town's health centre when she spoke to her in Catalan. The civil servant told her that she did not understand Catalan and made a series of derogatory and offensive comments about the Catalan language.

Source: *El Punt Avui* <http://www.elpuntavui.cat/societat/article/5-societat/1052518-nova-discriminacio-lingueistica-en-un-centre-de-salut-valencia.html>

Cases such as these arise due to the impunity for xenophobic attitudes against Catalan speakers among civil servants in Spain. Such situations are made possible by the legal regulations that give priority to Spanish, the Spanish supremacist ideology which dominates Spanish politics and the Spanish administration which relegates Spain's other languages to an inferior position, and the lack of control of such behaviours by the legal system and by the authorities themselves.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

2 (111). Renfe challenges Valencian regional education minister Vicent Marzà on Twitter as the new Valencian Civil Service Act establishes knowledge of Catalan as a requirement to be a civil servant

Date: 22/02/2017

Administration: Central government

Entity: Renfe

Place: Valencia

Territory: Valencia

Victim: Vicent Marzà

Case description: The Education Minister of the Valencian regional government (*Generalitat Valenciana*), Vicent Marzà, was the subject of an aggressive tweet by the public railway company Renfe. The tweet, sent by the *Rodalies de València* account, branded him “Pan-Catalanist”, a term used within Spanish nationalism to compare those who defend the unity of the Catalan language (known as “Valencian” in Valencia) to the Pan-Germanists, and, by extension, to the Nazis. The tweet also accused Marzà of bending over backwards to please the *Escola Valenciana*, a third-sector organisation in Valencia which defends the use of Catalan in schools. Renfe’s angry reaction was related to the fact that minister Marzà had just reached an agreement with the unions under which the new Civil Service Act establishes that the Catalan language would become a requirement to work in the public sector. Shortly afterwards, and most likely due to the stir created, Renfe’s *Rodalies de València* Twitter account sent out a tweet apologising in Valencian and distancing itself from the previous statements. Later, in April, the semi-public company penalised the employee, but only with a one-day suspension without pay. The fact that the penalty was so small and that the story was not made public until three months later, in July, caused outrage within *Compromís*, Marzà’s party, and among large sectors of the general public.

Source: «Renfe opens disciplinary proceedings against the person responsible for tweet against Marzà» <https://www.diarilaveu.com/noticia/73585/renfe-obri-expedient-autor-piulada-contra-marza>, *La Veu del País Valencià* and “One-day suspension without pay for employee who branded Marzà ‘Pan-Catalanist’ in tweet by *Rodalies*” » <http://www.vilaweb.cat/noticies/sancionat-amb-un-dia-de-sou-i-feina-el-treballador-que-va-titllar-marza-de-pancatalanista-en-un-tuit-de-rodalies/>, *Vilaweb*.

This case once again shows how important civil-service sectors share the Spanish supremacist vision emanating from the Spanish authorities, in which the requirement to know Spanish is normal and natural (even where it is not the native language), while the requirement to know Catalan is an imposition and an intolerable attack (even

where it is the native language) by, at worst, extreme ideologies and, at best, capricious individuals. Furthermore, this anti-equality ideology creates a sense of solidarity among those who share it, and civil servants who infringe the language rights of Catalan speakers are often protected and defended by their superiors.

3 (112). Two Spanish national police officers harass and file a complaint against a citizen for speaking to them in Catalan

Date: 02/03/2017

Administration: Central government

Entity: Spanish national police

Place: Benidorm

Territory: Valencia

Victim: Eduard Rosselló

Case description: The Spanish national police stopped Eduard Rosselló while he was leaving school with his children, and, when he spoke to them in Catalan, they rudely demanded that he address them in Spanish because “they didn’t understand him”. When Rosselló refused to do so several times, the officers demanded to see his documentation and searched him with his hands on top of the car in front of his children. The officers later filed a complaint against him explicitly because he had spoken to them “repeatedly” in Catalan.

Source: “Reported for speaking to two police officers in Valencian” https://www.elnacional.cat/ca/societat/denuncia-policia-valencia_141239_102.html, *El Nacional*.

The Spanish Ministry of the Interior has stated on several occasions that the internal protocols of the state police forces make it mandatory for officers who do not understand the official languages of the territories to find colleagues who do understand them when dealing with citizens who speak these languages. However, the reality is that members of these forces generally infringe the Catalan-speaking citizens’ right to use their language. This demonstrates that the written rules in place to protect language rights are worthless when the civil servants who must follow them know that there will be no consequences if they fail to comply. This impunity is due to the fact that the force and the politicians in charge of it share a way of thinking that goes against these rights.

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4 (113). Municipal sports centre instructor to Catalan-speaking citizen: “I don't understand you. Speak to me in Spanish. I don't want to speak in Catalan because we're in Spain”

Date: 03/03/2017

Administration: Local administration

Entity: Gornal municipal sports centre

Place: L'Hospitalet de Llobregat

Territory: Catalonia

Victim: Joan Torné

Case description: Joan Torné was at the swimming pool at the sports centre owned by the Gornal municipality in his home town of L'Hospitalet de Llobregat. When Torné asked the instructor a question in Catalan, he snapped: “I don't understand you. Speak to me in Spanish. I don't want to speak in Catalan because we're in Spain”. The instructor, Alejandro Limonchi, had been living in Catalonia for four years, but he believed that the fact that Catalonia is part of the Spanish state meant that he had no need to learn Catalan.

Source: Case reported directly to *Plataforma per la Llengua*.

The attitude shown by Alejandro Limonchi, a Spanish-speaking recent immigrant, is widespread throughout Spain and is not limited to the streets; it also affects public authorities and public-sector employees, as is the case here. This is yet another example of Spanish supremacism, according to which Spain is, or should be, a pre-eminently Spanish monolingual and monocultural state, and the languages other than Spanish should have a secondary role or disappear altogether. Within this mental framework, “We are in Spain” means that there is a group of speakers who have language rights throughout the state, whether they are in the territories in which this is the native language or whether they are in a territory which has a different native language. Meanwhile, the other groups have more limited rights, even while in their own territories. This vision also normally leads to the subordinate groups of speakers having linguistic duties towards the main group, the Spanish speakers, which do not apply the other way round. It should be noted that L'Hospitalet de Llobregat is a municipality where people are particularly averse to the Catalan language, not only because it has been a centre for immigration (particularly by Spanish speakers) for several decades, but also because the local authorities have never shown much interest in bringing the Catalan language to the immigrant population. As an example, L'Hospitalet is one of the few municipalities in Catalonia which still has street names from the Franco era, which are not in Catalan.

5 (114). The Spanish Tax Agency removes the Catalan versions of VAT forms for “reasons of cost and convenience”

Date: 16/03/2017

Administration: Central government

Entity: Treasury

Place: Tarragona (Tarragonès)

Territory: Catalonia

Victim: Catalan-speaking citizens

Case description: The Spanish Tax Agency informed a Tarragona citizen who had requested the Catalan version of a value added tax (VAT) form in 2014 that he could only use the Spanish version, as the translation into the native language of Catalonia had been removed for “reasons of cost and convenience”. As we can see on the state tax agency website, form 303 (quarterly tax declaration) and form 390 (annual VAT summary) cannot be completed in Catalan.

Not allowing the use of Catalan in an administrative procedure, in this case the VAT return, infringes Spanish Law 39/2015, in which Article 13 sets out the right to use Catalan where it is an official language in dealings with the state administration. Spanish Royal Decree 1465/1999 and Article 10 of the European Charter for Regional and Minority Languages also state that forms to be filled in by citizens must have a Catalan version.

Forms 303 and 390 are probably the documents most widely used by Catalan taxpayers except for the annual income tax return form. All self-employed individuals and companies carrying on economic activity subject to VAT must submit a return to the Treasury with the total amounts of VAT which they have charged in invoices issued and the amounts of VAT to be deducted for expenses. This means taxpayers are unable to carry out one of the most common operations in their own language.

Source: Case reported directly to *Plataforma per la Llengua* and later published in “Treasury removes Catalan from forms for ‘economic and convenience reasons”” http://www.elnacional.cat/ca/politica/hisenda-liquida-catala-formularis_146340_102.html, *El Nacional*.

In this case, an administrative body has used “reasons of cost and convenience” to infringe the law that protects the language rights of Catalan speakers, which could constitute the crime of perversion of justice. Situations such as these are never investigated or rectified, and the recognised language rights of Catalan speakers continue to be infringed on a regular basis.

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6 (115). Alicante court threatens to file complaint against the *Generalitat de Catalunya* for disobedience for reluctance to translate claims written in Catalan into Spanish because Catalan is apparently not an “official language of Valencia”

Date: 21/03/2017

Administration: Central government

Entity: Administrative disputes court

Place: Alicante

Territory: Valencia

Victim: *Generalitat de Catalunya*

Case description: Judge José María Aristóteles Magán Perales, who was already penalised during his time in Lleida (Catalonia) for repeated invectives against the right to use Catalan and the general hostility which he showed towards the language, was once again in the spotlight last year after refusing to accept documentation provided by the Government of Catalonia as part of proceedings he had under way at the court of Alicante (Valencia), where he is currently practising, because the documentation was written in Catalan. Despite the philological consensus and even Spanish case law indicating that Valencian and Catalan are the same language, Magán claimed that Catalan “is not an official language in Valencia” because the regional statute mentions “Valencian” and not “Catalan”. He threatened to report the *Generalitat de Catalunya* to the Prosecutor’s Office for refusing to translate the documentation into Spanish.

Source: “Alicante court demands that Generalitat de Catalunya translate document into Spanish” <http://www.vilaweb.cat/noticies/un-jutjat-dalacant-exigeix-a-la-generalitat-de-catalunya-que-tradueixi-al-castella-un-document/>, *Vilaweb*.

The deeply unequal ideology regarding language rights which we describe in this report, and which is so prevalent within the state administration, leads to extreme cases such as that of the judge José María Aristóteles Magán. He is known in Catalonia for his hostility towards Catalan speakers, and was even cautioned for this by the High Court of Justice in Catalonia, in a highly unprecedented decision. Now in Valencia, Magán is continuing his own personal crusade against the Catalan language and even refuses to accept a fact that has been confirmed by all academic institutions: that Catalan and Valencian are the same language. Magán’s grotesque attitude was more evident than ever when he specifically demanded that the Government of Catalonia translate the documentation into Spanish, when theoretically it could also submit it in Valencian, a language which Magán insists is different from Catalan, but for which he does not suggest a “translation”.

7 (116). Spanish police harass, threaten and give a 601-euro fine to university professor for speaking to them in Catalan at El Prat airport

Date: 23/03/2017

Administration: Central government

Entity: Civil Guard

Place: El Prat de Llobregat

Territory: Catalonia

Victim: Xavier Casanovas Boixareu

Case description: In September 2016, an officer of the Civil Guard (the Spanish paramilitary police force) arrested Xavier Casanovas, a professor at the Polytechnic University of Catalonia, at passport control at Barcelona-El Prat airport because he spoke to him in Catalan. The officer reprimanded him for this attitude by making several negative comments, such as it being a “lack of respect” and showing “little appreciation for the country”. Later, the police officer, accompanied by another officer, went to find Casanovas in the boarding queue; they took down his details and took his passport to an information point. When it was time to board, they had still not given back the document and Casanovas approached them to ask why he was being treated in such a way. The officers responded with further comments about his manners and stated that the citizen was obliged to “speak in Spanish”. Amid the pressure and aggressive comments, Casanovas eventually decided to ask the police officers for their IDs; they refused with some poor excuses and threatened that they would need a translator, which could have caused him to miss the flight. They also threatened him by saying “we know where you live”. Although Casanovas filed a complaint against this treatment, the case was left on the file as the officers could not be identified. But the nightmare was still not over for Casanovas. In March 2017, he was informed that a proceedings had been opened against him “in relation to the regulations regarding the protection of public safety” – controversial regulations known as the “gagging law” because of the severe restrictions they place on the freedom of expression and civil rights. Apparently, Casanovas had “ignored the orders given by the officers on duty, thereby disrupting their police work and delaying the normal flow of passengers”, and for this reason he deserved a fine of 601 euros.

Source: “Fined 601 euros for speaking to Spanish police in Catalan at El Prat airport” <http://www.vilaweb.cat/noticies/multat-amb-600-euros-per-haver-parlat-en-catala-a-la-guardia-civil-a-laeroport-del-prat/>, *Vilaweb*.

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The fact that the public authorities do not challenge the aforementioned supremacist ideology and, indeed, that the administration continues to be indulgent, if not complicit with them, enables many civil servants to act like petty dictators when dealing with speakers from the state's language communities other than Spanish, especially when these citizens attempt to exercise their language rights. This situation can lead to abuse, verbal attacks, threats, false accusations and even physical violence.

8 (117). Catalan song plays as mobile phone ringtone at medical visit in the Canary Islands and doctor insults patient, branding her “trash”

Date: 23/03/2017

Administration: Canary Islands regional authorities

Entity: Primary care centre

Place: Canary Islands

Territory: Spain

Victim: S. H. C.

Case description: S. H. C., a Menorcan citizen living in the Canary Islands, was verbally abused and belittled by her GP for her pro-Catalan feelings. While the woman was waiting in the primary care centre waiting room, her mobile rang, playing a song in Catalan. When the woman went through to the doctor's surgery, the doctor questioned her about her feeling of belonging and the woman confirmed that she felt Menorcan and from the “Catalan Countries”, a term used to refer to the various territories in which Catalan is the traditional language. The doctor then insulted her aggressively and expressed xenophobic opinions. Among other things, he snapped at her: “They should take a military hand with all of you trash. We'll build a wall so that when you get your passport you won't have access to social care and your jobs will be worthless. You'll all end up unemployed and can all go to hell with your fucking independence.”

Source: “Menorcan woman files complaint against language abuse by doctor in Canary Islands” <http://dbalears.cat/estat/2017/03/23/299922/menorquina-denuncia-agressio-linguistica-per-metge-canaries.html>, *Diari de Balears*.

As with the previous case of the police officers, civil servants within the public health system are also aware of the lack of real protection in place for speakers of languages other than Spanish. The impunity for individuals with xenophobic attitudes leads to grotesque situations such as the one described, in which civil servants, who are paid with contributions from all taxpayers, insult and seriously humiliate citizens on the basis of language and ideology.

9 (118). University professor harassed by Spanish police in Reus for speaking to them in Catalan

Date: 24/03/2017

Administration: Central government

Entity: PSpanish national police

Place: Reus

Territory: Catalonia

Victim: Xavier Rull

Case description: A Spanish national police officer harassed Xavier Rull, a professor at Rovira i Virgili University, when he and his wife went to renew an ID document at Reus police station. The police officer asked Rull if they had an appointment, he answered in Catalan that they did and asked the officer what time the appointment was. The police officer asked him to change into Spanish “because he didn't understand him”. After unsuccessfully requesting to deal with someone who understood his language, Rull eventually agreed.

Once the process was complete, the professor wanted to file a complaint against the officer's attitude, but he had difficulty in doing so as several of the police officers in charge of this issue also stated that they did not understand him. When he was eventually able to file the complaint, he bade farewell to the first officer, saying “see you later”, and the officer then demanded to see his ID card to take down his details because, according to him, he had called him a “wretch”. Finally, the officer rudely forced Rull to leave, threatening to arrest him if he did not hurry up.

Source: “Professor from Rovira i Virgili University threatened at police station for speaking in Catalan” <http://www.vilaweb.cat/noticies/un-professor-de-la-rovira-i-virgili-amenacat-en-una-comissaria-per-haver-parlat-en-catala/>, *Vilaweb*.

Abuse of Catalan-speaking citizens by state police forces is a common occurrence. It is also common for them to coerce, threaten or report citizens who want to express themselves in Catalan or who attempt to make official complaints against bad practices. The collusion they have with other state civil-servant bodies, especially judges, makes many citizens who speak languages other than Spanish feel defenceless and give up their language rights – such as the case of this professor, who ended up giving in to the demand to change language (which, however, is against police regulations) – or find themselves faced with serious difficulties in successfully processing their complaints and reports. The police forces and the judiciary are the bodies most committed to the Spanish nationalist ideal and the idea of a monocultural and monolingual state.

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10 (119). Catalan Federation of Winter Sports denies healthcare to injured member as insurance provider does not provide care in Catalan for “price reasons”

Date: 12/04/2017

Place: Santa Coloma de Cervelló

Administration: Catalan regional government

Territory: Catalonia

Entity: Catalan Winter Sports Federation

Victim: Jordi Almirall Romeu

Case description: Jordi Almirall had an accident while mountain skiing. When he called the medical management department at the Catalan Winter Sports Federation, with which he had taken out an insurance policy, he was refused care if he spoke in Catalan, because they did not understand him. He was later told by e-mail that they could communicate with him in Spanish, German or Portuguese. When Almirall complained to the Federation, Vice-President David Samper told him that they had contracted the service from an insurance provider that did not provide care in Catalan for price reasons. This statement showed that the Federation had very little respect for both the language rights of Catalan citizens and the Catalan legislation itself. Faced with this situation, Jordi Almirall requested that his policy be cancelled and refunded as he had been illegally refused the service and had to turn to third-party doctors for his care. David Samper responded to him aggressively and stated that his policy would not be refunded because the reason he had not received the service was that he had not wanted to accept the requirement to give up his right to speak in Catalan. After the case was shared on social media, they offered him a refund for the policy, but he refused to accept it. However, at no point did they mention their intention to change the policy to ensure compliance with the law and the rights of Catalan speakers.

Source: Case reported directly to *Plataforma per la Llengua*.

As a public utility body regulated partly by sporting legislation, sports federations must comply with some minimum requirements regarding members' rights. Furthermore, the Catalan Consumer Code states that no service provider may refuse service to a user based on the fact that he or she speaks Catalan. However, the conviction that the language rights of Catalan speakers are worthless is so widespread that we find cases such as this, in which a sports federation contracts the services of an insurer which infringes the language rights of Catalan speakers and the law of the Parliament of

Catalonia, claiming cost issues, as if the law were voluntary. Indeed, the subordinate position of Catalan is so widely accepted and internalised that a Catalan speaker, such as the vice-president of the federation, can tell another Catalan speaker who has had his language rights infringed that he should have given in to the demand to speak Spanish in order to benefit from the contracted services.

11 (120). Catering-trolley waiter humiliates passenger on train paid for by public sector

Date: 16/04/2017

Place: Barcelona-Alicante journey

Administration: Central government

Territory: Catalonia

Entity: Renfe

Victim: Unknown

Case description: A passenger on the Euromed train, paid for with taxpayers' money, complained on the social media platform Facebook that, on a journey from Barcelona to Alicante, she had witnessed a catering-trolley waiter verbally abusing another passenger because he had asked for a coffee in Catalan. According to the lawyer, M. Busquets, the waiter became very offended when the customer spoke to him in Catalan and said that he did not understand “that language you're speaking”. After the man explained, perplexed, that he did not understand what he had done to offend him, M. Busquets intervened by telling the waiter that his hostile attitude towards the language had made her feel uncomfortable. The waiter simply responded that the man had come looking for a fight “in languages that aren't appropriate”.

Source: Facebook (described by lawyer, M. Busquets).

The fact that an employee associated with a public service, particularly in a public-facing role, can treat passengers in such an insulting and arrogant way because they are Catalan speakers demonstrates an absolute lack of diligence by the Spanish administration in tackling such xenophobic attitudes. It would be unthinkable for an employee in a low-status job to dare to harass any other group in this way without fearing the consequences.

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12 (121). Spanish police officers demand that vice-president of the provincial council of Valencia speak to them in Spanish and take down her details when she refuses

Date: 25/04/2017

Administration: Central government

Entity: Spanish national police

Place: Valencia

Territory: Valencia

Victim: Maria Josep Amigó

Case description: The vice-president of the provincial council of Valencia, Maria Josep Amigó, was the victim of language discrimination by two Spanish police officers while she was demonstrating in favour of Valencian people's rights on 25 April, the 310th anniversary of the defeat at the Battle of Almansa. The officers "subtly" requested that Amigó speak to them in Spanish when she responded in Catalan to their questions regarding who was responsible for the gathering. When the officers saw that Amigó would not change language, they demanded that she provide her ID and they took down her details. As Amigó expressed in public, this treatment is against the Valencian Statute of Autonomy and also contravenes the internal regulations of the police force, according to which, if an officer does not understand one of the official languages, he or she cannot make language demands of the citizen. Instead, he or she must pass the case on to another police officer who does understand.

Source: "Spanish police ask for ID from vice-president of provincial council of Valencia for speaking in Catalan" <http://www.vilaweb.cat/noticies/la-policia-espanyola-identifica-la-vice-presidenta-de-la-diputacio-de-valencia-per-haver-parlat-en-catala/>, *Vilaweb*.

This case appears to indicate that the feeling of impunity by the Spanish police is so great that the officers with xenophobic anti-Catalan attitudes do not fear the consequences of discriminating against Catalan-speaking citizens, even when they are public figures. They most likely rely on the fact that most of the media will not make much of the story, and that they may even find there is more solidarity for them than for the victim. In fact, the officers who asked Amigó to change language and who later asked for her ID behaved unlawfully, as when a police officer who does not understand Catalan is addressed by a citizen in this language in a Catalan-language territory, he or she must find a colleague who speaks the language. However, as we have seen, such formal guarantees are worthless in practice, and failure to comply does not lead to any kind of punishment.

13 (122). Public railway company returns letter to El Brull town council because it is written in Catalan, an "unofficial language"

Date: 27/04/2017

Administration: Central government

Entity: Renfe

Place: El Brull

Territory: Catalonia

Victim: Brull Town Council

Case description: An El Brull councillor complained on social media that the public railway company Renfe returned a letter requesting justification for a railway line to the town council, claiming Catalan was an "unofficial" language. Specifically, the letter was returned with the following overwritten in blue marker: "Return. Not official language, only Catalan". Renfe later called the town council and confirmed that it was their letter and that they did not understand Catalan. After the case was reported on social media, the public company rectified the situation and confirmed, by tweeting in Catalan, that it was a mistake and that they would do everything possible to make sure it did not happen again.

Source: "Renfe apologises for dismissing Catalan in El Brull Town Council letter" <http://www.vilaweb.cat/noticies/renfe-es-disculpa-per-haver-menyspreat-el-catala-en-una-carta-de-lajuntament-del-brull/>, *Vilaweb*.

Although it rectified the situation after the buzz in the media, the public company Renfe showed a level of disdain towards the Catalan language that would be unthinkable towards one of the state's traditional languages in any other multilingual state. Catalan is fully official in Catalonia, the territory to which the municipality of El Brull belongs, and Renfe supposedly also provides its service to Catalan-speaking citizens, who also pay taxes. The fact that Renfe contacted the town council involved to confirm that it does not accept letters in Catalan shows that the disdain which the public company shows towards the Catalan language is a very widespread attitude rather than an isolated case.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

14 (123). Treasury Ministry requires Catalan-speaking taxpayer to communicate with them in Spanish and shelves queries when taxpayer does not obey

Date: 07/03/2017

Place: Barcelona

Administration: Central government

Territory: Catalonia

Entity: Directorate General for Taxes,
Spanish Tax Agency

Victim: J. C.

Case description: J.C. visited one of the Spanish Tax Agency offices in Barcelona to resolve two queries related to his next tax declaration. The civil servants urged him to address his queries to the Directorate General for Taxes, located in Madrid but with power throughout Spain, so that the response “would be binding”. J. C. did so and, at the end of February, he sent a letter to the Directorate in which he asked for answers to his questions. Soon after, the Directorate sent him a letter telling him to translate the document into Spanish and warning him that, if he failed to do so within 10 days, his request would simply be placed on file. Strangely enough, in the letter of reply from the Directorate General for Taxes, it was implied that the body understood the queries made by J. C., and it even made recommendations regarding the documentation he would have to provide to be able to resolve them to his satisfaction, once he had translated them into Spanish. The problem, therefore, was not one of understanding, but simply that Catalan could not be used as a language of communication with a state administration which has its physical headquarters outside the Catalan language area. Faced with this attitude, J. C. responded to the Directorate’s demand with a letter in Catalan which reminded them that Article 10.1 of the European Charter for Regional and Minority Languages, ratified by Spain, establishes that the state’s administrative authorities with constituency in territories with regional or minority languages must be able to attend to citizens in these languages. What matters, therefore, is that the authorities have constituency and competence over these citizens, and not where they have their headquarters. Shortly after J.C.’s reply, the Directorate General for Taxes sent him a second letter which simply informed him that his original queries were being placed on file as he had not provided a Spanish translation

Source: Case reported directly to *Plataforma per la Llengua*.

The European Charter for Regional and Minority Languages (ECRML), an international treaty which Spain has ratified, states that the administrative authorities with powers over the Catalan-speaking territories must address citizens in Catalan when the citizens use this language. However, the Spanish institutions have interpreted that this principle applies only when these authorities have their physical headquarters in one of these territories. This interpretation, which does not make any sense and would appear to be fraudulent (because the treaty strives to protect language rights, not to limit them arbitrarily), means in practice that Catalan speakers do not have their language rights recognised within most state institutions that have power over their lives because they are concentrated in the city or region of Madrid.

15 (124). Civil servant at public health centre refuses to deal with Catalan-speaking patient on phone

Date: Juny de 2017

Entity: Primary care centre

Administration: Valencian regional
government

Place: Benimaclet

Territory: Valencia

Victim: Marina P. A.

Case description: A Valencian resident called her health centre to ask for an appointment. The civil servant who answered the phone refused to speak to her in Catalan as she claimed not to be able to speak it, even though the citizen pointed out that she had the right to speak to civil servants in this language. This is set out in the Valencian Statute of Autonomy, the Law on the use and teaching of Valencian (the name used to refer to Catalan in Valencia) and the Valencian regional government Decree on language use.

Source: Case reported directly to *Plataforma per la Llengua*.

Once again, we are faced with a case of language abuse at a public health centre. This case is particularly relevant as it demonstrates the deep injustice represented by the fact that Catalan is not a mandatory requirement for working in customer-service roles in Catalan-speaking territories, especially when the employees are civil servants, paid with tax contributions from everyone. In any case, even within the highly unfair legal framework which is in force (in which Spanish is mandatory for all citizens and Catalan is not even mandatory for most civil servants), the employee’s attitude is illegal. A public-service employee cannot demand that a citizen does not use Catalan in Valencia; if they do not understand the language, they must find a colleague who does.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

16 (125). Civil Guard in Vinaròs harasses Catalan speaker from Ulldecona and fines him “in Valencian, not in Catalan”

Date: 01/07/2017

Place: Vinaròs (Baix Maestrat)

Administration: Central government

Territory: Valencia

Entity: Civil Guard

Victim: Pepo Morillo

Case description: Two officers from the Spanish military police force, the Civil Guard, stopped Pepo Morillo, resident of the municipality of Ulldecona (Catalonia), when he was driving his vehicle in the municipality of Vinaròs (Valencia). Morillo was subjected to a series of sarcastic and harassing comments by the police officers, who criticised him for wanting independence for Catalonia, as his car had a pro-independence flag. The officers, who had stopped Morillo previously and had subjected him to the same kind of offensive comments, searched his vehicle but did not find anything. They finally gave the driver a fine as they realised that his mandatory vehicle inspection test sticker was not visible. When they made him sign the fine, on a bilingual Spanish-Catalan form, one of the officers told him in a sarcastic tone that they were also giving it to him in Catalan “so that he would understand”. The other officer, also in a sarcastic tone, added that the fine was not, in fact, in “Catalan” but rather in “Valencian”, as if they were different languages. The insistence upon the fact that the Catalan spoken in Catalonia and the language spoken in Valencia, traditionally known as “Valencian”, are different languages is a tenet of Spanish nationalism and the far right, and is often claimed by people who do not speak any form of Catalan.

Source: “Young Ulldecona citizen reports anti-Catalan treatment received by Civil Guard in Vinaròs” <http://www.naciodigital.cat/tarragona/noticia/22557/jove/ulldecona/denuncia/tracte/catalanof/bic/rebut/part/gu/rdia/civil/vinar>, *Nació Digital*

Knowledge of Spanish is mandatory for citizens all throughout Spain, according to Article 3 of the Spanish Constitution, regardless of the citizen’s native and family language. This Spanish supremacism, which the bureaucratic bodies defend militantly, is used to deny citizens their language rights before the administration and to propagate Spanish nationalism, and it often leads to infringement and disregard of Catalan speakers’ rights. In this context, we can understand that the comment by the police officer when stating that they were giving Morillo the form for the fine in Catalan “so that he would understand” is sarcastic and abusive (as the state makes it mandatory

for everyone to know Spanish), and indicates an unequal relationship between the speakers of the different languages. This situation of institutionalised inequality and insecurity and the nationalist ideology widespread throughout the state, which, as we have seen, often questions the unity of the Catalan language itself, as if it were a series of dispersed dialects, leads many civil servants to question the language rights of citizens. In fact, if they insist on using their mother tongue, they police view them as people looking for a fight and enemies of the country, treating them with hostility.

17 (126). Doctor at Formentera hospital demands that a patient speak to her in Spanish and, when he refuses, accuses him of “being drunk”

Date: 11/07/2017

Entity: Primary care centre

Administration: Balearic Islands regional government

Place: Sant Francesc Xavier (Formentera)

Territory: Balearic Islands

Victim: Carles Rebassa

Case description: Mallorcan poet Carles Rebassa was harassed at Formentera public hospital for speaking in Catalan, having gone there to have a wound treated after falling off a bicycle. When Rebassa spoke to the doctor at the centre in the native language of the island, the civil servant snapped at him “In Spanish or I won’t understand you”. On seeing that the Mallorcan man refused to obey her and continued to speak his own language, which he even offered to speak more slowly, the doctor told him that he was drunk and smelled bad. Although she treated his wound, the civil servant left the citizen alone, without giving him any information regarding whether or not he had to stay at the hospital. Rebassa later stated that it is shameful that the hospital has no problem in dealing with Italian, French and English patients, yet it treats speakers of the country’s traditional language so badly and with such arrogance.

Source: “‘In Spanish or I won’t understand you’: Carles Rebassa reports a case of linguistic abuse at Formentera hospital” <http://www.vilaweb.cat/noticies/denuncien-un-cas-de-discriminacio-linguistica-a-lhospital-de-formentera/>, *Vilaweb*.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

As with the above case of the civil servant at the Valencian health centre, Spanish legal regulations are the main culprit in this situation of defencelessness. The Spanish Constitution imposes Spanish as a mandatory language to be known not only by civil servants but by all citizens, while Catalan is optional as far as the Spanish Constitutional Court is concerned. This, together with the fact that the main political parties in Spain are uninhibitedly opposed to language equality and refuse to make Catalan mandatory for everyone wanting to become a civil servant in territories where it is the native language, makes it very difficult for the Catalan language to be used naturally in the territories where these groups govern. In any event, as with the Valencian case we described above, the doctor's behaviour is illegal as she should not have demanded that the citizen stopped speaking Catalan, and instead should have looked for a colleague who could attend to him. It goes without saying that the insulting comments and arrogant treatment alone are reason enough to open disciplinary proceedings against her.

18 (127). Right to express himself in Valencian infringed and complaint form refused

Date: 15/07/2017

Administration: Valencian regional government

Entity: Primary care centre

Place: Guardamar del Segura

Territory: Valencia

Victim: Francisco Seva

Case description: Francisco Seva went to Guardamar del Segura health centre and asked a nurse in Catalan if he had to go to the care and admissions area before going to the waiting room. Before he could finish what he was saying, the employee cut him off abruptly by snapping "First of all, speak to me in Spanish". Later, when Seva requested a complaint form, employees at the centre gave him a suggestion form. Seva did not realise this until he had filled in half of the form. He informed the employees and asked once again for a complaint form, to which they replied that they did not have any and that he would have to go to another office to get one. As such, in addition to infringing Francisco Seva's right to express himself and be attended to in Catalan, the employees at Guardamar health centre also prevented him from reporting what had happened.

Source: Case reported directly to *Plataforma per la Llengua*.

Once again, the Spanish civil service protects its members who infringe the rights of Catalan speakers, and this situation indicates that the most supremacist Spanish nationalism is widespread throughout bureaucratic bodies (including decentralised ones) It also creates group solidarity which has a negative impact on Catalan speakers and makes it difficult for them to defend their rights or report the harassment and humiliation to which they are subjected by the most radical civil servants or those most uninhibited in their prejudices.

19 (128). Civil Guard challenges Cuban citizen who addresses them in Catalan because "we're in Spain"

Date: 31/07/2017

Administration: Central government

Entity: Civil Guard

Place: Girona

Territory: Catalonia

Victim: Cuban citizen living in Girona

Case description: A Cuban citizen went to the Girona headquarters of the Civil Guard, the Spanish paramilitary police force, to fill out some paperwork so that her mother, who lives in Cuba, could visit her. On entering the headquarters, she spoke to a civil servant to ask where to go. The man referred her to a colleague, but also warned her that "you speak Spanish here, this is Spain!". When she responded that it was Catalonia and that she was not speaking a foreign language, but rather the language of Catalonia, the man replied: "No, we're in Spain". They eventually made her come back another day to pick up a form.

In the meantime, the citizen sought advice from *Plataforma per la Llengua*. The woman stated that, as she is foreign, she is used to receiving arrogant treatment from many civil servants, but she was worried that the fact that she had initially spoken in Catalan might be used against her if they decided to penalise her arbitrarily. *Plataforma per la Llengua* informed her of her rights and the tools available if the discrimination were to happen again.

When she went back to the headquarters the second day, they dealt with her request, although the treatment was abrupt. But the woman decided to speak in Spanish at all times, to prevent another uncomfortable situation from occurring. However, one of the civil servants present could not resist telling her that "they don't let anyone leave Cuba!", a gratuitous statement of supposed knowledge of the Cuban visa policy, with the clear intention of discouraging her from what she had come to do.

Source: Case reported directly to *Plataforma per la Llengua*.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

This case highlights one of the facets of Spanish language supremacism: if Spanish is the superior language, commonly used and particularly in formal situations, it is unthinkable that a foreign citizen should speak in Catalan, a quaint language which is only suitable for use in informal situations and among families. Furthermore, when the citizen is from a Spanish-speaking country, the insult to the Spanish language and public spirit is even greater. This is why the Spanish civil service usually has an even more hostile attitude towards foreigners and citizens of foreign origin who use Catalan than towards the native people, and still more so if the foreign residents or citizens are of Hispanic-American origin. The case also shows another of the consequences of this discriminatory ideology: many citizens self-limit their right to use Catalan through fear of the reaction from people who, as civil servants, should be there to provide a service to them.

20 (129). Police force the family of a senior member of the Catalan government, arrested for organising referendum on self-determination on 1 October, to speak Spanish

Date: 21/09/2017

Administration: Central government

Entity: Civil Guard

Place: Sant Andreu de la Barca

Territory: Catalonia

Victim: Miquel Salvadó, brother of Lluís Salvadó, and other relatives

Case description: The Civil Guard, a Spanish paramilitary police force, arrested Lluís Salvadó, Secretary of the Treasury at the Generalitat de Catalunya as they linked him to the organisation of the referendum on the self-determination of Catalonia, persecuted by the Spanish institutions. Relatives of Salvadó, who was detained for more than two days in Barcelona and Sant Andreu de la Barca, found various obstacles in the way of communication with him. Miquel Salvadó, his brother, filed a complaint that, among other things, the paramilitary force which had detained Lluís refused to deal with them if they spoke Catalan, and ordered them to speak Spanish.

Source: “The Civil Guard will not provide service in Catalan” <https://www.youtube.com/watch?v=9LaXwoFGPQw&feature=youtu.be>, TV3 (on the *Plataforma per la Llengua* YouTube account); “The brother of Terres de l'Ebre citizen Lluís Salvadó complains that ‘a man who is in the right is locked up in jail!’” <https://www.diaridetarragona.com/ebre/El-germ-de-lebrenc-Lluis-Salvado-lamenta-que-un-home-ple-de-rao-estigui-tancat-a-la-presos-20170921-0025.html>, *Diari de Tarragona*.

The case of Lluís Salvadó and the other political prisoners following the organisation of the referendum on the self-determination of Catalonia on 1 October 2017 shows the cruel situation of siege and conditionality of the rights of the Catalan people. The language aspect is one of the elements that are always present within this context of domination. The disdain of the Civil Guard and the rest of the armed forces in Spain towards the Catalan language and the rights of its speakers is taken for granted, even when they are in situations as painful as the one described.

21 (130). Woman and her young children forced to leave taxi for speaking in Catalan in Palma

Date: 19/10/2017

Administration: Local government

Entity: Palma City Council

Place: Palma (Mallorca)

Territory: Balearic Islands

Victim: Catalan-speaking resident in Palma and her two young children

Case description: A taxi driver in Palma, the capital of Mallorca and of the Balearic Islands, verbally abused a woman who got into her vehicle with her two young children, and threw them out because the woman spoke to her in Catalan. The taxi driver, who, as part of her job, provides a public service regulated by the local authority, first of all said that she “had no intention of speaking in Catalan” and then told the passenger that she “would not allow her to speak in Catalan”. At that point, the taxi driver told them that she would take them back to where she had picked them up or they would have to leave the taxi immediately. The woman chose to leave the taxi with her children there and then. It should be highlighted that the taxi driver not only showed an intransigent and xenophobic attitude, but she also infringed their recognised legal rights. Aside from the more general obligations regarding non-discrimination on the grounds of language, the regulations governing the public taxi service in Palma state that it is mandatory for taxi drivers to have “spoken knowledge of the Catalan language, which is native to the Balearic Islands, to allow them to understand requests made to them in this language by taxi service users”. It also makes it mandatory for taxi drivers to “respect and allow the use of the right to co-official status of the Catalan and Spanish languages by users when giving the instructions required to provide the service”.

Source: “Woman reports being thrown out of taxi in Palma for speaking Catalan” <http://www.diaridemallorca.es/mallorca/2017/11/18/mujer-denuncia-haber-sido-expulsada/1265115.html>, *Diario de Mallorca*.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

Many people have assimilated the fact that they can gratuitously abuse Catalan-speaking fellow citizens, as they find that they are protected by security forces and courts, often with a very pronounced nationalist ideology. This alone is very serious, but it is even more so when such abuse occurs as part of a service, particularly when it is a public service. The seriousness of the fact that someone can be discriminated against and harassed for speaking their own language, which is the native language of the territory, within the scope of a service which belongs to the public authorities, paid for with tax contributions from everyone, should lead to urgent action from public authorities to penalise the guilty parties, enforce compensation for damages and ensure that similar cases do not occur again. Sadly, there is generally no significant response to this types of attack.

22 (131). Doctor from public health service in Catalonia refuses to speak in Catalan to foreign resident who does not understand Spanish

Date: November de 2017

Administration: Catalan regional government

Entity: Primary care centre

Place: District of Maresme

Territory: Catalonia

Victim: Daniela Strauss i el seu fill

Case description: Daniela Strauss is a foreign citizen who lives in the Catalan district of Maresme. She speaks Catalan well but does not understand Spanish. In November, her son was sick and she had to take him to see the doctor at her local health centre. The doctor attending to them refused to do so in Catalan, even though Strauss told him more than once that she did not understand Spanish. They ended up speaking in pidgin English. At the end of the visit, the doctor gave Strauss the child's medical report in Spanish. The mother asked for it in Catalan, stating once again that she did not understand Spanish. The doctor refused once again, and even told a nurse who had offered to translate it not to do so. In addition to the severity of the discrimination, the doctor, who is a civil servant employed by the Catalan Institute of Health, failed to comply with the law: the Statute of Autonomy of Catalonia guarantees the right to language choice and to be addressed in Catalan, and the Spanish Constitutional Court and the High Court of Justice in Catalonia have decided that civil servants within public authorities in Catalonia, and in particular within the health authorities, must adapt to the user's language of choice.

Source: Case reported directly to *Plataforma per la Llengua*.

This case demonstrates the lack of knowledge and apathy with which many civil servants treat the language rights of Catalan speakers. The fact that Spanish legal regulations make knowledge of Spanish, but not Catalan, mandatory for everyone together with the demographic pressure of Spanish and a series of linguistic attitudes originating in the repressive convergence towards Spanish practised during the Franco era, mean that many citizens, and many civil servants, are not aware that Catalan speakers also have recognised language rights. As such, the doctor in question must have thought that the patient's request to be attended to in Catalan was an unacceptable requirement or an unfathomable demand from someone who ought to have learned Spanish before Catalan, rather than someone exercising a perfectly well-recognised right: to be addressed in Catalan in Catalonia, particularly by a civil servant.

23 (132). Catalan Health Service doctor harasses patient for speaking to her in Catalan and demands that she speak in Spanish

Date: 30/11/2017

Administration: Catalan regional government

Entity: Primary care centre

Place: Barcelona

Territory: Catalonia

Victim: Montserrat Gisbert

Case description: Montserrat Gisbert had a visit at the health centre on Carrer Manso in Barcelona on 30 November to undergo lab tests and a scan due to a thyroid problem. After the nurse sent Ms Gisbert through to the doctor's surgery, Dr Covadonga Garcia arrived. When Gisbert spoke to the doctor in Catalan, she responded rudely that she did not understand, and when the patient repeated the same thing more slowly, Dr Garcia several times demanded, in an authoritarian tone, that she speak in Spanish. Gisbert, who was very nervous, eventually gave in, as she was worried about her health, but the treatment and humiliation caused her stress to the point that she experienced tachycardia and her thyroid was pounding strongly. Gisbert later filed a complaint against the doctor who had harassed her, as the Catalan Language Policy Law requires staff in Catalan public services to have an adequate level of spoken and written Catalan and requires them to demonstrate their knowledge of the language in the selection processes.

Source: Case reported directly to *Plataforma per la Llengua*.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

The general impunity faced by civil servants in Spain with regard to the mistreatment of speakers of languages other than Spanish often leads them to sidestep the law. Furthermore, the climate of hatred against all things Catalan, nurtured by the official and unofficial state institutions and the related press after the referendum on the independence of Catalonia on 1 October 2017, has further fuelled the supremacist and xenophobic attitude of many civil servants in the state's majority language community, who feel they will not be punished when dealing with the public enemy: Catalan people and Catalan speakers.

24 (133). Spanish police civil servant tells 12-year-old Catalan-speaking boy to speak to him “in Spanish”

Date: 01/12/2017

Place: Barcelona

Administration: Central government

Territory: Catalonia

Entity: Spanish national police

Victim: Carolina R. O. and her son

Case description: Carolina R. O. and her 12-year-old son went to renew his passport at a Spanish national police station in Barcelona. As the passport printing was taking a while, the boy went to the civil servant's desk to ask if it would be much longer. Angry that the boy had spoken to him in Catalan, the civil servant snapped: “Speak to me in Spanish, I don't understand you”. The child was so shocked that he turned around and went back to his seat. When they eventually got the passport back, the civil servant did not even look them in the face.

Source: Case reported directly to *Plataforma per la Llengua*.

Once again, we are faced with a case of absolutely gratuitous xenophobic aggression against a Catalan speaker by a civil servant, who in theory has to provide a good level of service and must never harass or mistreat people. Such cases are common and are particularly serious when the victims are children, as they contribute to embarrassing and frightening Catalan speakers from the earliest stages of life. At times when people are particularly vulnerable, such as childhood, it is even easier to make situations of injustice and submission, such as those promoted by Spanish supremacism – the xenophobic ideology shown by many state civil servants – seem normal.

25 (134). Bus driver tells Catalan-speaking passenger that he does not have to give her change, but that he might make an effort if she speaks to him in Spanish

Date: 08/12/2017

Place: Valencia

Administration: Valencian regional government and local authority

Territory: Valencia

Entity: Valencian Metropolitan Transport Authority

Victim: Maria M. J.

Case description: Maria had to take a bus belonging to the Fernobús bus company to go to work in Xirivella, Valencia. The bus route is a regular public service, albeit privately managed. Maria did not have any cash and she took a €20 note out at a cash machine, which she used to pay the bus driver for the journey. Maria explained to the driver that she did not have much time and had to get to work, but he responded curtly (in Spanish): “I don't have to give you change for 20 euros, but if you ask me again in Spanish I might just make an effort”. Maria refused to give in to the driver's language blackmail, but she had to get off the bus and arrived late for work.

Source: Case reported directly to *Plataforma per la Llengua*.

These events show the hostile attitude of many Spanish citizens towards Catalan speakers, tolerated and even encouraged by part of the public sector. The climate of impunity is such that any worker with a small area of power can consider themselves to have the capacity to act as a petty dictator and humiliate and blackmail citizens who dare to address them in Catalan, a language that Spanish nationalism perceives as inferior and a nuisance.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

26 (135). Judge from Spanish High Court mocks activist Santiago Espot for declaring in Catalan at trial where he is accused of lèse-majesté

Date: 12/12/2017

Place: Madrid (events: Barcelona)

Administration: Central government

Territory: Spain (events: Catalonia)

Entity: Spanish *Audiencia Nacional*
(Division of the Supreme Court)

Victim: Santiago Espot

Case description: During Santiago Espot's trial, where he was accused of having insulted the monarchy (*lèse-majesté*) and the Spanish symbols, as he had encouraged the mass whistling against King Felipe VI of Spain and the Spanish national anthem at Camp Nou during a football cup final, the activist demanded his right to give evidence in Catalan, his native language. While the court where the activist's trial was held, the Spanish *Audiencia Nacional* (known during Franco's time as the "Court of Public Order" and which still holds trials related to crimes involving terrorism, drugs and also political expression), had to allow him to do so, and provided an interpreter to translate Espot's words, the judge, José María Vázquez Honrubia, could not help mocking the defendant for his language choice. Specifically, the civil servant deemed the situation to be absurd because Espot "knows Spanish perfectly well" and repeatedly asked him sneeringly whether he understood him when he spoke to him in Spanish.

Source: "Espot pleads not guilty and says that freedom of expression protects the whistling during the Spanish national anthem" <https://www.vilaweb.cat/noticies/espot-es-declara-innocent-i-diu-que-la-llibertat-dexpressio-empara-la-xiulada-a-lhimne-espanyol-felipe-vi-camp-nou-2015-audiencia-nacional/>; "Spanish *Audiencia Nacional* judge laughs at Santiago Espot for responding in Catalan" <https://www.vilaweb.cat/noticies/el-jutge-de-laudiencia-espanyola-sen-riu-de-santiago-espot-per-les-respostes-en-catala/>, *Vilaweb*.

Once again, the mockery and disdain with which civil servants such as Vázquez treat the state's citizens who have Catalan as their native language can only be understood to be an attitude derived from the language supremacism which is widespread throughout the state's civil service, the legislation itself and, indeed, the main Spanish authorities. For these institutions and groups, the Catalan language community is an anomaly which is in the way of the ideal of a uniformly Spanish state. While the national and language minorities have managed to enforce some rights, such as making legal statements in their own language, the Spanish authorities continue to take an assimilationist outlook: the minority language communities must know Spanish (a supremacist obligation set out in Article 3 of the Spanish Constitution), and they even have to give up their right to use their own language if someone so demands (an obligation which is not formally established anywhere, but which individuals such as Vázquez often demand arbitrarily). The most worrying thing about the impunity with which many civil servants overstep their powers, harass and humiliate Catalan-speaking citizens is that it encourages the consolidation of the view that the inequality between the speakers of the different languages is normal, and that citizens who are discriminated against internalise the fact that they have fewer language rights.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

Charts (2007 - 2017)

Figure 1.

Cases of language discrimination by territory (March 2007 - December 2017)

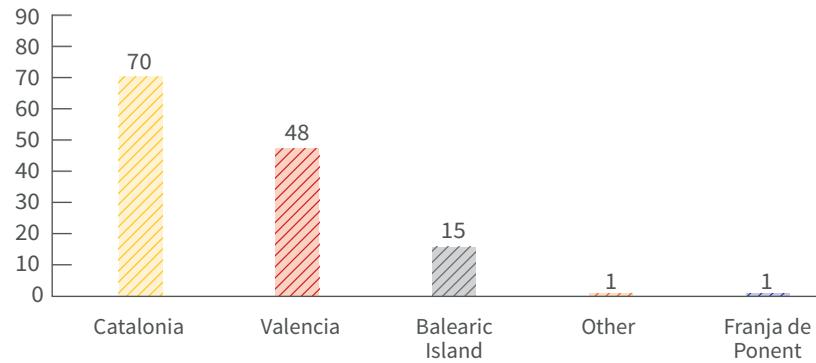


Figure 2.

Cases of language discrimination by territory and by authority involved (March 2007 - December 2017)

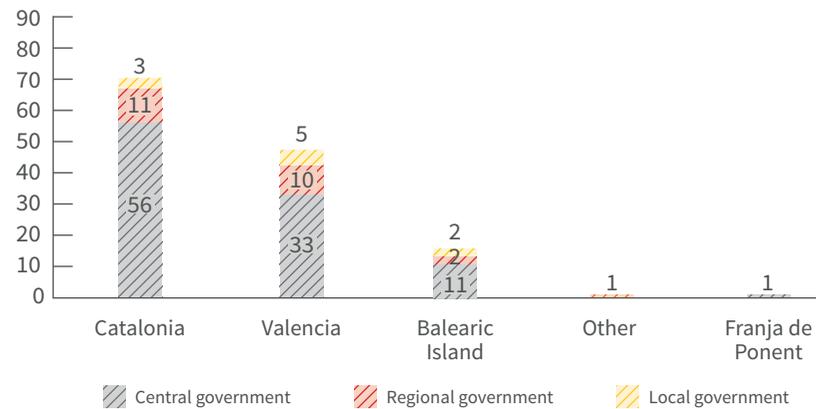
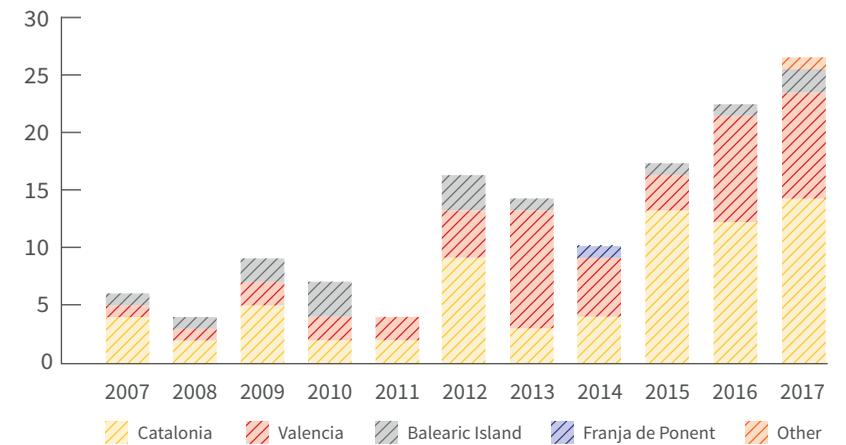


Figure 3.

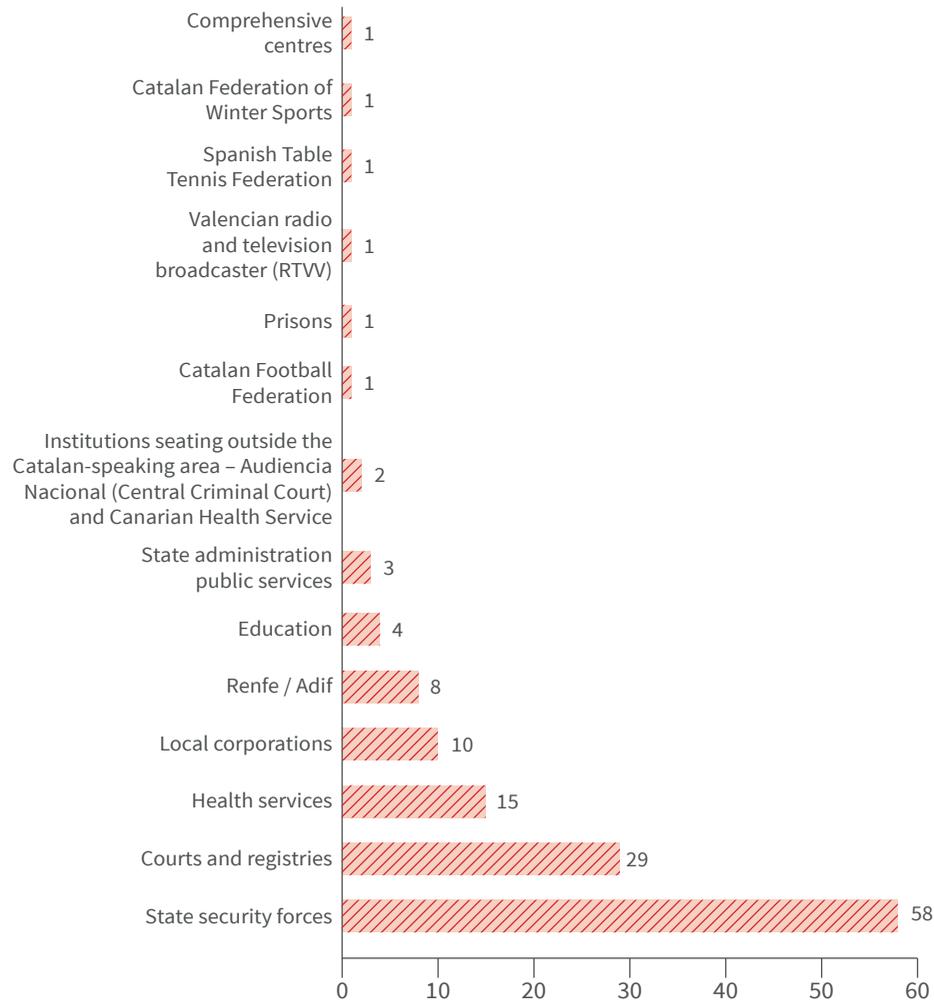
Cases of language discrimination by territory and year (March 2007 - December 2017)



«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

Figure 4.

Cases of language discrimination by body or institution involved
(March 2007 - December 2017)



Conclusions

The language discrimination suffered by Catalan speakers in Spain is due to two different, but closely related, situations. The first of these is that Spanish legislation is deeply biased against their rights. *Plataforma per la Llengua* has long been reporting that the Spanish institutions approve a whole host of regulations every year that strengthen an imbalance in language rights which is entirely favourable to Spanish and detrimental to Catalan. 2017 was no exception to this dynamic, as we denounced in the “Report on language-related legislative developments approved in 2017” (<https://www.plataforma-llengua.cat/que-fem/estudis-i-publicacions/216/report-sobre-les-novetats-legislatives-en-materia-linguistica-aprovades-el-2017>), which was published recently.

The second situation which is detrimental to Catalan speakers is that the state administrative bodies mostly share the same ideology against language equality, which leads the main Spanish political parties to back discriminatory legislation in the first place. This ideology is based on a deeply supremacist vision of society: of the various native language groups within the state territory, only one of them has full rights, and it does so everywhere, both in areas where the language is native and traditional, and in areas where it is not.

This way of understanding the state and coexistence means that the groups which have become secondary must have fewer rights than the main group and that the use of their own language must be more limited and restricted to more easily accommodate the idea of the superior language, euphemistically known as the “common language” (often based on an exercise of historical revisionism which assumes that Spanish has “always” been spoken throughout the state; in fact, outside the historic territories of the Crown of Castile and until the 20th century, it was only learned by a very small percentage of the population, who belonged to the privileged classes, and often only for writing purposes).

The fact that the administrative structures and civil-service bodies take part in, or indeed encourage, this way of understanding the rights of the different speakers means there is often impunity when the rights of the language groups considered to be “second-class” are infringed, even when, in doing this, the law is broken.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

In this context, it is common for Catalan speakers to find themselves faced with obstacles beyond the legislation in order to use their language; for them to suffer abuse and harassment by bold civil servants encouraged by the impunity they have; and even for them to have to see their complaints being ignored, left on the file and rejected, or even turned against them, as was the case for the professor who was harassed by the Civil Guard at El Prat airport for speaking in Catalan and was later fined for “disobeying authority”.

In such an environment, in many cases the use of the Catalan language becomes an act of militancy and commitment, part of a personal code of ethics and a constant protest. Given that the laws are often limited in recognising language rights and administrative practice is highly unfavourable, Catalan speakers and the civil society in favour of language rights have to resort to public and social complaint. We must collect, circulate and publicly condemn cases of infringement of rights and make Catalan citizens aware that they have the right to speak Catalan in the territories where the language is native and, traditionally, the language of social communication.

Social denunciation and civil awareness are two of the functions developed by *Plataforma per la Llengua* with reports such as this one. Studies such as these have two objectives: to further highlight a situation which the official discourse often ignores, and to empower Catalan-speaking citizens and make them aware of their rights.

Aside from this, these reports also have a practical use. In 2001, Spain ratified the European Charter for Regional and Minority Languages (ECRML), an international treaty promoted by the European Council which guarantees the protection of specific language rights. Every three years, the ECRML Committee of Experts, on behalf of the European Council, gathers information on the level of compliance with the provisions of the Charter by the member states and seeks advice and assistance from bodies within the territory to carry out this task. With this information, the Committee of Experts makes a series of recommendations to the states for them to better adapt to the letter and spirit of the treaty.

In this context, the reports prepared by *Plataforma per la Llengua* on language discrimination help to demonstrate that a large proportion of the Spanish state administration staff do not have the appropriate training or attitude to meet the needs of the Catalan-speaking population, and that the leaders in charge of these staff do nothing to resolve this. This situation is a clear breach of the ECRML. Indeed, in 2016 and 2017, votes by the parliamentary groups the People's Party (Partido Popular, PP, right-wing party of Francoist origin), the Spanish Socialist Party (Partido Socialista Obrero Español, PSOE,

centre-left unionist party) and Citizens (Ciudadanos, Cs, populist right-wing nationalist party) in both chambers of the Spanish parliament rejected proposals calling on the central government to ensure that Catalan was a requirement for civil servants working in courts and legal offices in territories where Catalan is an official language.

Another point demonstrated by *Plataforma per la Llengua's* reports on language discrimination is that Spain as a state is not comparable to the advanced multilingual democracies like Canada, Belgium, Sweden and even Finland in terms of respect for all language groups. Indeed, there are no European states with a language as widely spoken as Catalan (around five million native speakers, which is 10% of the population of Spain) that do not have it as an official state language, with full recognised rights for its speakers.

As we highlighted in last year's report, the main Spanish parties, far from wanting to rectify this situation, support inequality of rights for the state's various native language groups. None of the four main Spanish political parties (PP, PSOE, Podemos and Ciudadanos) support Catalan being an official language of the state, giving its speakers having the same recognised rights as Spanish speakers.

Indeed, the dominant political discourses on languages are increasingly against equality, and the PP, Ciudadanos and the state's main media groups have launched campaigns to marginalise Catalan in schools and within the administration. The arguments for this are clearly supremacist, taking it for granted that Spanish must be mandatory for everyone and considering that the requirement for civil servants (or some civil servants, i.e. regional ones) to know Catalan is an obstacle to free circulation and equality, as if the rights of the citizens who speak this language were inferior not only to the rights of those who speak Spanish, but also to the supposed universal and absolute right of access to civil-servant posts (ignoring the fact that a whole series of requirements must be met to be a civil servant, not only in terms of language). It is captious and deeply discriminatory discourses such as these, against Catalan and the rights of its speakers, which reports such as this one aim to challenge.

«I don't have to give you change, but if you ask me again in Spanish I might just make an effort»

Annex. Previous cases (2007–2016)

1. 16/03/2007. Badalona Civil Registry judge forces couple to celebrate their marriage in Spanish, despite having demonstrated knowledge of Catalan

Source: “Couple files complaint with High Court of Justice in Catalonia after Badalona judge forces them to have their wedding in Spanish” www.vilaweb.cat/ep/ultima-hora/2316923/20070316/parella-denuncia-davant-tsjc-jutgebatalona-forcar-casament-castella.html, *Vilaweb*.

2. 16/03/2007. Doctor fired from municipal sports centre in El Prat de Llobregat for speaking to patients in Catalan.

Source: “Doctor fired for speaking to clients in Catalan” <http://hemeroteca.e-noticies.com/edicio-1793/actualitat/acomiaden-una-metgessaperqu%e8-es-dirigia-als-clients-en-catal%e0-20711.html>, *El Punt Avui Avui* [link no longer active]; “Readmission of doctor accused of not wanting to speak Spanish in El Prat de Llobregat Town Council” http://www.elprat.cat/noticies/detallNoticia/_ZCZRBU1Qu4chuvn2OwPJATNgFe4I7t9YWGwAYmaltqgxYDFv-6USRg, *El Punt Avui* [link no longer active].

3. 17/04/2007. Former Socialist senator forced to speak Spanish amid taunts by security guards.

Source: “AVE train guards in Lleida force passengers to speak in Spanish” <http://hemeroteca.e-noticies.com/edicio-1812/actualitat/vigilants-de-lave-de-lleidaobliguen-a-parlar-en-castell%e0-21976.html>, *E-Notícies* [link no longer active].

4. 16/08/2007. Moroccan translator insulted for speaking Catalan to Civil Guard in Palma (Mallorca) and ordered to pay a fine for insults.

Source: “Proceedings to be opened against Palma officers who harassed Saïda Saddouki” <http://www.vilaweb.cat/noticia/2533496/20070831/obriran-expedient-agents-palma-vexarsaida-saddouki-parlar-catala.html>, *Vilaweb*; “Judge sentences Saïda for serious insults” <https://dbalears.cat/politica/2010/11/16/244162/la-jutgessa-condemna-saida-per-injuries-greus.html>, *Diari de Balears*.

5. 20/08/2007. Ondara (Marina Alta) councillor fined, harassed and branded a “yokel” by two Civil Guard officers for speaking in Valencian.

Source: “Complaint filed against Civil Guard for language discrimination” <http://www.radiopego.com/denuncien-la-guardia-civil-per-discriminacio-linguistica/>, *Ràdio Pego*.

6. 03/12/2007. Hèctor López Bofill and wife harassed and discriminated against for speaking Catalan at Plaça Catalunya Renfe train station.

Source: “Renfe demands that López Bofill speak ‘in Spanish’” <http://hemeroteca.e-noticies.com/edicio-2006/actualitat/renfe-exigeix-parlar-encastellano-a-l%F3pez-bofill-32317.html>, *E-Notícies* [link no longer active].

7. 07/01/2008. Un policia vexa un ciutadà i el fa callar per haver parlat català a la comissaria de Sant Feliu de Llobregat.

Source: «No me da la gana hablar en catalán, estamos en España» <http://hemeroteca.e-noticies.com/edicio-2033/actualitat/no-me-da-la-gana-hablar-encatal%e1n-estamos-en-espa%0f1a-33423.html>, *E-Notícies* [Link no longer active].

8. 28/02/2008. Young man stands trial for disobeying authority in Maó for speaking to national police in Catalan.

Source: “Young man to stand trial tomorrow in Maó accused of disobeying authority after speaking to national police in Catalan” <http://www.europapress.es/00059/20080227184617/jove-sera-jutjat-dema-mao-acusatdesobeir-lautoritat-despres-parlar-catala-policia-nacional.html>, *Europa Press*.

9. 30/08/2008. Civil Guard denies mayor of Montblanc the right to speak in Catalan and files complaint against him.

Source: “Montblanc Civil Guard forces mayor to provide his ID and speak in Spanish” http://www.vilaweb.cat/www/elpunt/noticia?p_idcmp=2990136, *Vilaweb*.

10. 15/11/2008. Young man brutally assaulted for protecting victim of homophobic attack is insulted at national police station for speaking in Catalan while reporting the incident. The officers branded him “stupid” and “smart ass”, according to the report.

Source: “Ferran Giménez, Dénia” <http://contraelcatala.blogspot.com.es/2012/11/ferran-gimenez-denia.html>, “‘In Spanish!’ Security forces against Catalan” (blog).

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11. 16/02/2009. Young man detained, pushed and insulted for speaking in Catalan during national police control at Cadí Tunnel.

Source: “CAT on licence plates. An account of colonialism, from Cadí Tunnel” <https://www.llibertat.cat/2009/03/el-cat-a-les-matricules.-una-cronica-colonial-al-tunel-del-cadi-5989>, *Llibertat.cat*.

12. 18/03/2009. Cultural expert from Reus City Council and student are verbally harassed by teacher for using Catalan on a course subsidised by Department of Labour and European Union.

Source: “Two Reus citizens file complaint against discrimination for speaking Catalan on course paid for by government” <http://reusdigital.cat/noticies/dos-reusencs-denuncien-discriminaci-parlar-en-catal-en-un-curs-pagat-pel-govern>, *Reus Digital*.

13. 22/05/2009. Dean of Electoral Board in Palma and civil servant accuse political representative of being “radical” for addressing them in Catalan and refuse to deal with him.

Source: “Joan Miquel Chacón of ERC [Republican Left of Catalonia] files complaint against two civil servants for accusing him of being ‘radical’ at Electoral Board for speaking in Catalan” <http://dbalears.cat/actualitat/balears/m-han-humiliat-per-xerrar-la-meva-llengua.html>, *Diari de Balears*.

14. 07/08/2009. Two Civil Guard officers attack young man from Mallorca for speaking to them in Catalan at airport and end up convicted.

Source: “Audiencia Nacional court convicts Civil Guard officer who attacked Iván Cortès” <https://dbalears.cat/politica/2011/07/25/255804/l-audiencia-confirma-la-condemna-al-guardia-civil-que-agredi-ivan-cortes.html>, *Diari de Balears*.

15. 11/08/2009 Peruvian woman filling out paperwork for her son's ID document is detained for speaking on her mobile in Catalan at police station. Police officer who detained and harassed her ends up ordered to pay 70 euros for coercion.

Source: “Rosario Palomino, Barcelona” <http://contraelcatala.blogspot.com.es/2012/11/rosario-palomino-barcelona.html>, *In Spanish! Security forces against Catalan* (blog)

16. 03/09/2009. Family misses flight after speaking to Civil Guard in Catalan at Girona airport and is fined for public disorder.

Source: “Airport passenger stands trial for shouting at Civil Guard in Catalan” <http://www.diaridegirona.cat/comarques/2010/02/21/jutgen-passatgera-laeroport-cridarcatala-guardia-civil/389058.html>, *Diari de Girona*.

17. 08/09/2009. Journalist from French Catalonia detained at police control in La Jonquera for speaking in Catalan and not knowing Spanish.

Source: “Account by young man detained in interview with *Ràdio Arrels Perpinyà*” <http://www.youtube.com/watch?v=wx4O9CvQW0M>, *Ràdio Arrels*.

18. 30/09/2009. Elx judge dismisses Catalan and questions the right of accused and witness to speak it during a trial.

Source: “Judge and prosecutor dismiss Valencian and advocate use of ‘common language’ in Elx trial” <http://laccent.cat/jutgessa-i-la-fiscalia-menyspreen-el-valencia-i-fan-apologia-de-la-lengua-comun-en-el-judici-delx/>, *L'Accent. Periòdic Popular dels Països Catalans*.

19. 07/12/2009. Healthcare refused to man at Benicarló outpatients' clinic for speaking in Catalan. The man filed a complaint and the Ministry of Health defended the practice, claiming that there are staff members from elsewhere and that the man can speak Spanish. Valencian Ombudsman confirms it is an infringement of language rights.

Source: “Ombudsman urges Ministry of Health to use Valencian” http://elpais.com/diario/2009/12/07/cvalenciana/1260217077_850215.html, *El País*.

20. 06/01/2010 Spanish national police intimidate journalist for speaking Valencian.

Source: “Spanish police harasses journalist for speaking Valencian” <http://www.racocatala.cat/noticia/21539/policia-espanyola-vexa-periodista-parlarvalencia?pag=1>, *Racó Català*.

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21. 02/02/2010. Cuban citizen detained at El Prat airport files complaint against police harassment for speaking in Catalan. Police officers were shocked at his level of Catalan and shouted (in Spanish): “Bloody hell, you speak good Catalan!”

Source: “Bloody hell, you speak good Catalan!” <http://www.sant-andreu.com/catXppcc/agressionsllengua-cojonesquebienablascatalan-020210.htm>, *Sant Andreu de Palomar* (taken from the newspaper *Avui*).

22. 04/03/2010. Pollença citizen forced to speak in Spanish to Civil Guard during identification, even though officers understood Catalan.

Source: “Criticism for Civil Guard for forcing drivers to speak to them in Spanish” <http://www.elmundo.es/elmundo/2010/05/18/baleares/1274201518.html>, *El Mundo*.

23. 16/04/2010. Patient thrown out of Inca health centre for speaking to GP in Catalan.

Source: “Balearic cultural association OCB reports a new case of language abuse, this time at Inca health centre” <https://dbalears.cat/part-forana/2010/04/16/234272/l-ocb-denuncia-una-nova-agressio-linguistica-aquest-cop-al-centre-de-salut-d-inca.html>, *OCB*.

24. 14/05/2010. Two young Mallorcan citizens detained by Civil Guard at roundabout in Porreres for speaking in Catalan.

Source: “Balearic cultural association OCB reports three cases of language discrimination by Civil Guard” <http://dretsling.blogspot.com.es/search?updated-max=2010-07-13T09:20:00-07:00&maxresults=3&start=27&by-date=false>, *OCB*.

25. 29/06/2010. Several-hour delay in medical care for 80-year-old woman from Alcoi as emergency-service telephone operators did not understand Catalan.

Source: “Valencian Ombudsman’s Resolution” <http://www.elsindic.com/Resoluciones/10301154.pdf>, complaint file 105524, subject: Rights of citizens to choose their language, Valencian Ombudsman.

26. 29/10/2010. Driver insulted and harassed by Civil Guard at Andorra border for speaking in Catalan with her passenger.

Source: Case reported directly to *Plataforma per la Llengua*.

27. 22/01/2011. Costera citizen scorned by Civil Guard during routine control at Ontinyent for having Catalan name.

Source: Case reported directly to *Plataforma per la Llengua*.

28. 28/01/2011. Civil servant at Valencia’s Estació del Nord refuses assistance to disabled passenger because his companion spoke to him in Catalan.

Source: “ADIF employee refuses to deal with query in Valencian regarding disabled passenger” <https://www.racocatala.cat/forums/fil/137619/funcionari-dadif-nega-atendre-consulta-valencia-sobre-passatger-invalid>, *Valencianisme.com*.

29. 02/03/2011. Spanish Supreme Court dismisses appeal for judgement issued in Barcelona as it is written in Catalan.

Source: “Supreme Court ignores appeal for Barcelona judgement because is it written in Catalan” <http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/377283-el-suprem-ignoraun-recurs-a-una-sentencia-de-barcelona-perque-esta-fet-en-catala.html>, *El Punt Avui*.

30. 23/05/2011. Cambrils citizen ridiculed and humiliated at Spanish ID office for wanting to speak in Catalan.

Source: Case reported directly to *Plataforma per la Llengua*.

31. 06/01/2012. Crevillent citizen denied healthcare and ridiculed for speaking in Catalan.

Source: “Crevillent doctor denies care to patient because he spoke in Catalan” <http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/496105-un-metge-decrevillent-es-nega-a-atendre-un-pacient-perque-parla-en-catala.html>, *El Punt Avui*.

32. 18/01/2012. Language normalisation expert dismissed from Dénia City Council for reporting failure to comply with language regulation.

Source: “Unacceptable action against defender of language” <http://acpv.cat/web/actualitat/acte-intolerable-contra-un-defensor-de-la-llengua>, *Acció Cultural del País Valencià*.

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33. 21/01/2012. Empordà driver detained and threatened for speaking in Catalan in front of Civil Guard.

Source: “Civil Guard investigates coercion in use of Catalan” <http://www.elpuntavui.cat/noticia/article/24-puntdivers/4-divers/497809-la-guardia-civilinvestiga-les-coaccions-per-lus-del-catala.html?dema=1>, *El Punt Avui*.

34. 28/01/2012. Civil Guard officer beats lawyer at El Prat airport for refusing to speak in Spanish.

Source: “Young man files complaint against Civil Guard for attacking him at El Prat airport for speaking in Catalan” http://www.ara.cat/societat/Guardia_civil-catala-El-Prat-agressio-Mossosllengua_0_635336654.html, *Ara*.

35. 07/02/2012. Reus couple forced to pay 180 euros to city council to have their wedding ceremony in Catalan, after Civil Registry forced them to have it in Spanish.

Source: “If you want to get married in Catalan in Reus, you have to pay 180 euros” <http://reusdigital.cat/noticies/reus-si-et-vols-casar-en-catal-et-fan-pagar-180-euros>, *Reus Digital*.

36. 25/02/2012. Young Mallorcan man reported for failure to respect authority by speaking to national police force officer in Catalan during demonstration.

Source: “National police officer files complaint against young Mallorcan man for speaking to him in Catalan” http://www.ara.cat/politica/Palma-Urdangarin-catala-guardia_civil-denunciaInstituto_Noos_0_652734836.html, *Ara*.

37. 05/05/2012. Citizen enters Inca headquarters of Civil Guard to file complaint and ends up with complaint filed against him for speaking in Catalan.

Source: “‘I wanted to file a complaint and now a complaint has been filed against me’ Jordi Alegre summoned to Inca court for disobeying authority. He wanted to speak in Catalan to Civil Guard” <http://dbalears.cat/actualitat/balears/volia-posar-denuncia-citencom-denunciat.html>, *Diari de Balears*.

38. 30/05/2012. Alt Empordà citizen verbally and physically abused by two Civil Guard officers, and faces trial for refusing to speak in Spanish.

Source: “Two Civil Guard officers face trial for harassing Vilajuïga citizen who refused to speak in Spanish” <http://www.vilaweb.cat/noticia/4025869/20120704/dos-guardies-civils-judici-vexar-veivilajuiga-negava-parlar-espanyol.html>, *Vilaweb*.

39. 27/06/2012. Ametlla del Vallès citizen illegally detained at Barcelona airport for speaking in Catalan and English.

Source: “Detained by national police at El Prat airport for speaking only Catalan or English” http://www.ara.cat/societat/Retingut-Policia-Nacional-aeroport-Pratcatala_0_726527425.html, *Ara*.

40. 07/07/2012. Young Mallorcan man spends the night in jail for not answering Civil Guard in Spanish.

Source: “Civil Guard arrest Arran activist for not answering them in Spanish” <http://www.setmanaridirecta.info/noticia/guardia-civil-arresta-un-militant-maulets-negarse-contestar-los-castella> [link no longer active; This story can be read on Racó Català: <https://www.racocatala.cat/forums/fil/162194/guardia-civil-arresta-militant-darran-mallorca-no-contestar-los-castella?pag=1>], *Setmanari Directa*.

41. 20/08/2012. Civil servant at Vic national police station refuses to use Catalan and threatens a citizen for speaking it.

Source: “*Plataforma per la Llengua* reports a new case of language discrimination at Vic National Police Station” <https://www.plataforma-llengua.cat/que-fem/noticies/1978/la-plataforma-per-la-llengua-denuncia-un-nou-cas-de-discriminacio-linguistica-a-la-comissaria-de-la-policia-nacional-de-vic>, *Plataforma per la Llengua* (blog).

42. 07/09/2012. Passenger detained by Spanish national police at Barcelona airport for giving ID number in Catalan.

Source: “Detained at airport for speaking in Catalan” <http://blogspersonals.ara.cat/elcatalasuma/2012/09/20/retingut-a-laeroport-per-parlar-en-catala/>, *Plataforma per la Llengua* (blog).

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43. 10/10/2012. Cantabria judge takes custody of daughter away from Catalan citizen claiming that he spoke to her in Catalan to separate her from her mother.

Source: “Cantabria judge takes custody of daughter away from Catalan police officer for ‘not teaching her Spanish’” <http://www.elperiodico.cat/ca/noticias/societat/jutge-cantabria-retira-custodia-fillamosso-per-ensenyar-li-castella-2222913>. *El Periòdic*.

44. 30/10/2012. Treasury refuses to process widow's pension on grounds that death certificate was submitted in Catalan.

Source: “Plataforma per la Llengua reports Treasury for not processing widow's pension because death certificate was submitted in Catalan” <http://www.plataforma-llengua.cat/noticies/interior/1967>, *Plataforma per la Llengua* (blog).

45. 21/12/2012 Almenara driver's licence taken away and held for three hours at Civil Guard control for speaking in Catalan.

Source: “They've taken away my driving licence because I spoke in Valencian.” <http://www.vilaweb.cat/noticia/4068300/20121223/mhan-retirat-carnet-conduir-parlarvalencia.html>, *Vilaweb*.

46. 31/12/2012. Vistabella del Maestrat citizen harassed and branded rude by doctor at Jaume I hospital in Castelló de la Plana for speaking in Valencian.

Source: “Plataforma per la Llengua gives advice to victim in new case of language discrimination at Jaume I hospital in Castelló de la Plana” <https://www.plataforma-llengua.cat/noticies/interior/2050>, *Plataforma per la Llengua* (blog).

47. 05/03/2013. Valencian government shuts down Canal 9, the last remaining television channel in Catalan in Valencia, and denies dismissed employees the right to be notified in Valencian.

Source: “Ombudsman asks Valencian radio and television broadcaster RTVV why laid-off employees were only informed of lay-off proceedings in Spanish” <https://www.elsindic.com/va/actualidad/el-sndic-pregunta-a-rtvv-per-qu-informa-les-persones-acomiadades-per-lero-solament-en-castell>, Valencian Ombudsman.

48. 23/03/2013. Dolçaina player from the group Obrint Pas detained, threatened and attacked for speaking in Catalan to two national police officers in Valencia

Source: “Police officer to Miquel Gironès (of Obrint Pas): ‘Speak to me in Spanish, bloody hell!’” <http://www.vilaweb.cat/noticia/4109561/20130427/policia-miquel-girones-obrint-pas-emparles-espanyol-collons.html>, *Vilaweb*.

49. 27/03/2013. Professor at Jaume I University in Castelló spends teaching hours demonstrating uselessness of Catalan and calls student who complained about teaching method a “hippie”.

Source: “Spanish indoctrination by professor at Jaume I University in Castelló” <http://www.vilaweb.cat/noticia/4099387/20130327/adoctrinament-espanyolista-professoruniversitat-jaume-castello-acabar.html>, *Vilaweb*.

50. 05/03/2013. Father and son insulted by two national police officers on regional train to Figueres for speaking in Catalan and refusing to be coerced to speak “Spanish or nothing”.

Source: “Complaint filed against police officers who made him speak in Spanish” <http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/640659-denuncia-unspolicies-que-li-exigien-de-parlar-en-castella.html>, *El Punt Avui*. Complaint received by e-mail via the language complaint section of the Plataforma per la Llengua website in April 2013. New case of linguistic abuse by Spanish police, in Figueres.

51. 12/07/2013. Citizen accused of altercations by Campello local police officer for speaking in Catalan and saying that his name is Lluís-Xavier.

Source: “Our support for Lluís Xavier Flores, victim of insults by local police officer for speaking in Valencian” <http://eltempir.cat/el-nostre-suport-a-lluis-xavier-flores-victima-dels-insults-dun-policia-local-per-parlar-li-en-valencia/>, *El Tempir*, civic association for language in Elx; “Elx to report language discrimination” <http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/679777-elxdenunciara-la-discriminacio-linguistica.html>, *El PuntAvui*.

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52. 21/07/2013. National police deny Palma citizen the right to file a complaint in Catalan.

Source: “New case of language discrimination by national police” <https://dbalears.cat/politica/2013/08/14/271009/nou-cas-discriminacio-linguistica-per-part-policia-nacional.html>, *Diari de Balears*.

53. 22/07/2013. Citizen detained at Elx demonstration for speaking to national police officer in Catalan.

Source: “El *Tempir* association reports a new case of language discrimination in Elx for speaking to a police officer in Catalan” <http://www.vilaweb.cat/noticia/4143605/20130913/lassociacio-tempirdenuncia-cas-discriminacio-linguistica-elx-adreca-policia-catala.html>, *Vilaweb*; “Support for Paco Muñoz Giménez, detained by national police for speaking to them in Valencian” <http://eltempir.cat/suport-a-paco-munoz-gimenez-detingut-per-la-policia-nacional-per-parlar-los-en-valencia/>, *El Tempir*, civic association for language in Elx.

54. 03/08/2013. Puçol citizen falsely accused during routine control by Civil Guard for speaking in Catalan.

Source: “Puçol citizen falls victim to false accusation by Civil Guard for speaking in Valencian” <http://www.laveupv.com/noticia/3936/un-vei-de-pucol-victima-dunadenuncia-falsa-de-la-guardia-civil-per-parlar-en-valencia>, *La Veu del País Valencià*.

55. 04/08/2013. Two young people beaten and humiliated by security guards and Civil Guard officers at Arenal Sound festival in Borriana for speaking in Valencian.

Source: “Kicked and punched for speaking in Catalan, on last night of Arenal Sound festival” <http://www.vilaweb.cat/noticia/4137716/20130806/cops-peu-puny-haverparlat-catala-lultima-nit-darenal-sound.html>, *Vilaweb*.

56. 22/08/2013. Vinaròs court refuses request submitted in Catalan as it considers it not to be an official language in Valencia.

Source: “Vinaròs court demands Spanish from Ebre lawyers” <http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/671782-unjutjat-de-vinaros-exigeix-el-castella-a-advocats-de-lebre.html?cca=1>, *El PuntAvui*.

57. 23/08/2013. Former councillor of Olleria harassed by national police officer for speaking in Catalan in Valencia.

Source: “Former councillor of Olleria falls victim to a new case of language discrimination by police” <http://www.vilaweb.cat/noticia/4140008/20130823/ex-regidor-lolleriavictima-cas-discriminacio-linguistica-policia.html>, *Vilaweb*.

58. 13/09/2013. National police officer refuses to attend to report by citizen because he spoke in Valencian and demands that he speak “in Spanish”.

Source: “Speak to me in Spanish, this is Spain” <http://www.laveupv.com/noticia/4649/hableme-en-espanol-esto-es-espana>, *La Veu del País Valencià*; “El *Tempir* reports a new case of language discrimination in Elx by national police officer and supports Francisco Escortell” <http://eltempir.cat/el-tempir-denuncia-un-nou-cas-de-discriminacio-linguistica-produida-a-elx-per-un-policia-nacional-i-es-solidaritzada-amb-francesc-cortell/>, *El Tempir*, civic association for language in Elx.

59. 18/11/2013. Barcelona court denies lawyer the right to process legal proceedings in Catalan.

Source: “Lawyer denied the right to request Catalan in legal proceedings” <http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/694408-deneguen-a-un-advocat-el-dret-a-demanar-el-catala-en-un-procediment-judicial.html?cca=1>, *El Punt Avui*; personal account by Miquel Panadès.

60. 05/12/2013. Grandfather and grandson thrown off TALGO train by ticket inspector for speaking in Catalan.

Source: “TALGO train ticket inspector throws grandfather and grandson off for being Catalan” <http://www.elpuntavui.cat/noticia/article/1-territori-/700188-la-revisora-duntalgo-fa-baixar-un-avi-i-un-net-per-ser-catalans.html>, *El Punt Avui*; “Ticket inspector who threw two passengers off train for being Catalan threatens to report them” <http://www.vilaweb.cat/noticia/4161210/20131211/revisora-baixar-dospassatgers-eren-catalans-amenaca-denunciar-los.html>, *Vilaweb*.

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61. 01/02/2014. Civil Guard officer at Spanish government sub-office in Castelló forces Valencian Parliament deputy to speak in Spanish.

Source: “Marina Albiol reports language discrimination at Spanish government subdelegation in Castelló” <http://www.vilaweb.cat/noticia/4170744/20140202/marina-albiol-denunciadiscriminacio-linguistica-subdelegacio-govern-espanyol-castello.html>, *Vilaweb*.

62. 21/03/2014. Tenerife judge takes away custody from mother who went to live in Ripollet as she believes that Catalan could be a “problem” for the girl.

Source: “Girl separated from her mother due to Catalan ‘choice’” <http://www.elpuntavui.cat/noticia/article/2-societat/-/726516-aparten-unanena-de-la-seva-mare-per-lescoll-del-catala.html>. *El Punt Avui*.

63. 10/04/2014. Granollers judge regards the use of Catalan in legal proceedings to be a burden, according to court resolution, despite claiming knowledge in the language to be a valuable skill.

Source: “Magistrate considers use of Catalan in legal proceedings to be a burden” <http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/731980-unamagistrada-considera-una-nosa-lus-del-catala-en-un-procedimentjudicial.html?cca=1>, *El Punt Avui*.

64. 26/04/2014. Officers at Xirivella police station refuse to attend to a citizen for speaking in Catalan, hang up the phone on her and make her wait over an hour until interpreter arrives.

Source: “Xirivella police station refuses to attend to woman in Valencian and calls interpreter” <http://www.levante-emv.com/comarcas/2014/04/26/comisaria-xirivellaniega-atender-mujer/1104512.html>, *Levante*.

65. 30/04/2014. Protester threatened with fine of 200 euros for speaking in Catalan to national police officers in Dénia.

Source: “Threatened with fine of 200 euros for speaking to police in Catalan” <http://www.vilaweb.cat/noticia/4188568/20140430/amenacat-multa-200-euroshaver-parlat-catala-policia.html>, *Vilaweb*; “Complaint filed against national police for threatening to fine him for speaking in Valencian during protest by mortgage-victim platform PAH” <http://lamarinaplaza.com/2014/04/30/denuncia-que-la-policia-nacional-leamenazo-con-multarle-por-hablar-en-valenciano-durante-una-protesta-de-lapah/#.U2FH6JyVLU>. *twitter*, *La Marina Plaza*, newspaper for the Marina Alta and Baixa districts [link no longer active].

66. 05/05/2014. Huesca traffic authorities ignores claim in Catalan by young man fined after speaking in Catalan during a Civil Guard check in Ribagorça.

Source: “State discriminates against young man for speaking Catalan and Occitan” <http://ebreexpres.com/lestat-discrimina-un-jove-per-parlar-catala-occita/>, *Ebre Expres*; “Young man reports that the native Aragonese language of the eastern area is also discriminated against in Aragon” http://www.ara.cat/societat/denuncia-lArago-tambe-discriminalAPAO_0_1142885892.html, *Ara*.

67. 21/05/2014. Elx teacher contracted by Fontcalent prison harassed and threatened “by civil servant from centre for speaking to him in Valencian”.

Source: “*El Tempir* reports a new case of linguistic harassment at Fontcalent prison and supports Maria Carme Viudes” <http://eltempir.cat/el-tempir-denuncia-nou-cas-de-vexacio-linguistica-a-la-presos-de-fontcalent-i-se-solidaritzamb-m-carme-viudes/>, “*El Tempir* civic association for language in Elx; “Civil servant at Fontcalent prison threatens teacher for speaking in Valencian” <https://www.diarilaveu.com/noticia/9509/denuncien-un-nou-cas-de-xenofobia-linguistica-a-la-presos-de-fontcalent>, *La Veu del País Valencià*.

68. 04/06/2014. Caldes de Malavella citizen threatened, insulted and detained for speaking in Catalan to two police officers at Figueres station.

Source: “Caldes citizen accuses two police officers of threats and insults for speaking in Catalan” <http://www.elpuntavui.cat/noticia/article/3-politica/17-politica/749322-un-vei-decaldes-acusa-dos-policies-damenaces-i-insults-per-haver-parlat-encatala.html?dema=1&tmpl=component&print=1&page>, *El Punt Avui*; “Two national police officers reported for detaining young man for speaking Catalan” <https://www.naciodigital.cat/noticia/69773/denuncien/dos/policies/cnp/van/retenir/jove/parlar/catala>, *Nació Digital*.

69. 11/10/2014. Barcelona court demands translation of clarification appeal in Catalan on the grounds that one of the lawyers is from Madrid.

Source: Case reported directly to *Plataforma per la Llengua*.

70. 29/12/2014. Chinese citizen who speaks Catalan and only a little Spanish is refused Spanish nationality.

Source: “Courts refuse Spanish citizenship to Chinese man who speaks Catalan, but not Spanish” <http://www.vilaweb.cat/noticia/4225606/20141229/tribunals-deneguen-citadania-espanyola-xines-parla-catala-parlar-espanyol.html>, *VilaWeb*; “Judges refuse nationality to Chinese man unable to speak Spanish” <https://www.levante-emv.com/comunitat-valenciana/2014/12/29/jueces-deniegan-nacionalidad-chino-incapaz/1206521.html>, *Levante. El mercantil valenciano*.

71. 02/02/2015. Language discrimination at EMAYA Green Dot centre in Palma.

Source: “Language discrimination at EMAYA Green Dot centre in Palma” <https://dbalears.cat/politica/2015/02/02/284731/discriminacio-linguistica-punt-verd-emaya-palma.html>, *Diari de Balears*, 2 February 2015; “EMAYA says that language discrimination at Green Dot centre was ‘an impression’” <https://dbalears.cat/politica/2015/02/05/284761/emaya-diu-discriminacio-linguistica-punt-verd-ser-impresio.html>, *Diari de Balears*, 5 February 2015.

72. 25/02/2015. Castelló de la Plana citizen detained and harassed by officers from national police force for speaking in Valencian.

Source: “Castelló citizen detained for speaking Valencian” <http://www.laveupv.com/noticia/13296/unvei-es-retingut-a-castello-per-parlar-valencia>, *La Veu del País Valencià*, 25 February 2015.

73. 02/03/2015. Figueres judge threatens witness with suspending the trial if he speaks in Catalan.

Source: Case reported directly to *Plataforma per la Llengua*.

74. 02/03/2015. Spanish police harass lawyer for speaking in Catalan at immigration detention centre.

Source: Case reported directly to *Plataforma per la Llengua*.

75. 04/03/2015. Catalan Football Federation cancels licence for six children because their census certificate was not attached in Spanish.

Source: “Catalan Football Federation: an embarrassment!”, letter to *El Punt Avui* newspaper dated 11 March 2015, Girona edition, published on the website of the association *Ara o Mai*: “Catalan Football Federation reported for having cancelled licences because a document was written in Catalan” <http://araomai.cat/denuncien-que-la-f-c-futbol-ha-anul%2%b7lat-unes-llicencies-perque-un-document-estava-escrit-en-catala/>.

76. 10/03/2015. Thrown out of Spanish consulate in Brussels for a document written in Catalan.

Source: “Thrown out of Spanish consulate in Brussels for a document written in Catalan” <http://www.vilaweb.cat/noticia/4235277/20150310/expulsat-consolat-espanyolbrusselles-escrit-catala.html>, *Vilaweb*, 10 March 2015; “Spanish government justifies citizen being thrown out of consulate in Brussels for a document written in Catalan” <http://www.vilaweb.cat/noticia/4363594/20150609/govern-espanyol-justificalexplulsio-consolat-brusselles-ciutada-escrit-catala.html>, *Vilaweb*, 9 June 2015.

77. 10/03/2015. National police officers refuse to process two national ID documents in Mollerussa because official documentation written in Catalan was attached.

Source: “National police officers refuse to process two national ID documents in Miralcamp as request was in Catalan” <http://www.segre.com/detall-dela-noticia/article/policies-nacionals-rebutgen-tramitar-dos-dni-de-miralcamp-alestar-en-catala-la-sollicitud/>, *Segre*, 12 March 2015 [link no longer active; see alternative: <https://www.naciodigital.cat/noticia/83904/policia/nacional/rebutja/tramitar/dos/dnis/mollerussa/estar/sollicitud/catala>]. The day before publication, the journalist sought advice from *Plataforma per la Llengua* regarding legal aspects and the existence of other cases.

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78. 27/04/2015. Unemployed woman from Reus harassed on a course subsidised by public employment service SOC for requesting that they run a course in Catalan.

Source: Case reported directly to *Plataforma per la Llengua*.

79. 13/05/2015. Teacher at IES Terrassa high school mocks student for speaking Catalan.

Source: Direct e-mail contact by someone close to the victim. "Teacher at IES Terrassa high school mocks student for speaking Catalan" <https://www.plataforma-llengua.cat/que-fem/noticies/2856/un-professor-de-liesterrassa-fa-mofa-a-un-alumne-per-parlar-catala>.

80. 11/06/2015. Nationality denied to foreign citizen for submitting part of the documentation in Catalan.

Source: Case reported to *Plataforma per la Llengua* by the Catalan Government's Department of Social Welfare and the Family.

81. 18/06/2015. Catalan leads High Court of Justice in Aragon to take away custody of a child.

Source: "Catalan leads High Court of Justice in Aragon to take away custody of a child", *Plataforma per la Llengua* (blog) <https://www.plataforma-llengua.cat/que-fem/noticies/2881/el-catala-motiva-al-tribunal-superior-de-justicia-de-larago-a-retirar-la-custodia-dun-menor>. Case reported directly to *Plataforma per la Llengua*.

82. 21/06/2015. Doctor threatens to file complaint against patient in Sant Joan Despí for speaking to her in Catalan.

Source: Case reported directly to *Plataforma per la Llengua*.

83. 28/07/2015. Doctor at Torelló health centre harasses and refuses to attend to patient who spoke to him in Catalan.

Source: "*Plataforma per la Llengua* deems it unacceptable not to be attended to in Catalan at a health centre" <https://www.plataforma-llengua.cat/que-fem/noticies/2920/laplataforma-per-la-llengua-considera-inadmissible-no-poder-ser-ates-en-catala-enun-cap>. The victim had published details of the discrimination on her Facebook page. "Ministry of Health opens informative file against Torelló paediatrician who forced people to speak in Spanish" <https://www.naciodigital.cat/noticia/91803/salut/obre/expedient/informatiu/al/pediatre/torello/va/exigir/parlar/castella>, *Nació Digital*.

84. 05/08/2015. National police detain Argentinian citizen and cause him to miss flight for speaking in Catalan and disobeying order to speak in Spanish.

Source: "Tiger nuts, language and a Spanish police officer" <http://www.elpuntavui.cat/societat/article/5-societat/883544-xufles-llenguai-un-policia-espanyol.html>, *El Punt Avui*.

85. 06/08/2015. Paediatrician harasses patient on two occasions for speaking to him in Catalan in two towns near Castelló.

Source: "Where are the Valencian speakers' rights?" <https://www.facebook.com/daniel.andresroig/posts/413979755455557>, publicació al mur de Facebook de Daniel Andrés Roig.

86. 12/09/2015. National police officer attacks young man for speaking to him in Catalan in La Jonquera.

Source: "*Plataforma per la Llengua* deems new case of language discrimination in La Jonquera intolerable" <https://www.plataforma-llengua.cat/que-fem/noticies/2944/la-plataformaper-la-llengua-considera-intolerable-el-nou-cas-de-discriminacio-a-lajonquera>, *Plataforma per la Llengua* (blog). *La Plataforma per la Llengua* identified the complaint on social media.

87. 23/12/2015. District spokesperson for Pro-Valencian Youth Group Joves amb Compromís detained by police for speaking in Valencian.

Source: "District spokesperson for Pro-Valencian Youth Group *Joves amb Compromís* detained by police for speaking in Valencian" <http://www.laveupv.com/noticia/17476/%20un-portaveu-comarcal-dejoves-amb-compromis-retingut-per-la-policia-per-parlar-en-valencia>, *La Veu del País Valencià*.

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88. 16/02/2016. Family forced to speak in Spanish at Igualada court and complaint left on file because “it was only a suggestion”.

Source: Case reported directly to *Plataforma per la Llengua*.

89. 15/03/2016. Judge harasses two lawyers and six-year-old girl for speaking in Catalan.

Source: “High Court of Justice in Catalonia cautions Olot judge for her lack of respect towards use of Catalan” <http://www.elpuntavui.cat/punt-divers/article/4-divers/1010229-el-tsjc-amonesta-una-jutgessa-d-olot-pel-seu-poc-respecte-a-l-us-del-catala.html>, *El Punt Avui*.

90. 25/01/2016. Valencian High Court underhandedly ensures that right to use Catalan is inferior to right to use Spanish, as it could lead to “defencelessness”.

Source: “If you file the complaint in Valencian, translate it or wait 5 years” <http://www.levante-emv.com/comunitat-valenciana/2016/03/29/demanda-valenciano-traduzcalo-o-espere/1397153.html>, *Levante -EMV*.

91. April de 2016. Brazilian refused citizenship for doing exam in Catalan; confirmation that only language of integration is Spanish.

Source: “Refused Spanish nationality for doing exam in Catalan” <https://www.plataforma-llengua.cat/que-fem/noticies/3124/denegada-la-nacionalitat-espanyola-per-fer-lexamen-en-catala>, *Plataforma per la Llengua* (blog).

92. 21/04/2016 Alicante District Council Auditorium does not include Catalan on the building's sign because having too many letters on it would be “unsightly”, but it does include Spanish.

Source: “New case of language discrimination by District Council of Alicante” <http://www.laveupv.com/noticia/19650/%20nou-cas-de-discriminacio-linguistica-de-la-diputacio-dalacant>, *La Veu del País Valencià*.

93. 22/04/2016. Olot courts refuse document in Catalan “to prevent defencelessness” of one of the parties.

Source: “Olot court demands documents in Spanish to prevent ‘defencelessness’” http://www.lavanguardia.com/politica/20160421/401264996002/juzgado-de-olot-catalan-espanol-indefension.html?utm_source=Twitter&utm_medium=Social, *La Vanguardia*.

94. 25/01/2016. Hearing postponed in trial for Nóos case in Palma as a witness “hadn't warned them that she wanted to speak in Catalan”.

Source: “Lack of interpreter leads to delay in Castillo declaration in Nóos case” <http://val.levante-emv.com/comunitat-valenciana/2016/05/07/falta-interprete-retrasa-declaracion-castillo/1414428.html>, *Levante -EMV*.

95. 15/06/2016. Godella board of examiners tells candidate to do exam in Spanish or leave.

Source: “We don't have the exam in Valencian; either you do it in Spanish or you leave” <http://www.levante-emv.com/horta/2016/06/15/examen-valenciano-o-castellano-o/1432173.html>, *Levante-EMV*.

96. 29/06/2016. Man thrown out of Correos post office in Barcelona for requesting increased presence of Catalan within this administration.

Source: Case reported directly to *Plataforma per la Llengua*.

97. 26/06/2016. Table-tennis coach dismissed for encouraging his players in Catalan.

Source: “Cassà Table Tennis coach dismissed for not ‘encouraging his player in Spanish’” <http://www.naciodigital.cat/noticia/111464/expulsen/entrenador/tennis/taula/cassa/no/animar/seu/jugador/espanyol>, *Nació Digital*.

98. 11/07/2016. Citizen thrown out of Drassanes health centre for requesting to be attended to in Catalan.

Source: Case reported directly to *Plataforma per la Llengua*.

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99. 01/07/2016. Sagunt court uses fictitious law to prevent lawyer from using Catalan.

Source: “Another case of language discrimination at Valencian courts” <http://www.laveupv.com/noticia/20864/%20un-altre-cas-de-discriminacio-linguistica-als-jutjats-valencians>, *La Veu del País Valencià* i <http://www.laveupv.com/documents/decret-jutjat-sagunt-llengua.pdf> [Link no longer active].

100. 10/07/2016. Palamós lifeguard refuses to attend to an individual because he was spoken to in Catalan.

Source: *Ara Girona* <http://www.aragirona.cat/noticia/2016/07/11/la-denuncia-a-un-socorrista-catalanofob-a-la-platja-de-palamos-es-torna-viral> [Link no longer active] and user's Facebook page.

101. 04/08/2016 Renfe ticket salesperson refuses to serve customer because he spoke to her in Catalan.

Source: “Renfe passenger reports refused service due to speaking Catalan” http://www.elperiodicomediterraneo.com/noticias/comarcas/usuario-renfe-denuncia-desatencion-hablar-catalan_1008032.html, *El Periódico del Mediterráneo*.

102. 04/08/2016. Catalan-speaking citizen repeatedly harassed by various civil servants from the Spanish police.

Source: “Anti-Catalan treatment at Spanish police station in Vic: ‘You must speak Spanish!’” <http://www.vilaweb.cat/noticies/catalanofobia-a-la-comissaria-de-la-policia-a-vic-estas-obligada-a-parlar-en-espanyol/> *Vilaweb*.

103. 09/08/2016. Employees at homeless centre refuse to help Catalan-speaking resident harassed by other residents.

Source: Case reported directly to *Plataforma per la Llengua*.

104. August de 2016. Court acknowledges the right to receive notifications in Catalan, but convicts defendant anyway because the fact that this right was infringed “did not imply defencelessness”.

Source: “State denies Valencian notary the right to use Catalan, arguing that he has ‘full knowledge of Spanish’” <http://www.vilaweb.cat/noticies/lestat-nega-lus-del-catala-a-un-notari-valencia-perque-te-ple-coneixement-del-castella/>, *Vilaweb*.

105. August de 2016. Entry refused to Social Security office for not speaking to security guard in Spanish.

Source: “Dénia Social Security office refuses access for speaking in Valencian” http://www.laveupv.com/noticia/23299/loficina-de-la-seguretat-social-de-denia-nega-laccess-per-parlar-en-valencia?utm_source=dlvr.it&utm_medium=twitter&publicitat=true, *La Veu del País Valencià*.

106. 22/09/2016. Benet Salellas forced to speak Spanish at airport as “you can't speak Catalan in the air”.

Source: Complaint identified during parliamentary session and reported to *Plataforma per la Llengua*.

107. 28/12/2016. Catalan councillor forced to speak in Spanish at “Audiencia Nacional”

Source: Case reported directly to *Plataforma per la Llengua*.

108. December de 2016. Valencian councillor harassed and reported by Civil Guard for speaking in Catalan.

Source: “‘Speak to us in Spanish’: deputy mayor of Gata falls victim to anti-Catalan attack by Civil Guard” <http://www.vilaweb.cat/noticies/parlans-en-espanyol-el-tinent-de-batlle-de-gata-victima-dun-atac-catalanofobic-per-part-de-la-guardia-civil/>. Case reported directly to *Plataforma per la Llengua* and later published on *Vilaweb*.

109. Judge does not accept document at trial in Alicante because “it's in Catalan, not Valencian”.

Source: “Scandal in Alicante as judge says that Catalan is not co-official there” <http://www.vilaweb.cat/noticies/escandol-a-alacant-perque-un-jutge-diu-que-el-catala-no-es-cooficial/>, *Vilaweb*; “Supreme Court fines Lleida judge for criticising Catalan” <http://www.publico.es/politica/supremo-multa-juez-lleida-criticar.html>, *Público*; “José María Magán: ‘I've given up. They've silenced me’” <http://www.lasprovincias.es/v/20130506/comunitat/jose-maria-magan-rendido-20130506.html>, *Las Provincias*.

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