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20 ANYS

**PLATA
FORMA
PER LA
LLENGUA**

L'ONG DEL CATALÀ

FES-TE'N SOCI

Title: "In Spanish or not at all", 40 serious cases of linguistic discrimination in the public administration, 2007-2013

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Presentation

The Pro-Language Platform is a non-profit organisation based in Barcelona that works to promote Catalan language as a tool for social cohesion in the different Catalan-speaking territories, and from an all-embracing standpoint in the socio-economic and audiovisual areas, welcoming and helping newcomers and immigrants with the language at all levels of education and in the administrations, to mention but some of its spheres of action.

The Pro-Language Platform works to promote the social use of Catalan, improve its legal status and foster linguistic awareness in society in the conviction that the role of Catalan language is to be the backbone of cultural diversity in our country, and that it should be nurtured. A consultative board of experts provides advice on the organisation's work programmes.

The Pro-Language Platform's work is pragmatic and rigorous, always pursuing originality in all its actions and approaches. In order to work globally, we attach particular importance to the conduct of specialised studies before embarking upon our different projects.

In the course of over twenty years of constant work, the Pro-Language Platform has helped to increase the presence of Catalan in different areas of society: business, trade, the university, the audiovisual world and culture, the media, the new technologies, the administration of justice, the European Union and social use in the context of the new immigration.

1. Introduction

In recent years, **the organisations engaged in defending Catalan language and the media have regularly echoed cases of linguistic discrimination suffered by the citizens of the Catalan-speaking territories under Spanish sovereignty at the hands of officials and employees of the public authorities when they wish to express themselves in Catalan.** In view of this intolerable situation, the Pro-Language Platform realised the need to prepare a report containing a significant part of the cases that have taken place in the Catalan-speaking territories between 2007 and the first four months of 2013 with a view to raising public awareness of this issue.

This report presents 40 cases of serious linguistic discrimination committed by public authorities against citizens from the Catalan-speaking territories. **Unfortunately, the cases reported are but a part of all the linguistic discrimination that actually occurs, since in many cases the victims of such illegal abuse never report it and nor do they reach the organisations that work to protect our language or the media. In this regard, the cases described are merely the visible part of a much broader problem.**

The data collected stem from cases of discrimination handled by the Pro-Language Platform and by other organisations engaged in the defence of Catalan language and culture, such as Obra Cultural Balear, Acció Cultural del País Valencià or Òmnium Cultural. These data are complemented by a search performed to locate cases of discrimination that have appeared in the media. In many cases, both sources were used to obtain the greatest possible information on episodes of linguistic discrimination in the public administrations.

This type of coercion and harassment, hindering the use of Catalan language in the public organisations, are not merely xenophobic practices that are totally unacceptable in a Twenty-First Century democratic society, they are also illegal according to the law in force. The Statutes of Autonomy of Catalonia, the Balearic Islands and the Autonomous Community of Valencia and the other relevant laws prohibit any type of language-based discrimination and guarantee, on paper, the right of the citizens in these territories to use Catalan in their dealings with the public administrations. Besides the applicable state legislation, Spain signed and ratified the European Charter for Regional or Minority Languages and is therefore obliged to

guarantee a series of linguistic rights in the linguistic communities within the national territory, such as in Catalonia.

This report is divided into several sections. Firstly, **one chapter is dedicated to the legislation governing linguistic rights, with particular emphasis on the linguistic rights acknowledged in the autonomous legislation of the territories of Catalonia, the Balearic Islands and the Autonomous Community of Valencia. This chapter also reviews the linguistic rights guaranteed by European Charter for Regional and Minority Languages, signed and ratified by Spain, and therefore binding upon state authorities.** Finally, the aspects related to linguistic rights contained in the Universal Declaration of Human Rights are addressed, and a brief description of the Universal Declaration of Linguistic Rights (The Barcelona Declaration) is provided.

The third section covers the methodological criteria applied in the compilation of the cases of linguistic discrimination during the study period, i.e. between 2007 and the first four months of 2013. It is also made clear that the 40 cases listed are but a part of all the cases of discrimination suffered by citizens in the Catalan-speaking territories for using Catalan language, since a major number of cases of discrimination go undetected through lack of media coverage or simply because they are not reported to the institutions that work to defend Catalan language and linguistic rights.

The fourth chapter includes 40 cases of citizens who were victims of linguistic discrimination in the public administrations between 2007 and 2013. Each case includes a fact-sheet detailing the different aspects of the discrimination (the date, the administration involved, offending organisation or institution, among other variables), together with a description of the case and a reference to the source or sources from which the information was culled.

The last two sections are devoted to a statistical analysis of the cases of linguistic discrimination described in the previous chapter. The fifth chapter includes an X-ray of the characteristics of discrimination, the distribution of the cases on a by-region basis (Catalonia, the Balearic Islands and the Autonomous Community of Valencia) or in the county or island where they occur, and the number of cases of discrimination based on the year or the administrations and organisations involved. The proportion of cases of discrimination that culminate in an act of physical assault or the volume of assaults is also examined by areas or sectors (State security forces, justice, education, health services...). Finally, the sixth section compares the characteristics of the cases of discrimination according to the territory

(Catalonia, the Balearic Islands and the Autonomous Community of Valencia) to ascertain the possible existence of major differences in this regard.

The Pro-Language Platform trusts that this report will help to increase awareness among the general public and among policy-makers with regard to these illegal and totally undemocratic acts perpetrated against citizens of the Catalan-speaking territories when they attempt to use linguistic rights that are recognised by the law of the land. In this regard, the organisation expresses its commitment to all the citizens who have suffered harassment or discrimination when trying to use Catalan language normally in their dealings with the public administrations. Furthermore, the organisation will bring all these cases of illegal discrimination to the attention of policy-makers and will call upon the latter to take the necessary measures to ensure that such cases are not repeated. Should the Spanish State fail to take appropriate action, the Pro-Language Platform does not rule out the possibility of reporting all these violations of the civil and linguistic rights of the citizens of the Catalan-speaking territories to the Council of Europe, the European Union and to any international institutions it deems fitting to guarantee the rights of its citizens and the total harmonisation of Catalan language.

2. Four centuries of persecution of Catalan language: setting the scene

The situations of discrimination and harassment on the grounds of language suffered by the citizens of Catalan-speaking territories described in this report are by no means a historical exception. In order to understand the violations of the linguistic and civil rights described in this report, we must go back in time, and more particularly to the Seventeenth Century.

The legal prosecution of Catalan language began in the second half of the Seventeenth Century, in Northern Catalonia, annexed to the Kingdom of France as a result of the Treaty of the Pyrenees (1659) between the French and Spanish monarchies. Louis XIV, King of France, banned the use of Catalan in education, public administration and in religious celebrations. He also ordered that all legal proceedings, the deliberations of municipal magistrates, affidavits by notaries public and all kinds of public acts or events had to be conducted in French or would be declared null and void. King Louis XIV once actually said that the habit of speaking Catalan contravened "*l'honneur de la Nation française*" ¹

In the other Catalan-speaking territories, the widespread persecution of Catalan began with the enactment of the so-called Nueva Planta Decrees, a package of laws passed by Philip V after the War of Spanish Succession (1701-1715), which did away with Catalonia's own institutions and constitutions and those of the other territories of the Crown of Aragon. In the case of the Kingdom of Valencia, through the decree of June 29, 1707 Philip V ordered the abolition of all privileges and the assimilation of Valencian language into the usages, customs and laws implemented in Castile. Although no specific reference was made to the use of language, Catalan was automatically abandoned and replaced by Spanish. Thus began the bureaucratic "Castilianisation" of the entire administration of Valencia.

In Catalonia and the Balearic Islands, the hostilities of the War of Succession lasted until 1714 and 1715, respectively. In January 1716, Philip V enacted the Nueva Planta Decree, a package of laws that imposed absolutism in the Monarchy of Spain. In the case of the territories of the Crown of Aragon, these provisions invoked right of conquest, and the Crown's privileges and constitutions were abolished, and the local institutions that safeguarded these privileges and constitutions were likewise abolished.

The enactment of the Nueva Planta decrees replaced Catalan with Spanish in the government, including the judiciary. In Catalonia, the enactment of these new laws was accompanied by

¹ FERRER i GIRONÈS, Francesc: *La persecució política de la llengua catalana*, Edicions 62, 1993, Barcelona

certain secret instructions issued to the new Castilian administrators in a report produced by the Council of Castile. One of these instructions is a paradigmatic example of the political annihilation of Catalan language: *"The utmost care will be taken to introduce Spanish, for which purpose extremely subtle and covert measures will be taken to ensure their unnoticed effectiveness"*².

The Royal Court of Catalonia was imposed as the sole institution of government and justice of Catalonia, and in which only Spanish language was used. Catalan universities were also suppressed by way of punishment, and the new University of Cervera was established, where the teaching language was Spanish.³ In Majorca, the New absolutist "Planta" of Majorca, publicly pronounced on 16 March 1716, also led to the exclusion of Catalan language and the progressive implementation of Spanish in all public areas.

The Nueva Planta Decree was merely the beginning of the repression instigated against Catalan language: during the 1760-1808 period, the Catalan-speaking territories were obliged to bear the brunt of a new offensive against Catalan, driven by the argument that the consolidation of the Spanish State was conditioned to linguistic uniformity and the expansion of Spanish. The Royal Charter of Aranjuez of 1768, approved by Charles III, heralded yet another step in the exclusion of Catalan, imposing the exclusive use of Spanish in public life, and Spanish as the sole teaching language in schools. Catalan was further ostracised in subsequent legal provisions: a ban on the use of Catalan in education (1768); prohibition of the publication of books in Catalan (1768); obligation of merchants all over the Kingdom to do their accounts or book-keeping in Spanish (1772), and the prohibition of plays being performed in any language other than Spanish (1801).⁴

The Napoleonic Wars in Spain (1808-1814) brought brief respite in the process of the repression of Catalan. The French invasion helped Catalan to recover its official status in Catalonia. The use of Catalan was common in the public administration and in the press.

² FERRER i GIRONÈS, Francesc *La persecució política de la llengua catalana*, Edicions 62, 1993, Barcelona

³ DEDIEU, Jean-Pierre. «[La Nueva Planta en su contexto. Las reformas del aparato del Estado en el reinado de Felipe V](#)». *De la monarquia dels Àustries a la dels Borbons : imatge i història d'un canvi dinàstic i polític*, Manuscrits. Revista d'Història Moderna 18, 2000, pp. 113-139.

⁴ FERRER i GIRONÈS, Francesc: *La persecució política de la llengua catalana*, Edicions 62, 1993, Barcelona

However, the war situation and Napoleon's subsequent defeat meant that this status was more formal than real.⁵

When the Bourbon monarchy was restored in Spain, Catalan was banished once again from public and government life, and the measures taken to eradicate Catalan were resumed. For example, in the Church, which in 1928 enacted an Episcopal order whereby all sacred books of parishes had to be in Spanish. Nevertheless, Catalan managed to stay alive in the Catholic Church; the lower-level clergy continued to use it in catechesis. Further restrictions were imposed on the use of Catalan in education; the regulations governing public schools of 1838 and 1849 highlight the obligation to use only Spanish. The use of Catalan was maintained thanks to the staff who had learned the language in the family setting. Even a document issued by the Cemeteries Board banned the use of Catalan in epitaphs in cemeteries in Catalonia. Some other examples of provisions to ensure the hegemony of Spanish in all public areas include the ban on the use of Catalan in deeds executed by Notaries Public in 1862 and the ban on writing plays in Catalan in 1867.⁶

The Glorious Revolution (1868-1974) and the fall of the Bourbon monarchy opened up prospects for greater respect for the different nationalities in Spain, but the restoration of the Bourbon monarchy (1875) consolidated a dual-party oligarchic model devised by a conservative party and a liberal party that alternated in power. In this political context, the prosecution of Catalan was accentuated: in 1881 the Conservative government enacted a new Civil Procedure Law stipulating that any document written in a language other than Spanish in court proceedings had to be translated into Spanish. This therefore annulled the validity of any document written in Catalan in private documentation and in commerce. During this period, the use of Catalan in the civil registry and the courts was also banned. Even the *Directorate General of the Post Offices and Telegraphs* issued a circular in 1896 banning the use of Catalan language in telephone calls in Spain.⁷

Towards the end of the Nineteenth Century, a growing pro-Catalan movement committed to helping Catalan to recover its official status in Catalonia was incubated. In this regard, in 1892

⁵ MERCADER, Joan *Catalunya i l'Imperi Napoleònic*, Publicacions de l'Abadia de Montserrat, 1978, Barcelona

⁶ FERRER i GIRONÈS, Francesc *La persecució política de la llengua catalana*, Edicions 62, 1993, Barcelona

⁷ «[Llistat de les normes de repressió i violència espanyola contra la llengua catalana](#)». Archived from the [original](#) of 13 May 2008. published in the electronic bulletin no. 73 of the Catalan Language Commission of the [Bar Association of Catalonia](#)

the Catalan Nationalist Union produced a manifesto called "Bases for the Catalan Regional Constitution" which proposed that "Catalan will be the only official language that can be used in Catalonia and in the dealings of this region with the central power".⁸ It should also be noted that in 1896 an MP from Valencia made the first - albeit unsuccessful - parliamentary petition to the Spanish Courts to harmonise the use of non-Castilian languages in schools.

The Twentieth Century began with a strong Pro-Catalan nationalist movement, but the attacks on Catalan language did not cease, as is illustrated by the different provisions enacted by the Spanish government of the time against the remaining Catalan strongholds: the obligation of all teachers to teach Christian doctrine in Spanish (1902) or the refusal to validate documents written in Catalan in the Land Registry (1915). Even the *Real Academia Española de la Lengua* (Spanish Royal Academy of Language) forwarded a complaint to the Spanish government in 1916 asking it to monitor compliance with the legal regulations that imposed the exclusive use of Spanish in schools.⁹

In 1914, the creation of the Commonwealth of Catalonia was approved, an institution that united the four Catalan provinces: Barcelona, Girona, Tarragona and Lleida, and in response to a historical Catalan demand, since it heralded the federation of the four Catalan provincial councils and the first attempt at returning powers over the administrative management of the territory since the Nova Planta Decree. In the strictly linguistic area, Spanish continued to be the dominant language of the Commonwealth. Catalan only enjoyed a certain official status in oral communications, and if a document was written in Catalan it had to be accompanied by a translation into Spanish.

The meagre advances in autonomy and the use of Catalan language in public life were curtailed by the *coup d'état* by the Captain General of Catalonia, Miguel Primo de Rivera, in 1923 and the subsequent military dictatorship that would last until 1930. The dictatorship dictated the suppression of the Commonwealth of Catalonia and the suspension of the few advances made in the official recognition of Catalan. That same year, 1923, the new military government approved a Royal Decree targeting separatism, which was particularly aggressive against the use of Catalan and the other minority languages of the state in the public sphere: Catalan was relegated to the oral domain, and its use was prohibited in the official documents, acts and records of local corporations and public events. However, the law did not prohibit

⁸ LLORENS i VILA, Jordi *La Unió Catalanista (1891-1904)*, Rafael Dalmau Editor, 1991, Barcelona

⁹ FERRER i GIRONÈS, Francesc *La persecució política de la llengua catalana*, Edicions 62, 1993, Barcelona

writing songs, dances and customs in Catalan, i.e. the aim was to relegate the language to folklore. In subsequent years, the military dictatorship eliminated optional Catalan classes in primary schools, and inspectors were also ordered to remove all books written in Catalan from schools and suspend all teachers that refused to teach in Spanish or tried to obstruct the use of Spanish in teaching. Other repressive measures taken against Catalan included the abolition of the Commonwealth of Catalonia or the penalty imposed on the Bar Association of Barcelona following its refusal to publish the *Judicial Guide* in Spanish.¹⁰

Another one of the institutions attacked by the Military Dictatorship for using Catalan was the Catholic Church, one of the few institutions where the language had survived, particularly in preaching and catechesis. Some examples of this repression are the imprisonment of the missionary Bartomeu Barceló for giving a sermon in Catalan in the Cathedral of Girona, and the Jesuit Ramon M. Bolòs of Manresa was arrested and incarcerated for the same reason. The dictator Primo de Rivera even had the state ambassador to the Vatican removed in order to put pressure on the Vatican bureaucracy for the Catalan Church to abandon its loyalty to Catalan.¹¹

The advent of the Second Spanish Republic on 14 April 1931 constituted a major earthquake in Spanish political life; Catalan recovered its presence in public life and most of the provisions that prohibited its use were repealed. Catalan's legal status in the new regime was regulated by the Republican Constitution and by the Statute of Autonomy of Catalonia, approved by the Spanish Republican Parliament in 1932. The second article of the Statute of Autonomy establishes Catalan and Spanish as the official languages of Catalonia. The language was also recognised and used in the administration of justice and notarial documents, and this also extended to the field of university and non-university teaching.¹²

Catalan went through a period of relative normality during the Second Republic and gradually recovered its presence in certain private and public walks of life. Moreover, Catalan also enjoyed a spell of splendour in the press, the scientific world, the socio-economic area and public life in general. However, the outbreak of the Spanish Civil War and the subsequent victory of the military rebels led to a fierce crackdown on the language and culture.

¹⁰ ROIG i ROSICH, Josep M., *La Dictadura de Primo de Rivera a Catalunya. Un assaig de repressió cultural*, Publicacions de l'Abadia de Montserrat, 1998, Barcelona.

¹¹ FERRER i GIRONÈS, Francesc *La persecució política de la llengua catalana*, Edicions 62, 1993, Barcelona

¹² BENET, Josep *L'intent franquista de genocidi cultural contra Catalunya*, Publicacions de l'Abadia de Montserrat, 1995, Barcelona

The pro-Franco side was deeply hostile to Catalan language as of the outbreak of the Civil War. In Majorca, in the hands of the military fascists since 1936, Catalan was immediately banished from public life and also from the strictly private sphere, where the new regime engaged in propaganda with slogans such as: *"If you are Spanish, then speak Spanish."* The breakaway government repealed the Statute of Autonomy of Catalonia in May 1938, and as a result of this law Catalan ceased to be official in Catalonia. The ban was enforced relentlessly by the military rebels in the occupied territories; in 1938, in Lleida, the occupying troops strafed a gravestone on which a poem had been engraved in Catalan, or the military governor of Lleida published the following slogan: *"Spaniards, speak Spanish"*.¹³

The persecution of the public use of Catalan was redoubled with the occupation of Barcelona and the rest of Catalonia in January 1939. The day that Franco's troops entered Barcelona, the head of the occupying forces announced that the use of Catalan would only be allowed in the family setting. Repression was systematic; Franco's army seized Ràdio Associació de Catalunya, Barcelona's main radio station, and Catalan was totally prohibited; the language was radically banned in the City Council of Barcelona, all press published in Catalan, even religious and right wing, was shut down; all kinds of books in Catalan were destroyed and banned.¹⁴

In view of the refusal of numerous shops, industries and people to comply with the order to remove signs and announcements or advertisements in Catalan, many town and city councils published municipal orders to have any public (street name plates or public signs) or private sign (commercial establishments) written in Catalan removed immediately. Failure to comply was punished by heavy fines and compliance was monitored by the military authorities. Many town and village names in Catalonia were "Castilianised".

Thousands of books written in Catalan were also destroyed in the first few months of 1939. For example, between February and March in that year, nine truckloads of banned Catalan books were shipped from the warehouse of the Barcino Publishers to a paper mill to be destroyed, or books by the Proa publishing house were dumped in the street and then converted into paper

¹³ SOLÉ i SABATÉ, Josep M.; VILLARROYA, Joan, *Cronologia de la repressió de la llengua i la cultura catalanes, 1936-1975* Curial Edicions Catalanes, 1994, Barcelona.

¹⁴ BENET, Josep; *L'intent franquista de genocidi cultural contra Catalunya*, Publicacions de l'Abadia de Montserrat, 1995, Barcelona

pulp. In June, second-hand bookshops in Barcelona were closed temporarily so that all banned books in Catalan could be removed from them.¹⁵

In schools, not only was the use of Catalan in education banned, but the order was also given to withdraw all books, notebooks, forms and work already done in Catalan from schools. In Majorca, fifty-six state teachers were definitively dismissed from the teaching profession and ninety-nine were punished. The total was just over six hundred teachers. In Catalonia, more than a thousand Catalan teachers were excluded from teacher teaching school and the new regime sent non-Catalan teachers to Catalonia, particularly from Castile.¹⁶ In October 1939, once the provisions prohibiting the use of Catalan in school had been issued, the civil governor of Barcelona personally closed two schools where the provincial inspection had reported that there were teachers giving classes in Catalan.¹⁷

On 1 August, 1939, four months after the war had officially ended, and after more than six months had elapsed since the occupation of Barcelona, the military occupation came to an end. However, the persecution of the language and culture did not relent. Proof of this is the prohibition on government officials speaking Catalan during working hours under the threat of serious penalties. The prohibition of the use of Catalan on all kinds of paper forms was guaranteed by the existence of prior censorship of all types of printing work, which even affected commercial labels. With the end of World War II in 1945, and the defeat of the Nazi and Fascist regimes that had supported Franco's regime, the latter was obliged to soften some aspects of its persecution of language and culture. But most of the important prohibitions continued to exist.¹⁸

In later decades, Franco's dictatorship was stabilised, but the regime continued to pursue a language policy that effectively wiped out non-Castilian languages from public life and institutions. Only popular pressure managed to open some chinks that widened over the years. But the bans continued; the Spanish prison Regulation of 1956 explicitly stated that all communication during visits to prisons had to be in Spanish, or in 1957 the new regulation of

¹⁵ SOLÉ i SABATÉ, Josep M.; VILLARROYA, Joan, *Cronologia de la repressió de la llengua i la cultura catalanes, 1936-1975* Curial Edicions Catalanes, 1994, Barcelona.

¹⁶ BENET, Josep; *L'intent franquista de genocidi cultural contra Catalunya*, Publicacions de l'Abadia de Montserrat, 1995, Barcelona

¹⁷ SOLÉ i SABATÉ, Josep M.; VILLARROYA, Joan, *Cronologia de la repressió de la llengua i la cultura catalanes, 1936-1975* Curial Edicions Catalanes, 1994, Barcelona.

¹⁸ BENET, Josep; *L'intent franquista de genocidi cultural contra Catalunya*, Publicacions de l'Abadia de Montserrat, 1995, Barcelona

the civil registry established that all Spaniards had to have their name registered in Spanish. However, in the nineteen-sixties some small signs of change became evident, coinciding with increased public and international pressure. Nevertheless, the attacks on language and culture did not cease: in 1968, the singer-songwriter Joan Manuel Serrat refused to participate in the Eurovision Song Contest because he was not allowed to sing in Catalan,¹⁹ and in 1972 the civil governor of Barcelona banned announcements in Catalan through the public address system at the FC Barcelona stadium under threat of closing the stadium. It should also be mentioned that the nineteen-seventies witnessed numerous attacks on bookshops committed to Catalan language and culture throughout the Catalan-speaking territories: in 1971, the Tres i Quatre bookshop in Valencia was attacked: the windows were broken and ink was poured inside, and there was another attack in the same year on the Cinc d'Oros bookstore in Barcelona with bottles of flammable liquid. Moreover, in those years hundreds of articles were censored and banned in several Catalan magazines and periodicals, and in some cases the publishers had to pay heavy fines.²⁰

In 1975, Franco's regime disappeared, Catalan language and culture had survived the attempted cultural genocide, but it must be said that very serious, and even irreparable damage, had been caused to Catalan language.²¹ The democratic transition culminated in the approval of the Spanish Constitution of 1978 which, while it established Spanish as the only language of the state, also recognised the official status of Catalan, Basque and Galician in the respective territories where it is spoken.

¹⁹ MIRALLES i MONTSERRAT, Joan *Entorn de la història de la llengua*, Publicacions de l'Abadia de Montserrat i de la Universitat de les Illes Balears, 2001, Palma

²⁰ SOLÉ i SABATÉ, Josep M.; VILLARROYA, Joan, *Cronologia de la repressió de la llengua i la cultura catalanes, 1936-1975* Curial Edicions Catalanes, 1994, Barcelona.

²¹ BENET, Josep; *L'intent franquista de genocidi cultural contra Catalunya*, Publicacions de l'Abadia de Montserrat, 1995, Barcelona

3. Linguistic legislation and citizens' linguistic rights

Introduction

Although Catalan is not an official language in Spain (a status reserved solely for Spanish language), it does enjoy official recognition in some of the regions where it is the native language. This is the case of Catalonia, the Balearic Islands and Valencia. We shall now proceed to a brief review of the linguistic legislation of the three Autonomous Communities, paying particular attention to the aspects related to the linguistic rights of citizens in their dealings with the public administrations.

Legislation on linguistic rights in Catalonia

In the territorial scope of action of the Government of Catalonia, the Statute of Autonomy of Catalonia 2006 - a fundamental element of the Catalan legal system and Spanish Organic Law -, and Law 1/1998 of 7 January, on linguistic policy, are the regulations that develop citizens' linguistic rights in greatest detail. In the case of the Statute of Autonomy of Catalonia of 2006, article 33 establishes the linguistic rights of citizens in dealings with bodies of the Public Administrations:

*Law 6/2006, of 19 July, on the reform of the Statute of Autonomy of Catalonia
Chapter III. Linguistic rights and obligations*

Article 33. Linguistic rights in dealings with Public Administration bodies and State institutions

- 1. Citizens have the right to linguistic choice. In their relations with institutions, organisations and Public Administration bodies in Catalonia, each individual has the right to use the official language of his or her choice. This right binds public institutions, organisations and administration bodies, including the electoral administration in Catalonia, and, in general, any private bodies depending on them when exercising public functions.*
- 2. When dealing with the Administration of Justice, the Office of the Public Prosecutor, notaries and public registry offices, each individual has the right to use the official language of his or her choice in any judicial, notarial or registration procedures, and to receive all official documentation issued in Catalonia in the language requested, without having to endure defencelessness or undue delay due to the language chosen, and without having to provide any type of translation.*
- 3. To guarantee the right to linguistic choice, judges and magistrates, public prosecutors, notaries, registrars of property and companies, those responsible for the Civil Registry and those in the service of the Administration of Justice, must demonstrate, in order to serve in Catalonia, in the form established by law, that they have an adequate and sufficient knowledge of the official languages which renders them fit to fulfil the functions of their post or workplace.*
- 4. To guarantee the right to linguistic choice, the Administration of the State in Catalonia must demonstrate that the staff in its service has an adequate and sufficient knowledge of the two official languages that renders it fit to fulfil the functions of their post.*
- 5. The citizens of Catalonia have the right to communicate in writing in Catalan with the constitutional entities and with the State-wide jurisdictional bodies, in accordance with the procedures established by the corresponding legislation. These institutions shall attend to and process written communications in Catalan, which shall have in all cases, full legal validity.*

Therefore, the basic premises of the Catalan legal system guarantee the right of citizens from Catalonia to express themselves in Catalan before all public institutions, including those of a national scope, based in Catalonia. This basic law also guarantees citizens' right to express themselves in writing in Catalan before national constitutional and legal organisations located outside Catalan territory. However, the ruling on the statute of Catalonia by the Constitutional Court of 28 June 2010 nuances this, and establishes that this right should be regulated through a state law, which has not yet been enacted.

Nevertheless, most of the citizens' linguistic rights were already guaranteed in the Statute of Autonomy of 1979 and by Act 1/1998 of 7 January on linguistic policy. Article 4 of this regulation establishes citizens' linguistic rights:

Act 1/1998 of 7 January on linguistic policy.

Preliminary Chapter

Article 4 Linguistic rights

1. In accordance with article 3 of the Statute of Autonomy, and within the context of an active policy by the Generalitat to create a situation which allows linguistic rights and duties to reach full equality, everyone in Catalonia is entitled:

a) To be proficient in both languages

b) To express themselves in either of the two official languages, verbally or in writing, in their relations as well as in private and public procedures.

c) To be served in either of the two official languages in the manner laid down by this Act.

d) Not to be discriminated against on account of the official language they use.

2. Everyone may address the courts and tribunals in order to obtain legal protection for the right to use their language.

3. Everyone may address the Government of Catalonia and the Ombudsman requesting that, within the scope of their authority, they act in order to guarantee linguistic rights in a specific manner.

Act 1/1998 of 7 January on linguistic policy therefore guarantees the right of the citizens of Catalonia to express themselves orally and in writing in their public and private dealings and acts and prohibits discrimination on the grounds of language. In other words, the administration should take the necessary measures to guarantee these rights, and citizens may turn to the Administration of the Government of Catalonia and the Ombudsman if these rights are violated. In addition, articles 11 and 12 envisage the actions to ensure the use of Catalan in the Autonomous and State administration:

Act 1/1998 of 7 January on linguistic policy.

Chapter 1 Institutional Use

Article 11 The linguistic ability of the staff in the service of the administrations of Catalonia

1. The staff in the service of the authorities, corporations or public institutions of Catalonia shall have a sufficient and appropriate command of the two official languages, both in verbal and written communication, so that they can adequately carry out the duties assigned to their post.

2. In order for what is laid down in paragraph 1 to be valid, the Government of the Generalitat shall guarantee the teaching of Catalan to the staff in the service of the Generalitat, local

*authorities, public universities and the judicial authorities of Catalonia and promote measures to recycle such staff.
(...)*

Article 12 State Authorities

- 1. Administrative procedures carried out in Catalonia by the bodies and entities of the State Authorities, both verbally and in writing, in either of the official languages, are valid, without requiring translation.*
- 2. Everyone is entitled to communicate with and to be served by the State Authorities in Catalonia, verbally or in writing, in the official language of their choice, and cannot be required to provide any kind of translation.*

Nevertheless, the ruling on the Statute of Autonomy of Catalonia of June 28, 2010, determined that the state administration in Catalonia need not substantiate that its personnel has a sufficient level of Catalan, although citizens continue to have the right to use Catalan in all the administrations based in Catalonia.

The other articles in Chapter I guarantee citizens' right in Catalonia to use Catalan, orally and in writing, in judicial proceedings, public documents, civil and commercial documents and in public registries. In summary, this law guarantees citizens' right to use Catalan in all public administrations based in Catalonia, including the state administration, and establishes the prohibition of discrimination on linguistic grounds.

Legislation on linguistic rights in the Balearic Islands

In the case of the Balearic Islands, the basic regulation is the Statute of Autonomy of the Balearic Islands. The latest amendment was made in 2007 through Law 1/2007 of 28 February on the Statute of Autonomy of the Balearic Islands. Article 4 establishes Catalan as the official and specific language of the Balearic islands, adding that no one may be discriminated on account of using an official language:

Organic Law 1/2007, of 28 February on the reform of the Statute of Autonomy of the Balearic Islands

Title I General Provisions

Article 4 Own language

- 1. Catalan, the language of the Balearic Islands, along with Spanish, is the official language.*
- 2. Everyone has the right to know it and use it and nobody will be discriminated against for using it.*
- 3. The institutions of the Balearic Islands will guarantee the normal and official use of both languages, will take the necessary measures to ensure knowledge thereof and will create the conditions that permit both languages to be totally equal in terms of the rights of the citizens of the Balearic Islands.*

This organic law, and more particularly article 14.3, also guarantees citizens' right to use Catalan in their dealings with the administration of the Autonomous Community :

Organic Law 1/2007, of 28 February on the reform of the Statute of Autonomy of the Balearic Islands

Title II On the rights, duties and freedoms of the citizens of the Balearic Islands

Article 14 Rights in relation to the public administrations

3. The citizens of the Balearic Islands have the right to address the Government of the Autonomous Region in either of the two official languages and to receive a reply in the same language that they use.

As in the case of Catalonia, the Balearic Islands also have a law that regulates rights and use pertaining to their own languages: Law 3/1986 of 29 April on linguistic harmonisation in the Balearic Islands. Until the adoption of Law 9/2012, of 19 July, amending Law 3/2007 of 27 March, on the public function of the Autonomous Community of the Balearic Islands, which significantly reduces the legal status of Catalan in the Balearic Islands, its scope was similar to Catalan law. However, this law does not affect the right of citizens to be served in both official languages by the authorities, government agencies, public and private companies and in the courts as provided for by Law 3/1986 of 29 April on linguistic harmonisation in the Balearic Islands:

Law 3/1986 of 29 April on linguistic harmonisation in the Balearic Islands

Preliminary Title

Article 2

- 1. Catalan is the language of the Balearic Islands and everyone is entitled to know it and use it.*
- 2. This right entails being able to address the Administration, public organisations and public and private companies in Catalan, orally or in writing. It also entitles them to express themselves in Catalan in any meeting and use this language in their professional, occupational, political, trade union, religious and artistic activities, to education in Catalan and to information in Catalan in all the social communications media.*
- 3. All forms of expression in Catalan language, written or oral, public or private, have full legal effect, and the use of this right cannot prompt any requirement for a translation or lead to any demand involving discrimination or intended to draw out the proceedings in question.*
- 4. Nobody can be discriminated against on account of the language they use.*
- 5. The island forms of Catalan will be studied and protected, without jeopardising the unity of the language.*

Article 8 of this regulation also reasserts citizens' right to address the territorial public administrations in Catalan and to receive documentation from public organisations and agencies in Catalan:

Law 3/1986 of 29 April on linguistic harmonisation in the Balearic Islands

Title I On official use

Article 8

- 1. Citizens are entitled to use Catalan language, orally and in writing, in their relations with the public administration in the territory of the Autonomous Community.*
- 2. Copies and certifications issued by the public organisations of the Autonomous Community must be issued in Catalan, unless the interested party or the person or organisation that requires them requests a Spanish version.*
- 3. In the Balearic Islands, administrative actions are valid and have fully effect regardless of the official language used.*

Finally, the first final provision establishes the Autonomous Government's duty to promote full harmonisation in the state administration and in Justice within the territorial scope of the Balearic Islands:

Law 3/1986 of 29 April on linguistic harmonisation in the Balearic Islands

Title IV On the harmonising function of the public authorities

First additional provision

The Balearic government must promote, in accordance with the relevant bodies, the harmonisation of the use of Catalan in the peripheral State administration, in the administration of Justice, in registries, in public and semi-public companies and in any administrative area that does not depend on the Government of the Autonomous Community.

Therefore, according to the current law, citizens are entitled to use the own language of the Balearic Islands in their written and oral dealings with the public administrations based in the Balearic Islands, and under no circumstances can they be discriminated against for using the official language of their choice.

Legislation on linguistic rights in Valencia

The legal provisions of the Autonomous Community of Valencia related to the protection of citizens' language rights are less protectionist than their regulatory counterparts in Catalonia and the Balearic Islands. Nevertheless, article 6 of Law 1/2006 of 10 April, Reforming Law 5/1982 of 1 July, of the Statute of Autonomy of the Autonomous Community of Valencia states that Valencian is the own language of the Community and that the government should strive to guarantee normal use of both official languages and make sure that no citizen is discriminated against for using either one of the official languages:

Organic Law 1/2006, of 10 April, on the reform of the Statute of Autonomy of the Autonomous Community of Valencia

First title The Autonomous Community of Valencia

Sixth Article

- 1. The own language of the Autonomous Community of Valencia is Valencian.*
- 2. Valencian language is official in the Autonomous Community of Valencia, as is Spanish, which is the official language of the State. Everyone is entitled to know them and use them and to receive education about and in Valencian.*
- 3. The Government of Valencia will guarantee the normal and official use of both languages and take the necessary measures to guarantee the knowledge thereof.*
- 4. Nobody can be discriminated against on account of the language they use.*
- 5. Special protection and respect will be accorded to the recovery of Valencian.*

Subsequently, article 9 of the Organic Law establishes the Autonomous Communities' duty to serve and respond to the citizens in the official language of their choice:

Organic Law 1/2006, of 10 April, on the reform of the Statute of Autonomy of the Autonomous Community of Valencia

Second title: On the rights of the Valencians

Article 9

2. All citizens are entitled to the public administrations of the Government dealing with cases fairly and impartially and within a reasonable time and to enjoy quality public services. Similarly, the citizens of the Autonomous Community of Valencia have the right to address the Administration of the Autonomous Community in either of its two official languages and to receive a reply in the same language that they use.

Besides the Statute of Autonomy, the use of Valencian is regulated by Law 4/1983 of 23 November on the use and teaching of Valencian, and the other provisions mentioned. This legislation regulates the official uses of the own language in the administration and in education, besides guaranteeing the rights of citizens and the administration's corresponding obligations, as provided for in the preliminary title:

Law 4/1983 of 23 November on the use and teaching of Valencian

Preliminary Title General Principles

Article 2

Valencian is the own language of the Autonomous Community of Valencia and consequently all citizens are entitled to know it and use it orally and in writing in their private dealings and in their dealings with the public authorities.

Article 3

Without prejudice to the exceptions regulated by law in this Law, the use of Valencian by the citizens in public and private dealings has full effect, the same as if they use Spanish, that cannot be derived from the exercise of their right to express themselves in Valencian, any form of discrimination or obligation to translate.

Article 4

Under no circumstances may anybody be discriminated on account of using either one of the official languages.

Article 5

The administration will take the necessary measures to prevent discrimination against people or activities on account of using either one of the official languages.

Article 6

Citizens are entitled to have their right to use their own language protected by judges and courts in accordance with the provisions of the law in force.

Chapter I details the formal mechanisms available to safeguard the rights established in the preliminary title:

Law 4/1983 of 23 November on the use and teaching of Valencian

First Title

Chapter One. On official use

(..)

Article 9

1. All administrative activities conducted in Valencian language in the Autonomous Community of Valencia will enjoy full legal validity and effect.

2. Legal documents written in Valencian relating to administrative activity and all forms used by the Government will be fully effective.

Article 10

In the territory of the Autonomous Government of Valencia, all citizens are entitled to address the Government and other local and public organisations in Valencian.

(...)

Article 12

1. In accordance with the provisions of this Law, all citizens are entitled to address the Administration of Justice in the official language they deem fitting. They cannot be required to produce any kind of translation and neither should there be any delay in the processing of their claims.

2. All actions, documents and tests executed or written in Valencian before the Courts of Justice and any followed by the latter in the same language are completely valid and effective.

Article 13

1. All public documents will be drafted in Valencian or Spanish at the indication of the executor, and if there is more than one party involved they shall be written in the language chosen by common agreement.

2. In any event, copies or certifications of documents that are to be used or be effective outside the territory of the Valencian Community will be written in Spanish.

3. In the other cases, copies and certificates will be issued in the language requested by the interested or requesting party, and notaries public and other commissioners for oaths will translate the templates or originals as necessary. In any case, they may always be issued in both languages.

(...)

Article 16

Public enterprises and the public services directly dependent on the Administration must ensure that employees who deal directly with the public have a sufficient command of Valencian to be able to render the services entrusted to them normally.

Thus, Valencian citizens are entitled to use their own language before the courts and administration of Valencia, both orally and in writing. Neither can they be required to provide a translation or change language. These provisions also affect public companies or enterprises, so people who deal directly with the general public should have a sufficient command of both official languages to be able to serve the public properly.

Other state laws related to linguistic rights

The state-wide legislation also makes provision for linguistic rights. Firstly, mention should be made of Article 3 of the Spanish Constitution, which states that Spanish is the official language of the state, but that other Spanish languages shall also be official in their respective Autonomous Communities and will enjoy state protection and respect:

Spanish Constitution of 1978

Article 3

1. Castilian is the official Spanish language of the State. All Spaniards have the duty to know it and the right to use it.

2. The other Spanish languages shall also be official in the respective Autonomous Communities in accordance with their Statutes..

3. The wealth of the different language modalities of Spain is a cultural heritage which shall be the object of special respect and protection.

In the legal realm, there is legislation that guarantees citizens' right to use Catalan in court proceedings:

Organic Law 6/1985 of 1 July, on the Judiciary Power, amended by Organic Law 16/1994 of 8 November, and for the Organic Law 19/2003 of 23 December

Title III Judicial actions

Chapter I Oral nature of proceedings, publicity and official language

Article 231

1. In all judicial activities, Judges, Senior Judges, Public Prosecutors, Clerks of the Court and other officers of the courts and Tribunals shall use the Spanish language, which is the official language of the State.

2. Judges, Senior Judges, Public Prosecutors, Clerks of the Court and other officers of the Courts and Tribunals may also use the official language of the Autonomous Community if none of the parties involved oppose this, by claiming a lack of knowledge which could lead to a lack of proper defence.

3. The parties, their representatives and those directing them, as well as witnesses, and expert witnesses, may use the official language of the Autonomous Community in whose territory the court action is taking place, both in oral and written statements.

Also, the law on the legal system of the public administrations provides for the right of citizens in territories with more than one official language to use the official language of their choice in their dealings with the public administrations located in the territory of the Autonomous Community:

Law 30/1992, of November 26, on the Legal Regime of the Public Administrations and Common Administrative Procedure, text amended by Law 4/1999, of 13 January.

Title IV In the activity of public administrations

Chapter I General regulations

Article 35. Rights of citizens

Citizens, in their dealings with the public administrations, have the following rights:

(...)

d) To use the official languages in the territory of their Autonomous Community in accordance with the provisions of this Law and any other law.

Article 36 The language of proceedings (article written in accordance with Law 4/1999)

Notwithstanding the foregoing, interested parties who address the State Administrations based in the territory of an Autonomous Community may also use the language that is co-official in this Community. In this case, the procedure must be followed in the language chosen by the interested party. If there are several interested parties in the procedure, and there is discrepancy as to the language, the procedure must be followed in Spanish, although any documents or evidence required by the interested parties must be issued in the language of their choice.

Complementary to the above, the state legislation also guarantees the use of Catalan in court proceedings between private individuals, through the Law of Judicial Procedure:

Law 1/2000, of 7 January, on civil proceedings.

Chapter III On immediacy, publicity and the official language

Article 142. Official language

1. In all judicial activities, Judges, Senior Judges, Public Prosecutors, Clerks of the Court and other officers of the Courts and Tribunals shall use Spanish language, which is the official language of the State.

2. Judges, Senior Judges, Public Prosecutors, Clerks of the Court and other officers of the Courts and Tribunals may also use the official language of the Autonomous Community if none of the parties involved opposes this, by claiming a lack of knowledge of the language which could lead to a lack of proper defence.

3. The parties, their attorneys and lawyers, as well as witnesses and expert witnesses, may use the language that is also official in the Autonomous Community in whose territory the proceedings are taking place, in oral and written statements.

4. The court proceedings and documents submitted in the official language of an Autonomous Community have full validity and effect, without the need for a Spanish translation, although they must be translated by default when they are to take effect outside the jurisdiction of the legal bodies located in the Autonomous Community, unless the communities in question share the same official language. They must also be translated when this provided for by law or if one of the parties so demands, claiming lack of proper legal defence.

5. In oral proceedings, the court may appoint any person that speaks the language being used as an interpreter, once the latter has taken an oath or undertakes to render an accurate translation.

Regarding officers belonging to the National Police Force, an Organic Law has been in force since 2010 that clearly specifies that any linguistic discrimination, among other types of discrimination, will be regarded as a very serious offence:

*Organic law 4/2010 of 20 May, on the disciplinary Regime of the National Police Force
Article 7*

The following are regarded as a very serious offence

*Any action involving discrimination on the grounds of racial or ethnic origin, religion or beliefs, disability, age, sexual preference, **language**, opinion, place of birth, neighbourhood or any other personal or social condition or circumstance*

European Charter of 5 November 1992, for regional and minority languages

The European Charter for Regional or Minority Languages was promoted by the Council of Europe in 1992 to protect the historical regional or minority languages of Europe that help to maintain and develop the traditions and cultural wealth of Europe and at the same time guarantee the right to use a regional or minority language in private and public life.

This letter was adopted as a Convention by the Committee of Ministers of the Council of Europe at the 478th meeting of representatives of the ministries on 25 June 1992 and opened for signature by the Member States on 5 November 1992. It entered into force, following ratification by at least five states, on the first of March 1998. It has been signed by a total of 30 states (Spain signed it on November 5, 1992), and ratified by 17. The ratification instrument of 2 February 2001 was published in the Official State Gazette 222 of 15 December (suppl. No. 15 in Catalan, October 1). The Declaration by the Government of Spain in relation to article 2, paragraph 2, and article 3, paragraph 1 of the European Charter was approved unanimously by Congress on 23 November 2000 and by the Senate on December 20 of the same year.

The mechanism provided for by the Charter, involving the monitoring of compliance by the states through a system of periodical reports, affords this instrument constant interest since it obliges the public authorities to provide information on the measures taken with regard to regional or minority languages. It also gives a voice in the same process to non-governmental organisations, which can send the Council of Europe any complaints and suggestions about the treatment received by the regional or minority languages in the context of a State.

The first part of the Charter lays down the general obligations and commitments of the states that have signed and ratified it:

*A.1. EUROPEAN CHARTER of 5 November 1992, for regional and minority languages
Part I. General provisions*

Article 1 Definitions

For the purposes of this Charter:

a) *"Regional or minority languages" means languages that are:*

i) traditionally used within a given territory of a State by nationals of that State who form a group numerically smaller than the rest of the State's population; and

ii) different from the official language(s) of that State;

it does not include either dialects of the official language(s) of the State or the languages of migrants.

b) *"Territory in which the regional or minority language is used" means the geographical area in which the said language is the mode of expression of a number of people justifying the adoption of the various protective and promotional measures provided for in this Charter;*

c) *"Non-territorial languages" means languages used by nationals of the State which differ from the language or languages used by the rest of the State's population but which, although traditionally used within the territory of the State, cannot be identified with a particular area thereof.*

Article 2 Undertakings

1. Each Party undertakes to apply the provisions of Part II to all the regional or minority languages spoken within its territory and which comply with the definition in Article 1.

In respect of each language specified at the time of ratification, acceptance or approval, in accordance with Article 3, each Party undertakes to apply a minimum of thirty-five paragraphs or sub-paragraphs chosen from among the provisions of Part III of the Charter, including at least three chosen from each of the Articles 8 and 12 and one from each of the Articles 9, 10, 11 and 13.

Article 3 Practical Arrangements

1. Each Contracting State shall specify in its instrument of ratification, acceptance or approval, each regional or minority language, or official language which is less widely used on the whole or part of its territory, to which the paragraphs chosen in accordance with Article 2, paragraph 2, shall apply.

2. Any Party may, at any subsequent time, notify the Secretary General that it accepts the obligations arising out of the provisions of any other paragraph of the Charter not already specified in its instrument of ratification, acceptance or approval, or that it will apply paragraph 1 of the present article to other regional or minority languages, or to other official languages which are less widely used on the whole or part of its territory.

3. The undertakings referred to in the foregoing paragraph shall be deemed to form an integral part of the ratification, acceptance or approval and will have the same effect as from their date of notification.

Part III mentions the measures to promote regional or minority languages in different aspects of public life, such as education, justice, the administrative authorities and public services, the media and economic and social life. Most of the measures are binding upon the states that have signed and ratified the Charter. This section will focus on mentioning and describing the aspects related to public administration and justice:

A.1. EUROPEAN CHARTER of 5 November 1992, for regional and minority languages

Part III – Measures to promote the use of regional or minority languages in public life in accordance with the undertakings entered into under Article 2, paragraph 2

Article 10 – Administrative authorities and public services

1. Within the administrative districts of the State in which the number of residents who are users of regional or minority languages justifies the measures specified below and according to the situation of each language, the Parties undertake, as far as this is reasonably possible:

a)

i) to ensure that the administrative authorities use the regional or minority languages; or

ii) to ensure that such of their officers as are in contact with the public use the regional or minority languages in their relations with persons applying to them in these languages; or

iii) to ensure that users of regional or minority languages may submit oral or written applications and receive a reply in these languages;

iv) to ensure that users of regional or minority languages may submit oral or written applications in these languages; or

v) to ensure that users of regional or minority languages may validly submit a document in these languages.

b) to make available widely used administrative texts and forms for the population in the regional or minority languages or in bilingual versions;

c) to allow the administrative authorities to draft documents in a regional or minority language.

Point 1 of article 10 establishes States' obligation to ensure citizens' right to express themselves orally and in writing in the regional or minority language before the public authorities, and at the same time that public officials in contact with people speaking Catalan language should use this language and have the documentation in the regional or minority language.

A.1. EUROPEAN CHARTER of 5 November 1992, for regional and minority languages

Article 10 – Administrative authorities and public services

2. In respect of the local and regional authorities on whose territory the number of residents who are users of regional or minority languages is such as to justify the measures specified below, the Parties undertake to allow and/or encourage:

a) the use of regional or minority languages within the framework of the regional or local authority;

b) the possibility for users of regional or minority languages to submit oral or written applications in these languages.

c) the publication by local authorities of their official documents also in the relevant regional or minority languages;

d) the publication by regional authorities of their official documents also in the relevant regional or minority languages;

e) the use by regional authorities of regional or minority languages in debates in their assemblies, without excluding, however, the use of the official language(s) of the State;

3. With regard to public services provided by the administrative authorities or other persons acting on their behalf, the Parties undertake, within the territory in which regional or minority languages are used, in accordance with the situation of each language and as far as this is reasonably possible:

a) to ensure that the regional or minority languages are used in the provision of the service; or

b) to allow users of regional or minority languages to submit a request and receive a reply in these languages; or

c) to allow users of regional or minority languages to submit a request in these languages.

4. With a view to putting into effect those provisions of paragraphs 1, 2 and 3 accepted by them, the Parties undertake to take one or more of the following measures:

a) translation or interpretation as may be required;

b) recruitment and, where necessary, training of the officials and other public service employees required;

c) compliance as far as possible with requests from public service employees having a knowledge of a regional or minority language to be appointed in the territory in which that language is used.

5. The Parties undertake to allow the use or adoption of family names in the regional or minority languages, at the request of those concerned.

Points 2 and 3 of Article 10 of the Charter establish the public uses of these languages in the local and regional administrations: the use of language in the debates of public bodies or the possibility of using it in public relations and in government-related public services, such as health institutions, transport and telecommunications companies, among others. Moreover, Article 9 establishes measures for the promotion of regional and minority languages in the field of justice, which aim to guarantee the linguistic rights of citizens who speak regional or minority languages in court proceedings:

A.1. EUROPEAN CHARTER of 5 November 1992, for regional and minority languages

Article 9 Judicial authorities

1. The Parties undertake, in respect of those judicial districts in which the number of residents using the regional or minority languages justifies the measures specified below, according to the situation of each of these languages and on condition that the use of the facilities afforded by the present paragraph is not considered by the judge to hamper the proper administration of justice:

a) in criminal proceedings:

i) to provide that the courts, at the request of one of the parties, shall conduct the proceedings in the regional or minority languages; and/or

ii) to guarantee the accused the right to use his/her regional or minority language; and/or

iii) to provide that requests and evidence, whether written or oral, shall not be considered inadmissible solely because they are formulated in a regional or minority language; and/or

iv) to produce, on request, documents connected with legal proceedings and if necessary by the use of interpreters and translations involving no extra expense for the persons concerned;

a) in civil proceedings:

i) to provide that the courts, at the request of one of the parties, shall conduct the proceedings in the regional or minority languages; and/or

ii) to allow, whenever a litigant has to appear in person before a court, that he or she may use his or her regional or minority language without thereby incurring additional expense; and/or

iii) to allow documents and evidence to be produced in the regional or minority languages and, if necessary provide interpreters and translations.

c) in proceedings before courts concerning administrative matters:

i) to provide that the courts, at the request of one of the parties, shall conduct the proceedings in the regional or minority languages; and/or

ii) to allow, whenever a litigant has to appear in person before a court, that he or she may use his or her regional or minority language without thereby incurring additional expense; and/or

iii) to allow documents and evidence to be produced in the regional or minority languages and, if necessary provide interpreters and translations.

d) to take steps to ensure that the application of sub-paragraphs i and iii of paragraphs b and c above and any necessary use of interpreters and translations does not involve extra expense for the persons concerned:

Points 2 and 3 of article 9 establish the state's commitments to the linguistic rights of the citizens of regional or minority languages in the field of justice, regardless of whether they occur in a region where one of these languages is traditionally spoken, i.e. valid throughout the state. Despite everything, this non-discrimination is still restricted to written documentation:

A.1. EUROPEAN CHARTER of 5 November 1992, on regional and minority languages

Article 9 Judicial authorities

a) not to deny the validity of legal documents drawn up within the State solely because they are drafted in a regional or minority language; or

b) not to deny the validity, as between the parties, of legal documents drawn up within the country solely because they are drafted in a regional or minority language, and to provide that they can be invoked against interested third parties who are not users of these languages on condition that the contents of the document are made known to them by the person(s) who invoke(s) it; or

c) not to deny the validity, as between the parties, of legal documents drawn up within the country solely because they are drafted in a regional or minority language.

Universal Declaration of Human Rights and the Universal Declaration of Linguistic Rights

In 1948, the General Assembly of the United Nations of Paris adopted and proclaimed the Universal Declaration of Human Rights (Resolution 217 (III) A), a document of thirty articles underlining human rights considered as basic and applied without exception to all human beings. It is the basic document of a series of treaties that complete the International Bill of Human Rights, voted in 1976, when it became an international law. Although states are not required to fulfil the requirements set out in the declaration, the document is mentioned in the Spanish Constitution of 1978 (article 10.2) that recognises it as one of the sources of law. Article 2 of this declaration clearly states that there may be no kind of distinction or discrimination against people according to language and other parameters:

Universal Declaration of Human Rights

Article 2

*Everyone is entitled to all the rights and freedoms set forth in this Declaration, **without distinction of** any kind, such as race, colour, sex, **language**, religion, political or other opinion, national or social origin, property, birth or other status.*

Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent, trust, non-self-governing or under any other limitation of sovereignty.

Complementary to this, article 7 dictates that everyone is equal before the law and that distinctions cannot be made for reasons such as language that affect protection vis-à-vis the law or which cause any type of discrimination:

Universal Declaration of Human Rights

Article 7

All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against any incitement to such discrimination.

Moreover, the PEN International drew up and presented the Universal Declaration of Linguistic Rights in 1998 in Barcelona. The declaration was supported by worldwide figures from the world of culture such as Rigoberta Menchú, Noam Chomsky, Desmond Tutu, John Oró, Shimon Peres, Yasser Arafat or Octavio Paz, and it enjoyed the technical and moral support of the UNESCO. The text was approved at the World Conference on Linguistic Rights (WCLR) held in

Barcelona, with the participation of 61 NGOs, 41 PEN Centres and 40 experts in linguistic law from all over the world.

This declaration establishes the right of individuals of all language communities to use their language in the public and private sphere and condemns all kinds of linguistic discrimination:

Universal Declaration on Linguistic Rights

Concepts

Article 1

(...)

2. This Declaration takes as its point of departure the principle that linguistic rights are individual and collective at one and the same time and adopts as its referent the case of a historical language community within its own territorial space, this space being understood, not only as the geographical area where the community lives, but also as the social and functional space vital to the full development of the language. Only on this basis is it possible to define the rights of the language groups mentioned in point 5 of the present article, and those of individuals living outside the territory of their community, in terms of a gradation or continuum.

(...)

Article 3

1. This Declaration considers the following to be inalienable personal rights which may be exercised in any situation:

the right to be recognized as a member of a language community

the right to the use of one's own language both in private and in public

the right to the use of one's own name; the right to interrelate and associate with other members of one's language community of origin

the right to maintain and develop one's own culture;

and all the other rights related to language which are recognized in the International Covenant on Civil and Political Rights of 16 December 1966 and the International Covenant on Economic, Social and Cultural Rights.

2. This Declaration considers that the collective rights of language groups, may include the following, in addition to the rights attributed to the members of language groups in the foregoing paragraph, and in accordance with the conditions laid down in article 2.2:

the right for their own language and culture to be taught;

the right of access to cultural services;

the right to an equitable presence of their language and culture in the communications media;

the right to receive attention in their own language from government bodies and in socioeconomic relations.

3. The aforementioned rights of persons and language groups must in no way hinder the interrelation of such persons or groups with the host language community or their integration into that community. Nor must they restrict the rights of the host community or its members to the full public use of the community's own language throughout its territorial space.

Besides the rights established in the preamble of the Universal Declaration of Human Rights, section I of the Second Title details linguistic rights in relation to the public administration and the official bodies:

Universal Declaration on Linguistic Rights

SECOND TITLE Overall Linguistic Regime

Public administration and official bodies

Article 15

1. All language communities are entitled to the official use of their language within their territory.

2. All language communities have the right for legal and administrative acts, public and private documents and records in public registers which are drawn up in the language of the territory to be valid and effective and no one can allege ignorance of this language.

Article 16

All members of a linguistic community has the right to interact and be treated in their own language for utilities or central administrative divisions, regional, and local supraterritorial belongs to the territory where the language itself.

Article 17

All language communities are entitled to have at their disposal and to obtain in their own language all official documents pertaining to relations which affect the territory to which the language is specific, whether such documents be in printed, machine-readable or any other form.

2. Forms and standard administrative documents, whether in printed, machine-readable or any other form, must be made available and placed at the disposal of the public in all territorial languages by the public authorities through the services which cover the territories to which each language is specific.

Article 18

1. All language communities are entitled to the laws and other legal provisions appear in the language of the territory.

2. Public authorities who have more than one territorially historic language within their jurisdiction must publish all laws and other legal provisions of a general nature in each of these languages, whether or not their speakers understand other languages.

Article 19

1. Representative Assemblies must have as their official language(s) the language(s) historically spoken in the territory they represent.

2. This right also applies to the languages of the communities established in geographically dispersed locations referred to in Article 1, Paragraph 4.

Article 20

Everyone has the right to use the word written in the Courts of Justice, the language historically spoken in a territory where they are located. The Courts of Justice must use the language specific to the territory in their internal actions and, if on account of the legal system in force within the state, the proceedings continue elsewhere, the use of the original language must be maintained.

2. In any case everyone has the right to be tried in a language which he understands and can speak and to get a free interpreter.

Article 21

All language communities have the right for records in public registers to be drawn up in the language specific to the territory.

Article 22

All language communities have the right for documents authenticated by notaries public or certified by other authorized public servants to be drawn up in the language specific to the territory where the notary or other authorized public servant performs his/her functions.

This statement, provides a *greater guarantee* of the individual and collective linguistic rights than the current legislation in the Catalan-speaking territories. A good example of this are the guarantees of use of one's own language in the legal field, as it establishes the normal use of the historic language in the courts of justice and also guarantees that the original language must be maintained even if the judicial process is held outside the country of origin. It also ensures that citizens of a country with its own language can deal with the central government in their own language and be served in the same language.

Section 4 of the second title of the overall linguistic regime lists the linguistic rights in the sphere of place names and proper names:

Universal Declaration on Linguistic Rights

SECOND TITLE Overall Linguistic Regime

Section 3 Proper names

Article 31

All language communities have the right to preserve and use their own system of proper names in all spheres and on all occasions

Article 32

1. All language communities have the right to use place names in the language specific to the territory, both orally and in writing, in the private, public and official spheres.

2. All language communities have the right to establish, preserve and revise autochthonous place names. Such place names cannot be arbitrarily abolished, distorted or adapted, nor can they be replaced if changes in the political situation, or changes of any other type, occur.

Article 33

All language communities have the right to refer to themselves by the name used in their own language. Any translation into other languages must avoid ambiguous or pejorative denominations.

Article 34

Everyone has the right to the use of his/her own name in his/her own language in all spheres, as well as the right, only when necessary, to the most accurate possible phonetic transcription of his/her name in another writing system.

In this case, the wording of the Universal Declaration of Linguistic Rights is quite similar to the legislation in Catalonia. On the other hand, the Valencian legislation does not yet fully guarantee the use of place names in the own language.

Finally, the last noteworthy point of this declaration is Section VI of the second title, dedicated to the linguistic rights of consumers and users. In this area, Catalan law is more developed, without reaching the rights established in the Universal Declaration of Linguistic Rights, whereas, on the other hand, these aspects are barely regulated in Valencia and the Balearic Islands:

Universal Declaration of Human Rights

SECOND TITLE Overall Linguistic Regime

Section 6

The socioeconomic sphere

Article 47

1. All language communities have the right to establish the use of their language in all socioeconomic activities within their territory.

2. All members of a language community are entitled to have at their disposal, in their own language, all the means necessary for the performance of their professional activities, such as documents and works of reference, instructions, forms, and computer equipment, tools and products.

3. The use of other languages in this sphere can only be required in so far as it is justified by the nature of the professional activity involved. In no case can a more recently arrived language relegate or supersede the use of the language specific to the territory.

Article 48

1. Within the territory of his/her language community, everyone has the right to use his/her own

language with full legal validity in economic transactions of all types, such as the sale and purchase of goods and services, banking, insurance, job contracts and others.

2. No clause in such private acts can exclude or restrict the use of the language specific to the territory.

3. Within the territory of his/her language community, everyone is entitled to have the documents required for the above-mentioned operations at his/her disposal in his/her own language. Such documents include forms, cheques, contracts, invoices, receipts, delivery notes, order forms, and others.

(...)

Article 50

1. All language communities have the right for their language to occupy a pre-eminent place in advertising, signs, external signposting, and in the image of the country as a whole.

2. Within the territory of his/her language community, everyone has the right to receive full oral and written information in his/her own language on the products and services proposed by commercial establishments, such as instructions for use, labels, lists of ingredients, advertising, guarantees and others.

3. All public indications affecting the safety of persons must be expressed at least in the language specific to the territory, in conditions which are not inferior to those of any other language.

Article 51

1. Everyone has the right to use the language specific to the territory in his/her relations with firms, commercial establishments and private bodies and to be served or receive a reply in the same language.

2. Everyone has the right, as a client, customer, consumer or user, to receive oral and written information in the language specific to the territory from establishments open to the public.

4. Methodology

This report includes 40 examples of cases of linguistic discrimination for using Catalan language in the public administration between 1 January 2007 and 1 May 2013 in the Catalan-speaking territories under Spanish sovereignty. As was noted in the introduction, it is impossible to compile all the cases that occurred during this period, since a significant portion of them do not appear in the press and are not reported to the authorities or to organisations involved in the defence of linguistic rights. Hence they never reach the public domain and cannot be included in this report.

Language discrimination in the public administration is defined as the physical or mental harassment of a person on the grounds of the language used in their official relations with public organisations or institutions, as well the refusal to be served in a public administration for using Catalan. It should be remembered that the Spanish and regional legislation prohibit any kind of linguistic discrimination and regulate a series of linguistic rights citizens have in their dealings with the public institutions which the latter are duty bound to fulfil and enforce.

The report's time period is from 1 January 2007 to 1 May 2013. We chose to prioritise recent years in order to convey the extent of this type of phenomenon in the most recent stage, as well as the features of this discrimination in the Catalan-speaking territories under Spanish sovereignty.

The cases and additional information were compiled in two complementary ways; firstly, the cases of linguistic discrimination reported by citizens to the pro-Language Platform over the years studied were collated, and information was requested from the three organisations that form the Federació Llull (Acció Cultural del País Valencià, Obra Cultural Balear and Òmnium Cultural) on linguistic discrimination in the public administrations which they have handled or legally defended, if the cases reached the courts; and secondly, a media review of such cases during the 2007-2013 period. In several cases, both channels were used to obtain the greatest possible degree of information on linguistic discrimination. It should also be emphasised that some cases were not included due to lack of information or doubts regarding the veracity of the case or the source in which it was reported.

Below is the list of organisations, media and institutions or bodies consulted for compiling cases of linguistic discrimination in the public administrations. Nevertheless, the source of the information is stated in each one of the 40 cases of linguistic discrimination cases:

Organisations engaged in the defence, promotion and dissemination of Catalan language and culture or institutions and for the defence of the citizens:

- Plataforma per la Llengua (Pro-Language Platform)
- Obra Cultural Balear
- Acció Cultural del País Valencià
- Òmnium Cultural
- Ombudsman of the Valencian Community

Communications media and information agencies:

- Vilaweb
- Diari de Balears
- Ràdio Pego
- Europa Press
- Diari de Tarragona
- Reus Digital
- ElPuntAvui
- Diari de Girona
- Directe.cat
- L'Accent. Periòdic Popular dels Països Catalans
- Diari Ara
- Agència Catalana de Notícies
- Setmanari La Directa
- Racó Català
- La Vanguardia
- El Periódico
- El Mundo
- Llibertat.cat

As can be seen, the list includes the main news agencies in Catalonia and Spain: *Europa Press* and *Agència Catalana de Notícies*; including important Catalan or state-wide media, such as *La Vanguardia*, *El Mundo* or *ElPuntAvui* dailies; local media (*Diari de Girona*, *Diari de Tarragona*) or digital media (*Vilaweb*, *Directa.cat* or *Llibertat.cat*).

A fact or case sheet was generated for each of the 40 examples to systematize the information collected from the cases. Each sheet contains different variables, such as the date of the discrimination, the administration involved, the organisation or institution, place, territory and the name or initials of the victim. Complementary to this, a description of the case is provided and the sources of information are cited.

Figure 3.1- Example of the fact sheet for cases of language discrimination in the public administrations

Date:	Administration:	Organisation:	Place:	Territory:
Victim:				
Description of the case:				
Source:				

Source: Own data.

Regarding the **date**, priority is always given to the date the discrimination actually took place, although in some cases the exact date is not known, in which case the date on which the discrimination was reported in the press is given. The **administration** variable includes the administration involved in the discrimination: central administration, autonomous administration or local administration. Additionally, the **organisation** box details the specific institution involved in the case. The **place** box states the municipality and county where the discrimination took place. If the discrimination occurred in an organisation or institution outside the Catalan-speaking territories, the victim's place of residence is given. Finally, the **territory** variable provides for 3 possible answers, which pertain to the three main areas of

Catalan language and culture in Spain: Catalonia, the Balearic Islands and the Autonomous Community of Valencia.

In the identification of **victims**, a different criterion was applied depending on certain parameters. In cases in which the victim's name appeared in the media or the victim gives their permission to the organisations engaged in the defence of Catalan language and culture to make their name public, the name is given. Conversely, if the discrimination has been reported to an organisation engaged in the defence of Catalan language and the victim's name was not made public in the media the victim's initials are given. Finally, there are a few cases that reached the media in which the victim chose to remain anonymous. Obviously, in such cases the victim's anonymity is safeguarded and the town where the citizen lives is given. The discrimination suffered by the citizen at the hands of the public administration is then described with precision and in detail. Finally, the last box in the fact sheet gives the news heading or press release, accompanied by the name of the medium, news agency or organisation, plus a link.

5. Compilation of cases of serious linguistic discrimination: 2007-2013

1 - A Judge of the Civil Registry of Badalona obliged a couple to get married in Spanish even although his command of Catalan had already been substantiated

Date:	Administration:	Organisation:	Place:	Territory:
16/03/2007	Central State Administration	Civil Registry of Badalona	Badalona (Barcelonès)	Catalonia
Victim: Albert B.V. and Sofia S.R.				
<p>Description of the case: In the year 2007, a Catalan couple living in Madrid reported a judge from Badalona, also Head of the Civil Registry of the same city, to the Higher Court of Justice of Catalonia for obliging them to conduct their wedding ceremony in Spanish although they had filled out a form on which they expressly stated that they wanted to be married in Catalan.</p> <p>The couple travelled from Madrid so that the wedding could be held in Catalonia, as they wanted the ceremony to be held in Catalan, as they had stated on the form they completed at the Civil Registry of Badalona for the wedding formalities. On the day of the wedding, the Judge of the Court of First Instance No. 4 of Badalona, also the Head of the Civil Registry, began the ceremony in Spanish, which prompted complaints from the bride and groom. The judge replied that he had no record of a request for the ceremony to take place in Catalan and that if he had to check the records they would have to wait and let the other couples waiting get married first. It should also be noted that the judge in question had already substantiated his command of Catalan before the General Council of the Judiciary.</p> <p>To avoid delay, the couple agreed to have the wedding in Spanish, although another conflict arose when they went to sign the relevant documents, because they had been drafted in Spanish. The couple signed because they had no choice, but subsequently denounced this violation of their linguistic rights to the Higher Court of Justice of Catalonia.</p>				
<p>Source: <i>A couple file a complaint against a judge from Badalona before the Higher Court of Justice of Catalonia for forcing them to get married in Spanish</i> Vilaweb www.vilaweb.cat/ep/ultima-hora/2316923/20070316/parella-denuncia-davant-tsje-jutge-badalona-forcar-casament-castella.html</p>				

2-A Moroccan translator, insulted for addressing the Civil Guard in Catalan and fined for making offensive remarks

Date:	Administration:	Organisation:	Place:	Territory:
16/08/2007	Central State Administration	Civil Guard	Palma (Majorca)	Balearic Islands
Victim: Saïda Saddouki				
<p>Description of the case: Saïda Saddouki, a translator and interpreter of Arabic and Tamazight, was asked to do some translation work for the Civil Guard in Palma. On August 16, Saïda went to the station, where she had an appointment with captain Del Amor, although officer Sarro refused to let her in because she had addressed him in Catalan. She was held for 20 minutes and had to leave without seeing the captain. The following day she eventually managed to see captain Del Amor and told him about the incident with officer Sarro. Captain Del Amor reacted by saying <i>"I find it shameful that you, who come from another country, are defending a language that does not even exist, because someone just invented it, and you turn up here and defend it! (...) That's all I needed: A pro-Catalan Arab! (...) There is nothing we hate more than that damn language and attitudes like yours."</i></p> <p>Saïda brought the case to the attention of the Obra Cultural Balear, and several complaints were filed. The Civil Guard reacted by filing a complaint against the translator for offensive remarks. The trial took place three years later, and the translator was fined for making offensive remarks. The Obra Cultural Balear expressed its utter disagreement with the sentence and denounced the officers' impunity.</p>				
<p>Source:</p> <p><i>Disciplinary action will be taken against the police officers from Palma de Majorca who harassed Saïda Saddouki</i> Vilaweb http://www.vilaweb.cat/noticia/2533496/20070831/obriran-expedient-agents-palma-vexar-saida-saddouki-parlar-catala.html</p> <p><i>The judge finds Saïda guilty of making offensive remarks</i> Diari de Balears http://dbalears.cat/actualitat/balears/la-jutgessa-condemna-saida-per-injuries-greus.html</p> <p><i>The Obra Cultural Balear comes out in support of Saïda Saddouki</i> OCB http://www.ocb.cat/index.php?noticia=1347</p>				

3 - A councillor of Marina Alta, fined, humiliated and described as a "yokel" by two Civil Guards for speaking Catalan

Date	Administration:	Organisation:	Place:	Territory:
20/08/2007	Central State Administration	Civil Guard	Ondara (Marina Alta)	Autonomous Community of Valencia
Victim: Xavi Pons, a town councillor of Ondara				
<p>Description of the case: A councillor of the Bloc Nacionalista Valencià d'Ondara (Marina Alta) took the N-332 road just outside town. He was stopped by the Civil Guard and fined for not wearing a seat belt. Just at that moment, a neighbour who was passing by stopped to ask him if he had had a breakdown, and Pons replied that he had hadn't, but that he "had been caught."</p> <p>The comment, and the language he used to address his neighbour, annoyed the officers, one of whom asked him <i>"Any objection?"</i> When the councillor replied in Catalan, the officer snapped back: <i>"Address me in Spanish"</i>, whereupon the other officer added: <i>"You are under the obligation to speak Spanish because this is Spain."</i> The councillor replied that the law protected his right to speak Valencian, and an argument ensued. The two officers went to their patrol car to fetch their fine book and insulted the driver, calling him a <i>"yokel"</i>; they even added <i>"You have just found yourself a problem."</i></p> <p>The officers began a thorough search of the vehicle and even obliged the councillor to remove the baby chair to check that it was an officially-approved model. He was fined 1,500 euros for not carrying his insurance papers even although he had a receipt, which his insurance company corroborated as valid. The councillor claimed that the second fine was in unfair retaliation for the language incident. Similarly, a few hours later he went to the Civil Guard station, where they failed to tell him what documents he was supposed to submit.</p>				
<p>Source: <i>A councillor of the "Bloc" denounces harassment by the Civil Guard for speaking Valencian</i> Diario Información http://www.diarioinformacion.com/marina-alta/2146/concejal-bloc-denuncia-acoso-guardia-civil-hablar-valenciano/664549.html <i>Civil Guards reported for linguistic discrimination</i> Ràdio Pego http://www.radiopego.com/index.php?name=News&file=article&sid=1413 </p>				

4-A young man is tried for disobedience of the authority in Mahon for addressing National Police officers in Catalan

Date:	Administration:	Organisation:	Place:	Territory:
28/02/2008	Central State Administration	National Police Force	Mahon (Minorca)	Balearic Islands
Victim: Eduard Coll and his mother				
<p>Description of the case: A young man from Minorca was stopped in a routine National Police control in Mahon in January 2008. Although he did nothing wrong, the young man from Ferreries was reported for disobedience of the authority just because he had addressed the officers in Catalan. He also had to put up with the agents' hostile attitude and was ridiculed for expressing himself in Catalan by the officers, who refused to produce any identification.</p> <p>A few days later, the young man, in the company of his mother, went to the Spanish National Police Force station in Mahon to request that the officers be identified and to file a complaint. The officer who dealt with them demanded yet again that they speak Spanish and mocked them. The young man was eventually summonsed and acquitted in a trial held on 28 February 2008.</p>				
<p>Source: <i>A young man will stand trial in Mahon tomorrow accused of disobedience of the authority after addressing National Police officers in Catalan</i> Europa Press http://www.europapress.es/00059/20080227184617/jove-sera-jutjat-dema-mao-acusat-desobeir-lautoritat-despres-parlar-catala-policia-nacional.html <i>Mother and son on trial for speaking Catalan</i> Nació Digital http://www.naciodigital.cat/noticia/8191/jutjat/fill/seva/mare/parlar/catala </p>				

5 - Civil Guard officers deny the mayor of Montblanc's right to speak Catalan and report him

Date:	Administration:	Organisation:	Place:	Territory:
30/08/2008	Central State Administration	Civil Guard	Montblanc (Conca de Barberà)	Catalonia
Victim: Josep Andreu, mayor of Montblanc				
<p>Description of the case: On August 30, the mayor and a councillor of Montblanc stopped at a joint control set up by the Civil Guard and the local police to enquire about its purpose. The Local Police patrol abandoned the scene and the public officials addressed the Spanish Civil Guard officers in Catalan, who, according to the mayor, demanded that they speak Spanish, because <i>"not even the walls pay any attention to Catalan."</i> In view of the officers' hostile attitude and the violation of their language rights, the mayor asked them to identify themselves, whereupon the officers reacted by demanding that the mayor identify himself. He refused on the grounds that "officers are obliged to know who the authorities are". Finally, the parties involved decided to go to the station to bring the matter to the attention of the sergeant major.</p> <p>Although the mayor knew the sergeant major, he produced his identity card and left, albeit without being told that he would be reported. He later received a court summons in which he was accused of disobedience of the authority. The mayor was eventually acquitted; he filed a complaint with the assistant delegate of the Spanish Government, stating his unease at "certain attitudes of the force [the Civil Guard]", which he described as unconstitutional", recalling citizens' right to express themselves in Catalan before the authorities in the official language of their choice within the territory of Catalonia.</p>				
<p>Source: <i>The Civil Guard of Montblanc oblige the mayor to identify himself and speak Spanish</i> Vilaweb http://www.vilaweb.cat/www/elpunt/noticia?p_idcmp=2990136 <i>The mayor of Montblanc, reported by the Civil Guard for refusing to identify himself</i> Diari de Tarragona http://www.diaridetarragona.com/camp/021342/lalcalde/montblanc/denunciat/per/qurdia/civil/per/volerse/identificar</p>				

6 - A young man is held, pushed around and insulted for speaking Catalan in a National Police Force road control in the Cadí tunnel

Date:	Administration:	Organisation:	Place:	Territory:
16/02/2009	Central State Administration	National Police Force	Cadí Tunnel (Berguedà)	Catalonia
Victim: Roger Bujons, a resident of Barcelona				
<p>Description of the case: A young man from Barcelona was working in Seu d'Urgell. At five o'clock, on his way back, he took the Cadí tunnel and encountered a routine National Police force control.</p> <p>The officers obliged him to stop and reproached him for carrying an illegal registration plate, namely a CAT sticker over the plate. The young man replied in Catalan and the officials became even more hostile: they took his car keys and threw them on the hood, made the young man get out of his car and ordered him to open the boot; they made him stand five metres away from the vehicle and questioned him about the magazines and stickers he had in the boot. The officers replied to the young man's explanations by repeatedly saying <i>"I don't understand you"</i> and then searched him aggressively. Another officer appeared and told him that he was <i>"insolent and ill-mannered"</i> adding that <i>"things could get even worse for you, so speak Spanish, it's your obligation."</i> The victim replied that he understood Spanish but had the right to speak Catalan, and the officer responded by yelling <i>"you are a spastic and a moron"</i> while shoving him violently. In view of the officers' aggressive behaviour, the victim decided not to say anything further out of fear of their possible reaction. They eventually ordered him into the car, and after making him wait for a further 20 minutes, gave him back his papers and let him resume his journey after more than an hour overall.</p>				
<p>Source: CAT on registration plates. A colonial chronicle in the Cadí Tunnel Llibertat.cat http://www.llibertat.cat/2009/03/el-cat-a-les-matricules.-una-cronica-colonial-al-tunel-del-cadi-5989</p>				

7 - A cultural expert from the City Council of Reus and a student are verbally harassed by a teacher for speaking Catalan in a course funded by the Ministry of Employment and the European Union

Date:	Administration:	Organisation:	Place:	Territory:
18/03/2009	Autonomous Government	Ministry of Employment of the Government of Catalonia	Reus (Baix Camp)	Catalonia
Victim: Àngel Querol and Txell Roselló				
<p>Description of the case: Two young men from Reus were on a socio-cultural animation course funded by the European Union and the Ministry of Employment of the Government of Catalonia. On the first day of class, the students were asked to introduce themselves to the rest of their classmates, and Àngel Querol did so in Catalan. The teacher interrupted him and asked him speak Spanish "<i>for the class's sake</i>". The cultural expert refused and did not complete his self-introduction. Another girl came in halfway through the presentation and introduced herself in Catalan, but did not receive any kind of warning from the teacher.</p> <p>Once the class had started, the teacher asked the students to use Spanish, a proposal which was rejected by the two persons from Reus, who reminded her of their right to speak Catalan and the fact that the course was being funded by the Government of Catalonia. The teacher reacted in a hostile manner, reproaching them for not complying, which led, in turn, other students to reproach the two classmates for their attitude. Both the teacher and other students insulted them verbally, rejecting them and ostracising them from the class.</p> <p>The two victims told the press that at no time had they asked that the class be given in Catalan, and that they only wanted to report the fact that they were not allowed to use Catalan, particularly considering the fact that the course was funded by the Ministry of Employment of the Government of Catalonia.</p>				
<p>Source:</p> <p><i>Two residents of Reus report discrimination for speaking Catalan in a course paid for by the Government</i> Reus Digital</p> <p>http://reusdigital.cat/noticies/dos-reusencs-denuncien-discriminaci-parlar-en-catal-en-un-curs-pagat-pel-govern</p>				

8 - The Dean of the Electoral Board of Palma and a civil servant accuse an official representative of being "radical" for addressing them in Catalan and refuse to deal with him

Date:	Administration:	Organisation:	Place:	Territory:
22/05/2009	Central State Administration	Electoral Board of Palma	Palma (Majorca)	Balearic Islands
Victim: Joan Miquel Chacón				
<p>Description of the case: The representative of the Esquerra Republicana political party in the Balearic Islands in Inca went to the headquarters of the Electoral Board in Alemanya avenue, in Palma to submit all the papers needed to apply to have air-time for a party political broadcast in Marratxí.</p> <p>When he went before the public representatives, the Dean of the Electoral Board of Palma and a civil servant of the administration of justice, he addressed them in Catalan. The dean interrupted him and addressed him with contempt and promptly returned the documentation submitted to him, adding <i>"Don't give me this, I don't understand it."</i> In addition to harassing and refusing to help him, the other civil servant accused him of being a <i>"radical"</i> simply because he had expressed himself in the language of Majorca.</p> <p>The victim denounced the facts to the Office of Linguistic Rights of Obra Cultural Balear for the latter to report the case to the Delegation of the Spanish Government, as "We all have the right to use our own language, and all rights involve duties, and even more so in the case of the Government."</p>				
<p>Source: <i>Joan Miquel Chacón, of ERC, reports two public officials of the Electoral Board who accused him of being "radical" just for speaking Catalan</i> Diari de Balears http://dbalears.cat/actualitat/balears/m-han-humiliat-per-xerrar-la-meva-llengua.html </p>				

9 - A young man from Majorca, physically assaulted at Palma airport by two civil guards for addressing them in Catalan

Date:	Administration:	Organisation:	Place:	Territory:
07/08/2009	Central State Administration	Civil Guard	Palma Airport (Majorca)	Balearic Islands
Victim: Ivan Cortés				
<p>Description of the case: Ivan and his partner were at Palma Airport on August 7, 2009 to fly to London. When they were going through passenger control, two civil guards stopped them and asked them for their papers. Both of them handed over their ID card and passport, respectively, and the officers asked them the number and address, which they gave in Catalan with the utmost naturalness. The officer who took the documentation aggressively ordered Ivan to speak in Spanish. The victim repeated the data, this time in Spanish.</p> <p>Another officer then addressed the victim, threatening him explicitly, and the victim, having failed to understand him, asked him to repeat what he had said. The officer reacted by leading him to a small room with the help of another two officers, where he was physically assaulted by the three of them, who beat him on the head, in the mouth, where he began to bleed, and the belly.</p> <p>After the assault, the officers told the victim that he had been disrespectful by talking to them in Catalan. Another two officers came over and asked what had happened, and one of the assailants answered: <i>"The kid spoke to him in Catalan and the sergeant lost it a bit."</i> Finally, after waiting for more than 15 minutes without being given any explanation, another civil guard appeared and told Ivan that he was being charged for breach of the peace.</p> <p>The victim also lodged a complaint against the civil guard officers, and the Court of Palma, after two years, ordered one of the officers to pay a fine of 1,200 euros for assault and battery against Ivan Cortés.</p>				
<p>Source: <i>The OCB reports a physical assault on Iván Cortés for speaking Catalan</i> OCB http://ocb.cat/index.php?noticia=720 <i>The Court upholds the conviction against the Civil Guard who assaulted Iván Cortés</i> Diari de Balears http://dbalears.cat/actualitat/balears/l-audiencia-confirma-la-condemna-al-guardia-civil-que-agredi-ivan-cortes.html</p>				

10 - A Peruvian woman who was obtaining her child's identity card, arrested for speaking Catalan on the phone in a police station

Date:	Administration:	Organisation:	Place:	Territory:
11/08/2009	Central State Administration	National Police Force	Barcelona (Barcelonès)	Catalonia
Victim: Rosario Palomino				
<p>Description of the case: Rosario, a resident of Barcelona, a psychologist hailing from Peru, went to the police station of the National Police Force in avinguda Sant Antoni Maria Claret, número 276, in Barcelona, to get her child's identity card. A police officer informed her that she should have phoned to make an appointment first. Seeing that other people had been given an appointment on the spot, she complained, and the officer replied that he was sorry but had not understood her.</p> <p>Two days later, she returned to the police station with an appointment. When it was almost her turn, she phoned her husband to tell him he could bring their child. The uniformed policeman who had refused to attend to her two days before that addressed her rudely and shouted at her, telling her to turn off the phone, as the use of mobile phones was forbidden in the police station. The woman told him in Catalan that she was only telling her husband to bring their child and that there was no need to shout. The officer retorted <i>"If you speak Catalan I don't understand you, give me your ID card"</i> and added <i>"By the way, I am reporting you."</i> Rosario, perplexed, replied, <i>"Why? For talking on the phone?"</i>. The police officer did not respond and simply left. Her husband then called her and she decided to leave, to avoid making things worse, but before she reached the door, someone, who turned out to be the same officer, grabbed her roughly and shouted: <i>"You can't leave, you are under arrest"</i>. Rosario was held in the police station and started to cry, and a plain-clothes agent approached her and asked her for identification. The uniformed policeman shouted <i>"This is Spain and I don't have to speak Catalan."</i></p> <p>When the victim's husband arrived and asked the plain-clothes policeman what the matter was, they paid no attention to him until the policeman shouted <i>"I don't understand you"</i> and began to speak in Galician. A quarter of an hour later he returned with the complaint and they were ejected from the police station.</p>				
<p>Source:</p> <p><i>A woman picking up her child's ID card is arrested for talking on the phone in Catalan</i> ElPuntAvui http://www.elpuntavui.cat/noticia/article/24-puntdivers/4-divers/79897-una-dona-que-feia-el-dni-al-seu-fill-es-detinguda-perque-parlava-pel-mobil-en-catala.html</p>				

11 - A family loses its flight for addressing the Civil Guard in Catalan at Girona airport and is fined for disorderly conduct

Date:	Administration:	Organisation:	Place:	Territory:
03/09/2009	Central State Administration	Civil Guard	Girona Airport Vilobí d'Onyar (La Selva)	Catalonia
Victim: Àngels Morera and family				
<p>Description of the case: The victim and her family were going through passenger control at Girona Airport to catch a flight to Alghero. The officials found a hair lacquer spray, and when the passenger addressed the Civil Guard officers in Catalan they rudely asked her to speak Spanish. The passenger refused, claiming her right to express herself in her own language, whereupon she was held by the police. The agents interrogated her with questions such as <i>"Do you admit that Gerona is in Spain and that Spanish is the official language of Spain"</i>. By the time they let her go, without her having signed anything nor having been informed of any complaint at any time, the flight had closed and they were stuck on the ground. The family had to buy new tickets to a destination far from Alghero, in the city of Cagliari, on the other side of Sardinia, with the ensuing cost.</p> <p>She was later tried for disorderly conduct and was ordered to pay 180 euros plus legal costs for (minor) disobedience of the authority. On the contrary, the agents received no sentence whatsoever for violating citizens' linguistic rights to express themselves in the language of their choice.</p>				
<p>Source: <i>A passenger is tried for shouting at a Civil Guard in Catalan at the airport</i> Diari de Girona http://www.diaridegirona.cat/comarques/2010/02/21/jutgen-passatgera-laeroport-cridar-catala-guardia-civil/389058.html <i>The woman who addressed a Civil Guard in Catalan is tried for "disorderly conduct"</i> Llibertat.cat http://www.llibertat.cat/2010/02/jutgen-per-desordres-publics-la-dona-que-es-va-adrekar-en-catala-a-la-guardia-civil-9194 </p>				

12 - A journalist from Northern Catalonia, held at a police control in La Jonquera for speaking Catalan and not knowing Spanish

Date:	Administration:	Organisation:	Place:	Territory:
08/09/2009	Central State Administration	Civil Guard	La Jonquera (Alt Empordà)	Catalonia
Victim: Rafael Renyé, Northern-Catalonian journalist				
<p>Description of the case: Rafael Renyé was stopped at the La Jonquera border point by the Civil Guard. An officer, on seeing that the vehicle was carrying a CAT sticker on the registration plate, began to focus on the journalist from Northern Catalonia. He told him to stop and asked him if he spoke Spanish, and the young man replied that he did not, that he only spoke Catalan and French. After making him repeat the answer three times, and asking him several sarcastic questions like <i>"Are you trying to bug me? What is all this Catalan nonsense?"</i>, the agent told him to follow him as we was going to fine him for having a CAT sticker over the registration plate.</p> <p>The officer discussed the case with another group of officers and they started to argue. While the first officer opined that they could not let him go without a fine, the others insisted that the vehicle bore a French registration plate and they could hardly do anything to him for only being able to speak French and Catalan. The agent had to choice but to return the documents to the journalist, but before letting him go he voiced his surprise that he had never seen anyone that spoke Catalan but not Spanish, and reminded him he was in Spain and that Spanish was the language.</p> <p>The young Northern-Catalonian journalist claims that this is not the only case, as several Northern-Catalonians have been held at the La Jonquera border or fined for using Catalan or having the CAT sticker.</p>				
<p>Source: <i>Account of the young man stopped by the police, in an interview with Ràdio Arrels</i> <i>Perpignan Ràdio Arrels</i> http://www.youtube.com/watch?v=wX4O9CvQW0M</p> <p><i>The Civil Guard against Catalan</i> Directe.cat http://www.directe.cat/punt-de-mira/133238/la-guardia-civil-en-contra-del-catala</p>				

13 - A judge from Elche slights Catalan and questions the right of a defendant and a witness to speak Catalan in a trial

Date:	Administration:	Organisation:	Place:	Territory:
30/09/2009	Central State Administration	Court of Alicante	Elche (Baix Vinalopó)	Autonomous Community of Valencia
Victim: Aquil·les Rubio, a resident of Alicante				
<p>Description of the case: A resident of Alicante was charged with an offence against the Crown following his participation in an event in support of pro-independent militants from Girona being judged for burning a photograph of the King of Spain, held in Elche in December 2006. The case reached the High Court of Spain, the authority responsible for hearing such crimes, which found that no offence had been committed. The case was returned to Elche but was not shelved. Finally, the trial was held in the High Court in Elche on 30 September 2009.</p> <p>During the trial, both the defendant and a witness had to put up with a long speech by the judge reproaching them for speaking Valencian and for doing little to help people that did not speak Valencian to understand them. The judge called upon them to speak Spanish because, in her very words, <i>"it is the common language that unites us all"</i> and <i>"there is a duty and an obligation to speak the official language throughout the State."</i></p> <p>Unfortunately, the judge exhibited total ignorance of the law of Valencia, as the Law on the Use and Teaching of Valencian establishes the right to use it both verbally and in writing, in the private and public domain, and expressly prohibits any kind of discrimination for using either one of the official languages. Interestingly enough, this law also states that citizens are entitled to have their right to use the language of their choice guaranteed by judges and prosecutors.</p>				
<p>Source: <i>Judge and prosecutor slight Valencian and defend "the common language" during a trial in Elche</i> L'Accent. Periòdic Popular dels Països Catalans http://www.laccent.cat/index.php/paisos-catalans/repressio-i-drets/item/1457-jutgessa-i-la-fiscalia-menyspreen-el-valenci%C3%A0-i-fan-apologia-de-la-lenqua-com%C3%BAan-en-el-judici-d-elx </p>				

14 - A resident of Pollença, forced to speak Spanish by the Civil Guard during an identification even although the officers understood Catalan

Date:	Administration:	Organisation:	Place:	Territory:
04/03/2010	Central State Administration	Civil Guard	Pollença (Majorca)	Balearic Islands
Victim: A resident of Pollença				
<p>Description of the case: In July 2010, the Obra Cultural Balear reported several cases of linguistic discrimination in Majorca whose common denominator was that they were all perpetrated by Civil Guard officers</p> <p>The first case occurred in Pollença, on March 4, 2010, when a resident was stopped by Spanish Civil Guard officers who wished to identify him. The citizen addressed the officers in Catalan and the agents ordered him to speak Spanish. They then added that although they understood Catalan, he was duty bound to address the authorities in Spanish. And they even made derogatory remarks about the Catalan spoken in Majorca. The resident of Pollença was held by the officials for a few minutes, but was released after he had been identified.</p>				
<p>Source: <i>The OCB reports three cases of linguistic discrimination by the Civil Guard OCB</i> http://dretsling.blogspot.com.es/search?updated-max=2010-07-13T09:20:00-07:00&max-results=3&start=27&by-date=false <i>Criticism of the Civil Guard for demanding that drivers speak to them in Spanish</i> El Mundo http://www.elmundo.es/elmundo/2010/05/18/baleares/1274201518.html </p>				

15- A patient is ejected from a health centre in Inca for addressing a general practitioner in Catalan

Date:	Administration:	Organisation:	Place:	Territory:
16/04/2010	Autonomous Government	Health Service of the Balearic Islands	Inca (Majorca)	Balearic Islands
Victim: Pau Ignasi Amer				
<p>Description of the case: On 6 April 2010, the citizen Pau Ignasi Amer went to the Inca health centre with pains in his chest. On entering the office, Pau Ignasi began to explain his symptoms and the doctor told him contemptuously to speak Spanish. Moreover, she refused to attend to him in Catalan and also refused to sign a note expounding the linguistic reasons for refusing to treat him.</p> <p>The patient refused to leave the office without an official explanation, so the doctor called a security guard, who threw him out of the office without further ado. In view of the blatant linguistic discrimination, the patient filed an official complaint with the Health Service of the Balearic Islands and the Office of Linguistic Rights of the Obra Cultural Balear. The organisation emphasised that it was an inadmissible case of linguistic discrimination violating the fundamental rights of the individual.</p>				
<p>Source: <i>The OCB reports a further case of linguistic aggression, this time in the Inca health centre</i> OCB http://dbalears.cat/actualitat/balears/l-ocb-denuncia-una-nova-agressio-linguistica-aquest-cop-al-centre-de-salut-d-inca.html </p>				

16 - Two young Majorcans, held by the Civil Guard at a roundabout in Porreres for speaking Catalan

Date:	Administration:	Organisation:	Place:	Territory:
14-5-2010	Central State Administration	Civil Guard	Porreres (Majorca)	Balearic Islands
Victim: Two young men from Porreres				
<p>Description of the case: In July 2010, Obra Cultural Balear reported several cases of linguistic discrimination in Majorca whose common denominator was that they were all perpetrated by Civil Guard officers</p> <p>The last case reported in the OCB press release took place on 14 May, 2010 in Porreres. A car occupied by two young men was stopped at a roundabout by a couple of Civil Guards. When one of the occupants replied in Catalan a discussion with the officers ensued.</p> <p>They were immediately ordered out of the vehicle and were body-searched, in the course of which the officer asked the young men to speak Spanish, boasting that he never observed the law on linguistic policy: <i>"I don't understand Majorcan so I'm not even going to understand you. Why don't you speak Spanish?"</i>. When the young man replied that he had the right to speak Catalan, the agent snapped back: <i>"If I asked you official police questions you would have to speak Spanish. I say so because some people are more radical than you are."</i></p> <p>The officers searched the car, and finding nothing returned to their own vehicle. Before leaving, the second officer, who had not spoken until then, looked out of the window and said: <i>"For your information, it is a matter of respect."</i></p>				
<p>Source: <i>The OCB reports three cases of linguistic discrimination by the Civil Guard OCB</i> http://dretsling.blogspot.com.es/search?updated-max=2010-07-13T09:20:00-07:00&max-results=3&start=27&by-date=false <i>Criticism of the Civil Guard for demanding that drivers speak to them in Spanish</i> El Mundo http://www.elmundo.es/elmundo/2010/05/18/baleares/1274201518.html </p>				

17-Hours of delay in giving medical care to an 80-year-old woman from Alcoi because the emergency workers did not understand Catalan

Date:	Administration:	Organisation:	Place:	Territory:
29/06/2010	Central Government	Valencian Health Agency	Alcoi (Alcoià)	Autonomous Community of Valencia
Victim: Two people aged 80 from Alcoi				
<p>Description of the case: An 80-year-old man from Alcoi called the emergency services on 112 at 1 am on 29 June 2010 to request urgent medical care for his companion, also aged 80. When he began describe the symptoms to the doctor who was to assess patient's condition the doctor interrupted him, telling him to speak Spanish. The man replied that he was aware of the obligation to know Spanish, but that he was an 80-year-old illiterate man, and that in a life or death emergency his native language, Valencian, just came out automatically.</p> <p>However, the doctor on 112 referred him to the Fàbrica d'Alcoi Health Centre, where the person who spoke to him on the telephone delayed sending the ambulance by more than half an hour, because he could not understand the patient's ID card number in Catalan.</p> <p>This violation of the legislation was referred to the Ombudsman of Valencia, who found in favour of the citizen and issued a series of recommendations to the General Department of Quality and Patient Care of the Valencian Health Agency so that such cases would not be repeated.</p>				
<p>Source: <i>Judgement by the Ombudsman of Valencia, Complaint case 105524 Subject: Right of citizens to choose their language</i> Ombudsman of the Autonomous Community of Valencia http://www.elsindic.com/Resoluciones/10301154.pdf </p>				

18- A driver, insulted and harassed by the Civil Guard at the Andorran border for speaking Catalan with her partner

Date:	Administration:	Organisation:	Place:	Territory:
29/10/2010	Central State Administration	Civil Guard	Andorran border (Alt Urgell)	Catalonia
Victim: A.C.V.				
<p>Description of the case: The Civil Guard stopped a couple on the Andorran border bound for Spanish Catalonia. On realising that the two travellers spoke Catalan, the officers adopted a hostile and mocking attitude. The driver addressed the officer in Catalan, and the latter replied: <i>"I don't have to understand you. This is Spain and I am ordering you to talk to me in the language o the country"</i>; and when the driver reminded him that according to the law he was supposed to understand her, he replied, in a threatening tone: <i>"This is Spain, Spanish is the language because I say so and that is that. And the next time you open your mouth I'll handcuff you."</i></p> <p>Afterwards, while the victim was identifying herself to the officer, the latter saw a political party membership card among the driver's papers, and exclaimed: <i>"And left-wing to boot, I am fed up to my back teeth of Catalan, Catalonia and the Catalans"</i>. The driver reminded him again that his behaviour was illegal, that the law protects the use of Catalan in dealings with the administration and that she had every intention of reporting this violation of her human and linguistic rights. The officer's final response was: <i>"I wipe my ass with this law because it is useless."</i></p> <p>The victim received legal counselling from the Pro-Language platform but was unable to file the complaint because she did not know the officer's identification number.</p>				
<p>Source: Complaint received via e-mail by the linguistic complaints section on the website of the Pro-Language Platform in November 2010.</p>				

19- A citizen from Costera, ridiculed by the Civil Guard for having a Catalan name in a routine control in Ontinyent

Date:	Administration:	Organisation:	Place:	Territory:
22/01/2011	Central State Administration	Civil Guard	Ontinyent (Albaida valley)	Autonomous Community of Valencia
Victim: S.C.T. , a resident of the county of Costera				
<p>Description of the case: Two brothers were driving in a private vehicle in the city of Ontinyent when they pulled over by a routine Civil Guard control. On asking one of the brothers to produce his documentation, one of the officers noticed that the driver's name was Catalan and began to harangue and challenge him, making derogatory comments about Catalan, while extolling the greatness of <i>the "national tongue."</i> The driver kept his composure and did not rise to the officer's insults and threats so that they could continue on their way.</p> <p>The victim's brother, also present at the control, e-mailed the pro-Language Platform asking it to denounce this and other similar cases occurring in Valencia.</p>				
<p>Source: <i>Complaint received via e-mail by the linguistic complaints section on the website of the Pro-Language Platform in January 2011.</i></p>				

20-An official of the Northern Station of Valencia refused to attend a disabled user because the person's companion addressed him in Catalan

Date:	Administration:	Organisation:	Place:	Territory:
28/01/2011	Central State Administration	ADIF (Administrador de Infraestructuras Ferroviarias [Railway Infrastructure Administrator])	València (l'Horta)	Autonomous Community of Valencia
<p>Victim: Two residents of Carcaixent, one of them disabled, who asked for their identity to be kept secret</p>				
<p>Description of the case: On the morning of January 28, 2011, a resident of Carcaixent (Ribera Alta) went to the customer service office of the Northern Station in Valencia to ask where he could cross the tracks with his companion, who was in a wheelchair. The official scornfully replied that if he continued to speak <i>"like that"</i> he would have a <i>"problem"</i> because he would not answer, so he would have to talk to him <i>"en cristiano [in Spanish]."</i> In the light of this, the victim asked to be attended by another official, but the official retorted angrily: <i>"I come from Asturias and my colleague is from Murcia. I will not answer you if you continue to speak to me in Valencian."</i></p> <p>The victim of this discrimination filled in a complaint form at the railway administration office and also reported the situation of lack of defence and violation of the law to the Ombudsman.</p>				
<p>Source: An ADIF worker refuses to attend an enquiry in Valencian regarding a disabled passenger Valencianisme.com http://www.valencianisme.com/index.php?option=com_content&task=view&id=2839&Itemid=48 ADIF fails to answer an enquiry by a disabled passenger because it was put in Valencian Racó Català http://www.racocatala.cat/noticia/25434/adif-no-aten-consulta-dun-passatger-discapacitat-ser-en-valencia</p>				

21- The Spanish Supreme Court dismisses an appeal against a judgement issued in Barcelona because it was worded in Catalan

Date:	Administration:	Organisation:	Place:	Territory:
02/03/2011	Central State Administration	Court of Barcelona and the Spanish Supreme Court	Barcelona (Barcelonès)	Catalonia
Victim: Marc Belzunces				
<p>Description of the case: Marc Belzunces decided to refuse to participate as chairman of a polling station in the Spanish elections of 2008, for ideological reasons, in an act of electoral objection. He was tried by Spanish justice and a room of the Court of Barcelona found him guilty of an electoral offence. The young man decided to file an appeal before the Supreme Court of Spain, and pursuant to the Statute of Autonomy of Catalonia, whose Article 35.5 establishes that citizens have the right to choose the language in which they wish to address the courts of justice, did so in Catalan.</p> <p>However, the defendant's legitimate right of defence was violated, as the Spanish Supreme Court declared that the appeal presented was "<i>null</i>", because it was "<i>all in Catalan</i>." The citizen reacted by defending his rights, and the Spanish Court's response, contradicting a judgement of 2009 by the same court, was to issue a decree calling upon the citizen to have the appeal translated at his own cost, with the warning that failure to comply would lead the appeal to be declared null and void.</p>				
<p>Source: <i>The Supreme Court ignores an appeal against a ruling issued in Barcelona because it is worded in Catalan</i> ElPuntAvui http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/377283-el-suprem-ignora-un-recurs-a-una-sentencia-de-barcelona-perque-esta-fet-en-catala.html <i>The Spanish Justice invalidates the appeal of a conscientious objector in Spain because it is in Catalan</i> Racó Català http://www.racocatala.cat/noticia/25563/justicia-espanyola-invalida-recurs-lobjector-consciencia-espanya-perque-esta-catala </p>				

22- A citizen from Cambrils, ridiculed and humiliated at a Spanish ID card office for wanting to speak Catalan

Date:	Administration:	Organisation:	Place:	Territory:
23/05/2011	Central State Administration	Spanish ID card office in Tarragona	Tarragona (Tarragonès)	Catalonia
Victim: J.G.V., a resident of Cambrils (Baix Camp)				
<p>Description of the case: A citizen of Cambrils went to the reception of the Spanish ID card issue office in Tarragona (Vidal Barraquer 20) on 23 May 2011. When his turn came, he spoke to the officer, who asked him politely to change language because he didn't understand him. The citizen did not want to relinquish his right and started talking more slowly; the official reacted by speaking to him in English and had him wait while he went into the office to explain the case to his colleagues. The victim began to hear insults from inside the office, such as "<i>Bloody hell</i>", and the like.</p> <p>Another woman officer who understood Catalan came over, accompanied by a senior officer (who, according to the victim, was the one that had been uttering the insults) who continued to ridicule him out loud for wanting to be attended to in Catalan. The veteran turned to his colleagues, asking them ironically "<i>Parlez vous français?</i>" (intending to place the right to speak Catalan on the same level as speaking French, which is not an official language in Spanish Catalonia), in order to put the other officials and citizens present against the citizen who wanted to be attended in Catalan; in short, a public humiliation. All the time the citizen was renewing his Spanish ID card, the veteran officer continued to make sarcastic comments to the officer who was issuing the card to the citizen.</p>				
<p>Source: <i>Complaint received via e-mail by the linguistic complaints section on the website of the Pro-Language Platform in May 2011.</i></p>				

23 - Health care denied to a citizen from Crevillent, who is ridiculed for speaking Catalan

Date:	Administration:	Organisation:	Place:	Territory:
06/01/2012	Autonomous administration	Health Centre of Crevillent and the Valencian Health Agency	Crevillent (Baix Vinalopó)	The Autonomous Community of Valencia
Victim: Resident of Elche, with the initials JAP				
<p>Description of the case: On 6 January 2012, the resident of Elche JAP, who was running a temperature of 38 degrees and feeling generally ill, went to the town's health centre. The duty doctor refused to attend him alleging that he did not understand him because he spoke Valencian, despite public employees and services' legal obligation to understand the language of the country. He then asked to be seen by another doctor, and the office staff told him that there was only one doctor available. The citizen had to leave without being attended to by the doctor and even had to put up with sarcastic comments from other workers at the health centre.</p>				
<p>Source: <i>Acció Cultural considers filing a criminal complaint for linguistic discrimination in a health centre in Crevillent</i> Acció Cultural del País Valencià http://www.acn.cat/acn/650379/Noticia/text/Noticia.html <i>A doctor in Crevillent refuses to attend a patient because he spoke Catalan</i> ElPuntAvui http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/496105-un-metge-de-crevillent-es-nega-a-atendre-un-pacient-perque-parla-en-catala.html</p>				

24 - A linguistic harmonisation officer, sacked from the City Council of Dènia for reporting non-fulfilment of the linguistic legislation

Date:	Administration:	Organisation:	Place:	Territory:
18/01/2012	Local administration	City Council of Dènia	Dénia (Marina Alta)	The Autonomous Community of Valencia
Victim: Josep Andrés Torres				
<p>Description of the case: Josep Andrés Torrès, a linguistic harmonisation officer of the City Council of Dènia, reported the situation of breach of linguistic legislation in the city council at the request of a councillor. The city council responded by sanctioning the officer, suspending him without pay. As his position was temporary, the suspension cost him his job. The city council's next step was to dismantle the council's linguistic harmonisation office, which was occupied by a clerical officer who lacked any technical training.</p> <p>Before firing the officer, the council had already repealed the most salient points of the linguistic harmonisation regulations, such as the requirement that Valencian public servants should understand Valencian, thus violating the law in force in Valencia.</p>				
<p>Source: <i>Intolerable act against a defender of the language</i> Acció Cultural del País Valencià http://acpv.cat/web/actualitat/acte-intolerable-contra-un-defensor-de-la-llengua </p>				

25- A driver from Empordà, held and threatened for speaking Catalan to the Civil Guard

Date:	Administration:	Organisation:	Place:	Territory:
21/01/2012	Central State Administration	Civil Guard	La Jonquera (Alt Empordà)	Catalonia
Victim: Josep M. Tegido-Mallart				
<p>Description of the case: The man, a resident of Empordà, was heading towards Agullana when he was stopped by three Civil Guard officers in a routine control. The armed officers ordered the citizen to speak Spanish because they said they did not understand Catalan. They also threatened him that he would be fined 3,500 euros if he did not remove the CAT sticker from his vehicle registration plate. Finally, one of the guards threatened to arrest him, saying: <i>"Either you remove the sticker or we'll arrest you"</i> and <i>"you're going to spend a couple of days in the slammer."</i> Just when they were about to handcuff him, one of the officers pretended that they were being called somewhere else and they left, as they realised they had gone too far.</p> <p>The victim reported the case to the Ombudsman and to the City Council of la Jonquera, and saw a lawyer about the possibility of filing a complaint. The high command of the Spanish Civil Guard opened an investigation to identify the officers and compare versions, but after more than one year no measures have yet been taken to investigate the facts reported.</p>				
<p>Source:</p> <p><i>The Civil Guard is investigating coercion due to the use of Catalan</i> ElPuntAvui</p> <p>http://www.elpuntavui.cat/noticia/article/24-puntdivers/4-divers/497809-la-guardia-civil-investiga-les-coaccions-per-lus-del-catala.html?dema=1</p>				

26 - A civil guard beats a lawyer at El Prat airport (Barcelona) for refusing to speak Spanish

Date:	Administration:	Organisation:	Place:	Territory:
28/01/2012	Central State Administration	Civil Guard	Prat Airport (Barcelona)	Catalonia
Victim: The victim asked not to be identified for fear of losing his job or of it affecting him professionally.				
Description of the case: A young lawyer was at Barcelona airport to catch a flight to Madrid. On going through passenger security control he had a conversation with the private security worker, and the Civil Guards asked if there was any problem. The lawyer replied that there was no problem and the officers retorted: <i>"Please speak to me in Spanish, sir.</i> The lawyer refused to use Spanish, availing himself of his linguistic rights. The tension heightened and the officer said: <i>"You are not getting on this flight,"</i> and took the citizen to a windowless room where he assaulted him, hitting him once on the thigh with a blunt object and slapping him repeatedly on the head. After the assault, the officers realised that the victim had telephoned the Catalan police and reported him for insulting the security guard and for contempt of the Civil Guard. The lawyer filed a complaint with the Catalan police against the Civil Guard, accompanied by a medical report issued by the Pujol i Capsada Primary Health Care Centre in El Prat de Llobregat. The Spanish Minister of the Interior and the Spanish Government's Delegate in Catalonia effectively belittled the lawyer's complaint, and no kind of legal action was taken against the aggressive officers, not even to clear up the facts.				
Source: <i>A young man reports the civil guard for assault at Barcelona airport for speaking Catalan</i> Diari Ara http://www.ara.cat/societat/Guardia_civil-catala-El_Prat-agressio-Mossos-llengua_0_635336654.html <i>A civil guard assaults a lawyer for speaking Catalan</i> ElPuntAvui http://www.elpuntavui.cat/noticia/article/24-puntdivers/4-divers/497809-la-guardia-civil-investiga-les-coaccions-per-lus-del-catala.html?dema=1				

27 - A young Majorcan is reported for disrespect for authority for speaking Catalan to a member of the National Police Force during a demonstration

Date:	Administration:	Organisation:	Place:	Territory:
25/02/2012	Central State Administration	National Police Force	Palma (Majorca)	Balearic Islands
Victim: Marcel Pich				
<p>Description of the case: During a protest rally for the court appearance by Iñaki Urdangarin, several members of the National Police Force searched some young men who were carrying a protest banner.</p> <p>Marcel Pich addressed the officers, one of whom demanded that he speak Spanish, since he was from Malaga and that it was a <i>"matter of respect."</i> The young man replied that he had no problem speaking Spanish, but that he was not obliged to do so, the officer took exception to the remark and repeated the order to address him in Spanish.</p> <p>Immediately, and on seeing that the young man made no objection to his backpack being searched, but refused to speak Spanish, the officer took him to the van and after holding him for 10 minutes reported him for <i>"disrespect for officers in authority."</i></p>				
<p>Source: A national police force officer reports a young Majorcan for speaking to him in Catalan Diari ARA http://www.ara.cat/politica/Palma-Urdangarin-catala-guardia_civil-denuncia-Instituto_Noos_0_652734836.html</p>				

28- A citizen enters a Civil Guard Station to make a complaint and is reported for speaking Catalan

Date:	Administration:	Organisation:	Place:	Territory:
05/05/2012	Central State Administration	Civil Guard	Inca (Majorca)	Balearic Islands
Victim: Jordi Alegre, a resident of Inca				
<p>Description of the case: Jordi Alegre, a retired resident of Inca, went to the Civil Guard station to report a series of commercial telephone calls he was receiving daily and repeatedly. When he managed to speak to an officer, the latter replied <i>"Speak to me in Spanish"</i>, and the conversation ended there.</p> <p>A few hours later, another officer phoned him to give him an appointment at the station. Jordi turned up the following day and was held for refusing to speak the officers' language. The pensioner continued to speak Catalan, which is his right, and the officer quipped <i>"See you in court."</i> They reported him for disobedience of authority, without explaining why.</p>				
<p>Source: <i>"I wanted to make a complaint and ended up on the wrong end of one"</i> Jordi Alegre summonsed to the courts in Inca for disobedience of authority. He tried to speak Catalan to the Civil Guard Diari de Balears http://dbalears.cat/actualitat/balears/volia-posar-denuncia-citen-com-denunciat.html </p>				

29- A resident of Alt Empordà, verbally and physically assaulted by a couple of Civil Guard officers and tried for refusing to speak Spanish

Date:	Administration:	Organisation:	Place:	Territory:
30/05/2012	Central State Administration	Civil Guard	Pau (Alt Empordà)	Catalonia
Victim: Simó Colls, a resident of Vilajuïga				
<p>Description of the case: The Empordà farmer Simó Colls was working in the fields in Pau, and drove to the cooperative of Vilajuïga to buy some things. At the entrance to the village, he was stopped at a Civil Guard drug and gun control and his car was searched. One of the officers found a box with spare light bulbs and shook it, and when Colls said "Be careful, it contains bulbs and they might get broken," the officer replied: <i>"What did you say?"</i> The farmer repeated what he had said and the officer retorted: <i>"I don't understand you"</i> as he proceeded with the search. The victim moved closer and one of the officers snapped at him: <i>"Get out of here,"</i> and pushed him away. The officers continued searching the vehicle, but they became even more aggressive and threw whatever they found in the glove compartment on the car floor, while they reproached him for speaking Catalan with phrases such as: <i>"Who do you think you are? This is Spain, so you speak to me in Spanish."</i></p> <p>The officers asked him for his papers, which the young man produced after a few tense moments; then they told him he could leave. Colls asked them to pick up the objects from the glove compartment box, and they replied that they were under no such obligation to do so. Colls then got into his car and started to pick up his things, with one leg outside the door, and one of the officers went to close the door, whereupon Colls said: <i>"Stop that, you could hurt me,"</i> and the officer replied: <i>"I don't understand you, speak to me in Spanish."</i> Coll's patience had run out and he asked the officers for their numbers; they hesitated for a few instants but eventually gave him their numbers, although before he left they snapped: <i>"Let's see if you have the guts to go to PortBou and report us."</i></p>				
<p>Source: Two civil guards on trial for harassing a resident of Vilajuïga for refusing to speak Spanish Vilaweb http://www.vilaweb.cat/noticia/4025869/20120704/dos-guardies-civils-judici-vexar-vei-vilajuiga-negava-parlar-espanyol.html</p>				

30- A resident of l'Ametlla del Vallès, illegally held at Barcelona airport for speaking Catalan and English

Date:	Administration:	Organisation:	Place:	Territory:
27/06/2012	Central State Administration	National Police Force	Prat Airport (Barcelona)	Catalonia
Victim: Esteve Duran, a resident of l'Ametlla del Vallès				
Description of the case: A resident of l'Ametlla del Vallès was held for more than 20 minutes at Terminal 1 of El Prat airport for speaking Catalan and English to a national police force officer. The discrimination took place when the citizen, who had a ticket for a flight to Brussels, entered the airport's international area by mistake. In order to get out of the area, he approached an officer of the National Police force who told him to ask him in Spanish or he would not let him out. The citizen replied that he could comply in Catalan or English, but was under no obligation to do so in Spanish. The officer ordered him to produce his Spanish identity card and held him for more than 20 minutes. The user filed a formal complaint with AENA's customer service.				
Source: <i>Held by the National Police Force at El Prat airport for speaking only English or Catalan</i> Diari Ara http://www.ara.cat/societat/Retingut-Policia-Nacional-aeroport-Prat-catala_0_726527425.html				

31 - A young Majorcan spends a night in jail for not answering the Civil Guard in Spanish

Date:	Administration:	Organisation:	Place:	Territory:
07/07/2012	Central State Administration	Civil Guard	Sencelles (Majorca)	Balearic Islands
Victim: Enric A, a resident of Biniali				
<p>Description of the case: A young militant member of the Arran youth organisation was attending the festivities of the Biniali village in central Majorca when he was attacked by a group of young pro-Spaniards, who had allegedly identified him as pro-independent from his appearance.</p> <p>The victim went to the ambulance on duty in the town for the festivities to ask to be treated for the beating. Shortly afterwards, some Guardia Civil officers arrived to enquire about the incident. The young man told them what had happened, but they ignored him, so he reproached them for their passive attitude. They ordered him to speak Spanish and he refused. The agents arrested him violently, hitting him and pushing him against the wall. The young man spent the night in Civil Guard jail in Inca, and claimed that he was mistreated physically and psychologically in the police car and in jail. Enric was released the next day without being brought before a judge. He subsequently filed a complaint against the Inca Civil Guard.</p>				
<p>Source: <i>The Civil Guard arrest an Arran militant for failing to answer in Spanish</i> Setmanari Directa http://www.setmanaridirecta.info/noticia/quardia-civil-arresta-un-militant-maulets-neqar-se-contestar-los-castella </p>				

32- A police officer at the National Police Force station in Vic refuses to attend to a citizen for speaking Catalan and threatens him

Date:	Administration:	Organisation:	Place:	Territory:
20/08/2012	Central State Administration	National Police Force	Vic (Osona)	Catalonia
Victim: Jaume Roure				
<p>Description of the case: A citizen of the city of Vic went to the police station of the National Police Force to renew his Spanish ID card, and when he enquired about the procedure the attending officer replied "<i>I only deal with people in Spanish.</i>" The citizen continued to address the officer in Catalan, who repeated "<i>I only deal with people in Spanish</i>" and added, in a threatening tone: "<i>Just keep going like that and you will have problems</i>". The victim, in view of the police threats and being unable to renew his identity card in the language of his choice, as is guaranteed by law, decided to leave without completing the formality. He reported the discrimination to the pro-Language Platform, which in turn reported it publicly and forwarded the case to the Linguistic Guarantee Office of the Government of Catalonia.</p>				
<p>Source:</p> <p><i>Complaint received via e-mail by the linguistic complaints section on the website of the Pro-Language Platform in September 2012.</i></p> <p><i>The Pro-Language Platform reports a new case of linguistic discrimination at the National Police Force station in Vic</i></p> <p>https://www.plataforma-llengua.cat/noticies/interior/1978</p> <p><i>A resident of Vic reports a case of linguistic discrimination</i> Nació Digital</p> <p>http://www.naciodigital.cat/noticia/48648/vei/vic/denuncia/cas/discriminacio/linguistica</p>				

33- A traveller is held by the National Police Force at Barcelona airport for giving his identity card number in Catalan

Date:	Administration:	Organisation:	Place:	Territory:
07/09/2012	Central State Administration	National Police Force	Barcelona Airport (Baix Llobregat)	Catalonia
Victim: Bernat Gasull i Roig				
<p>Description of the case: Bernard Gasull was returning to Barcelona on a flight from outside the European Union on 7 September 2012. On deplaning, he had to clear customs, where he greeted the police by saying <i>"Good morning"</i> in Catalan, and produced his passport. The officer asked him the number of his Spanish identity card, and the traveller dictated it to him. The police officer ordered him to dictate it in Spanish, and the traveller refused, making use of his linguistic rights. To play down the tension, he jotted the numbers down on a piece of paper in case the officer did not understand, but the police officer pushed it away.</p> <p>The officer was annoyed at the citizen's attitude, and shouted: <i>"Shut everything up"</i>, whereupon he closed the booth and went to fetch some more officers, who surrounded the traveller and spoke to him in a contemptuous and humiliating fashion, saying things such as <i>"This is Spain!"</i> <i>"This is not a circus!"</i> and <i>"You must use the language of the State"</i>. Bernard reminded them of his right to express himself in the official language of his own choosing.</p> <p>After a few minutes, and realising that the traveller was not going to yield, the officers called in a translator, who translated the ID card numbers to the officers. They then asked him for more personal information (address, phone number) and he was released about twenty minutes later.</p>				
<p>Source: <i>The police hold a man at El Prat for speaking Catalan</i> La Vanguardia http://www.lavanguardia.com/participacion/20120913/54350369037/policia-retiene-hombre-prat-hablar-catalan.html <i>Held at the airport for speaking Catalan</i> Pro-Language Platform Blog http://blogspersonals.ara.cat/elcatalasuma/2012/09/20/retingut-a-laeroport-per-parlar-en-catala/ </p>				

34- A judge from Cantabria takes the custody of a daughter away from a Catalan citizen alleging that he spoke to her in Catalan to separate her from her mother

Date:	Administration:	Organisation:	Place:	Territory:
10/10/2012	Central State Administration	Provincial Court of Cantabria	Cambrils (Baix Camp)	Catalonia
Victim: Mosso d'esquadra [Member of the Catalan Autonomous Police Force], a resident of Cambrils				
Description of the case: A judge of the Provincial Court of Cantabria took the custody of a daughter away from a member of the Catalan Police Force alleging that he spoke to her in Catalan to destroy the bond of affection between the girl and her mother, a Civil Guard officer living in Santander. In the finding, the judge argued that the father spoke in his native language to his daughter as one of his strategies for <i>"destroying the bond with her mother."</i> The child had always lived with her father, since when the couple split up the mother went to live in Santander. Three court rulings upheld the custody of the child to the father. However, the judge found that the father did not teach the girl Spanish to <i>"change the child's behaviour."</i> The father held that the girl had no problem with Spanish and was learning it at school. But according to the judge, speaking to his daughter in his mother tongue was reason enough to take away custody. The father collected signatures for a petition against the ruling in the town of Cambrils and organised a gathering in front of the girl's home.				
Source: <i>A judge from Cantabria takes away a Member of the Catalan Autonomous Police Force's custody of his daughter for "not teaching her Spanish"</i> El Periódico http://www.elperiodico.cat/ca/noticias/societat/jutge-cantabria-retira-custodia-filla-mosso-per-ensenyar-li-castella-2222913				

35-The Tax Authorities refuse to process a widow's pension alleging that the death certificate was submitted in Catalan

Date:	Administration:	Organisation:	Place:	Territory:
30/10/2012	Central State Administration	Ministry of Finance	Calafell (Baix Penedès)	Catalonia
Victim: M. Dolors Terrón Sacristán				
<p>Description of the case: M. Dolors Terrón's husband died in the summer of 2012 in a mountain accident in Pica d'Estats. In early September she contacted her lawyer to take care of the paperwork required to receive her widow's pension. The victim's husband was a civil servant, therefore, the Ministry of Finance was responsible for handling the case.</p> <p>Once she had submitted all the papers, M. Dolors received a letter from the Ministry telling her that her case was on hold, since the death certificate of the Spanish registry was missing. The victim contacted her lawyer, who immediately called the head of section of the department in question. The person in question informed the lawyer that they did in fact have the death certificate (plus a copy of the family book and an international death certificate, since her husband had died in France), but that it was written in Catalan and that she was not obliged to understand this language. She then quipped: <i>"If you want me to push this through and avoid delays, send me the death certificate in Spanish, as otherwise another one of my colleagues might hold it up too."</i></p> <p>The victim's lawyer said that it was a strange case and that the non-acceptance of certificates in Catalan was new to him, since up until a few months ago there was no obligation to submit them in Spanish.</p>				
<p>Source: <i>The Pro-language Platform denounces that the Ministry of Finance failed to process a widow's pension because the death certificate was in Catalan</i> Pro-Language Platform http://www.plataforma-llengua.cat/noticies/interior/1967</p> <p>Letter by M. Dolors Terrón Sacristán Pro-Language Platform http://www.plataforma-llengua-cat/media/assets/3211/cartadolorsterron.pdf</p>				

36- A driver from Almenara loses his driving license and is held for three hours at a Civil Guard control for speaking Valencian

Date:	Administration:	Organisation:	Place:	Territory:
21/12/2012	Central State Administration	Civil Guard	Almassora (Plana Alta)	The Autonomous Community of Valencia
Victim: Carles Mateu Blay, a resident of Almenara				
<p>Description of the case: Carles Mateu was stopped at a Civil Guard breathalyser control at a roundabout on the CV-18 out of Almassora on 21 December 2012. The victim was on his way to pick up his child from school, and was driving his sister-in-law's car, which led to a conversation with the police officers about the car papers. Carles immediately realised that the officers were annoyed because he was speaking Valencian, which was soon corroborated by the attitude one of the officers, who snapped at him: <i>"Speak to me in Spanish, this is Spain."</i> The victim refused, and a few minutes later the same civil guard told him <i>"Today you'll be going home without your driving license."</i></p> <p>The officers gave the victim the breathalyser, which was negative, and ordered him to get out of the car, even pushing him, as they repeatedly ordered him to speak Spanish. They had him wait in his car until another officer came to make out the report, and when the latter arrived the other two civil guard lefts, although first of all they handed over all the documents and made a series of false claims to the other officer. As the third officer proceeded in disbelief and surprise, Carlos discovered that he had been reported for not wearing a seat belt, for not wearing a yellow reflective jacket and for refusing to take the breathalyser, all of it false, as was discovered in the subsequent trial. He took the breathalyser and drug test again, which was negative. However, the fines imposed by the first couple of officers add up to 12 points on his driving license, curiously the same number of points that warrant loss of licence.</p>				
<p>Source: <i>"I lost my driving license for speaking Valencian"</i> Vilaweb http://www.vilaweb.cat/noticia/4068300/20121223/mhan-retirat-carnet-conduir-parlar-valencia.html <i>The driver fined for speaking Valencia wins the case and the judge overrules the fines imposed by the Civil Guard</i> Diari ARA http://www.ara.cat/paisvalencia/denuncia-valencia-Guardia-Civil-Almenara-Carles-Mateu-judici_0_849515176.html</p>				

37 - A resident from Vistabella del Maestrat, harassed by a doctor of the Hospital Jaume I de Castelló de la Plana for speaking Valencian

Date:	Administration:	Organisation:	Place:	Territory:
31/12/2012	Autonomous Government	Valencian Health Agency	Castelló de la Plana (Plana Alta)	Autonomous Community of Valencia
<p>Victim: Elvira Safont i Pitarch, a resident of Vistabella del Maestrat</p>				
<p>Description of the case: This woman, a resident of Vistabella del Maestrat, went to the hospital Jaume I in Castellón with a sore leg. When she entered the office of the duty traumatologist in the ER that afternoon, he told her to lie down on the bed, and she then told him that she had gone jogging in the morning and could not put any weight on her foot. At that point, the doctor, who was typing away on the computer and was not looking at her, retorted, <i>"You are being rude, this is Spain and you should speak to me in Spanish; I addressed you in Spanish, not in Valencian, so for the sake of good manners you should have answered in Spanish."</i> Elvira was stunned, and did not address any further words to the doctor, not even when he gave her her x-rays and the diagnosis.</p> <p>Elvira added that the doctor told her that he understood and spoke Valencian, but that she should have spoken to him in Spanish out of good manners. That night Elvira's nerves kept her awake, and the following day she lodged a complaint with the hospital, the Government and the Ombudsman. As far as we know, she has had no response from the authorities, who have thus violated Law 4/1983 on the use and teaching of Valencian.</p>				
<p>Source: <i>The Pro-language Platform gives legal counselling to the victim of a new case of linguistic discrimination in the Hospital Jaume I in Castellón</i> Pro Language Platform https://www.plataforma-llenqua.cat/noticies/interior/2050 <i>"You are being rude, this is Spain and you should speak to me in Spanish"</i> Vilaweb http://www.vilaweb.cat/noticia/4072461/20130110/voste-mal-educada-aixo-espanya-mha-parlar-espanyol.html </p>				

38- The flute player in the Obrint Pas group, arrested, threatened and assaulted for addressing two National Police Force officers in Valencian

Date:	Administration:	Organisation:	Place:	Territory:
23/03/2013	Central State Administration	National Police Force	Valencia (City of Valencia)	Autonomous Community of Valencia
Victim: Miquel Gironès, flute player in the Obrint Pas group				
<p>Description of the case: The Valencian musician Miquel Gironès had stopped his car in a street in the neighbourhood of Benimaclet in Valencia to attend an interview on 23 March 2013. As he was collecting his things and was getting out of the vehicle, he dropped some papers on the ground just as a Spanish police patrol was passing, one of whom snapped: <i>"Hey, you pig, do you think that is a wastepaper bin or what?"</i> The musician tried to explain what had happened to the officers, but their reaction was: <i>"And in Valencian, Catalan or whatever, to boot. OK, out of the car."</i></p> <p>The officers asked to see his papers and began to search the car; the victim responded by saying that he had not done anything, but they told him to be quiet, adding that speaking to them in Catalan if they had spoken to him in Spanish was a sign of disrespect. The musician replied that he was entitled to speak Valencian. The officers became increasingly more aggressive, opened the boot and found a box that contained a lute, a gift from the victim's parents. They ordered him to open it, but Miquel did not have the key. The officers threatened to break the case and Miquel replied that if they continued to intimidate him he would call his lawyer. One of the agents blew his top and screamed <i>"Speak to me in Spanish. for fuck's sake!"</i> while he kept on insulting him. Puzzled at the abuse of authority, the flute player replied, <i>"What will you do, give me a beating?"</i> The more aggressive officer handcuffed him and put him in the police car, saying <i>"You got what you wanted, you're going to spend the night in jail."</i></p> <p>During the ride to the police station, as the insults and assault continued, the officers continued to rail at him for speaking Valencian, and also for his physical appearance. That night, Miquel Gironès did not leave the police station until half past eleven.</p>				
<p>Source: <i>A policeman shouts at Miquel Gironès (Obrint Pas): Speak to me in Spanish, for fuck's sake!</i> Vilaweb http://www.vilaweb.cat/noticia/4109561/20130427/policia-miquel-girones-obrint-pas-em-parles-espanyol-collons.html </p>				

39 - A lecturer at the Jaume I University of Castelló devotes his time to demonstrating the uselessness of Valencian and calls a student who complained about his teaching methods a "crusty"

Date:	Administration:	Organisation:	Place:	Territory:
27/03/2013	Central Government	Jaume I University	Castelló de la Plana (Plana Alta)	Autonomous Community of Valencia
Victim: Àlvar Carceller and other teacher training students of the Jaume I University				
<p>Description of the case: This case has been repeated for at least 3 or 4 years, according to the students. In any case, the reference date taken is when the case appeared in the press and in the public opinion.</p> <p>A lecturer in Didactics of Spanish Language and Literature on the Teacher Training degree course at the University Jaume I devotes his teaching time to demonstrating that Valencian is useless. On the first day of class, the lecturer gives out a questionnaire in Spanish in which the questions are deliberately designed to discredit the Valencian language. Examples of some of the lecturer's questions are: <i>"It is spoken by more than four hundred million people"</i> or <i>"If this language only existed in the Autonomous Community of Valencia it would be difficult to find a job outside the region or for people to come here to work."</i> The students had to indicate which language each one of the statements referred to and then, through metaphors, ask students which linguistic law they preferred.</p> <p>Over the first few days of class, discussions ensued and several students left the classroom. The student Àlvar Carceller went to talk to the lecturer and presented a verbal complaint to the head of department. The lecturer's attitude was hostile and he snapped that <i>"studying in Valencian was absurd and speaking it in the public institutions was an insult."</i> When the student reproached him for devoting more time to indoctrinating his students than teaching the syllabus, the teacher insulted him with adjectives such as <i>"Crusty"</i> or <i>"pan-Catalanist."</i></p>				
<p>Source: Pro-Spanish indoctrination by a lecturer of the Jaume I University of Castellón Vilaweb http://www.vilaweb.cat/noticia/4099387/20130327/adoctrinament-espanyolista-professor-universitat-jaume-castello-acabar.html</p>				

40- A father and son, insulted by two National Police Force officers on a regional train for speaking Catalan

Date:	Administration:	Organisation:	Place:	Territory:
08/04/2013	Central State Administration	National Police Force	Figueres (Alt Empordà)	Catalonia
Victim: Joan Pueyo Sandez and his son				
<p>Description of the case: Joan Pueyo and his son took the regional train in Figueres on April 8, 2013. At one point in the trip two men boarded the train and the son of the plaintiff kindly asked the last man to close the door. The plain-clothes officer answered: <i>"In Spanish or not at all"</i> while he walked to the end of the car because there was someone who hadn't bought a ticket. After a few moments, the two men returned and the younger one approached the victim and showed him his police badge, and ordered him to identify himself. Joan told him he had only asked him to close the door, which was no reason to ask him to identify himself. Meanwhile, the policeman, who was not listening to him, kept saying to him, <i>"In my language, here we speak my language."</i> A lady then entered the discussion, and reproached the younger policeman for having insulted Joan and his son by saying: <i>"Now we are going to identify these jerks."</i> The two policemen, realising that different people in the car were reproaching them for their attitude, decided to leave.</p> <p>Later on, the two policemen returned to the car and started up another discussion, in the course of which the police insulted Joan, saying, <i>"You are a moron"</i>, insisting all the while that they speak Spanish. Finally, they reached Figueres, where there were a couple of officers of the Autonomous Police Force. Joan identified himself to them while one of the policemen from the train refused point blank to do so. The next day, Joan went to the Autonomous Police Force station to file a complaint against both police officers, and the lady who had witnessed the events also went to testify as a witness and corroborate the version of the resident of Vilajuïga.</p>				
<p>Source: Complaint received via e-mail by the linguistic complaints section on the website of the Pro-Language Platform in April 2013. New case of linguistic aggression by the Spanish police in Figueres ElPuntAvui http://www.elpuntavui.cat/noticia/article/2-societat/5-societat/640659-denuncia-uns-policies-que-li-exigien-de-parlar-en-castella.html</p>				

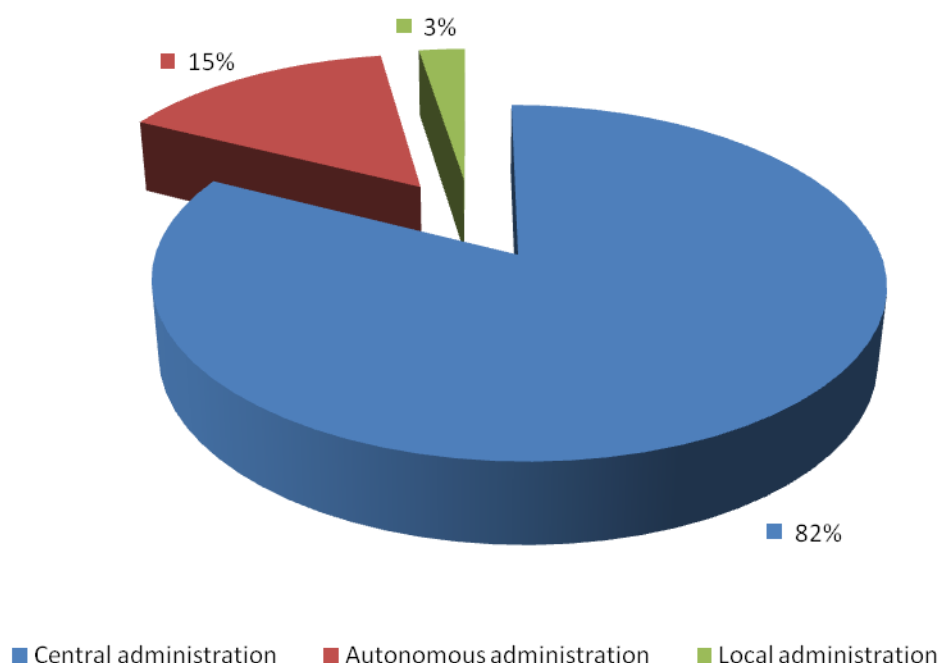
6. Analysis of the cases of linguistic discrimination

Following the systematic description of these 40 cases of linguistic discrimination that occurred in Catalan-speaking territories during the period 2007-2013, this section analyses the statistical regularities of all the cases studied.

Figure 5.1 shows that the vast majority of the cases of linguistic discrimination analysed occurred in organisations or institutions that depend directly on the Central State Administration in more than 80% of all cases. Far behind them come the cases of discrimination that occurred in some of the autonomous administrations, which account for 15% (6 cases). Finally, only one of the cases (2.5%) occurred in a local government, more specifically in the city of D nia.

Figure 5.1- Cases of linguistic discrimination according to the administration involved, 2007-2013

Administration	Frequency	Percentage
Central administration	33	82.5%
Autonomous administration	6	15.0%
Local administration	1	2.5%
Total	40	100.0%



Source: Own data.

The high volume of cases of linguistic discrimination accumulating in institutions or organisations reporting to the Central State Administration points to significant deficiencies in compliance with the legislation on linguistic matters at this level of the Spanish government. Moreover, the fact that most cases of discrimination occurred in organisations and institutions belonging to the Central State Administration is even more serious, since the central government is ultimately responsible for enforcing state laws, the Statutes of Autonomy and the international conventions signed and ratified by Spain, such as the European Charter for Regional or Minority Languages, which prohibit any discrimination on the grounds of language. If the cases of linguistic discrimination are broken down by offending organisations or institutions (see figure 5.2), it transpires that the State security forces are responsible for almost 2 out of every 3 cases included in this report. The Civil Guard, a state-level military-public security body, enjoys the privilege of accumulating 40% of all cases of linguistic discrimination recorded in this report.

Figure 5.2- Organisations and institutions involved in linguistic discrimination cases, 2007-2013

Organisation	Frequency	Percentage
Civil Guard	16	40
National Police Force	9	22.5
Valencian Health Agency	3	7.5
ADIF	1	2.5
City Council of D�nia	1	2.5
Provincial Court of Alicante	1	2.5
Provincial Court of Cantabria	1	2.5
Ministry of Employment of the Government of Catalonia	1	2.5
Palma Electoral Board	1	2.5
Ministry of the Treasury	1	2.5
Tarragona ID Card Records Office	1	2.5
Civil Registry of Badalona	1	2.5
Health Service of the Balearic Islands	1	2.5
Supreme Court	1	2.5
University Jaume I	1	2.5

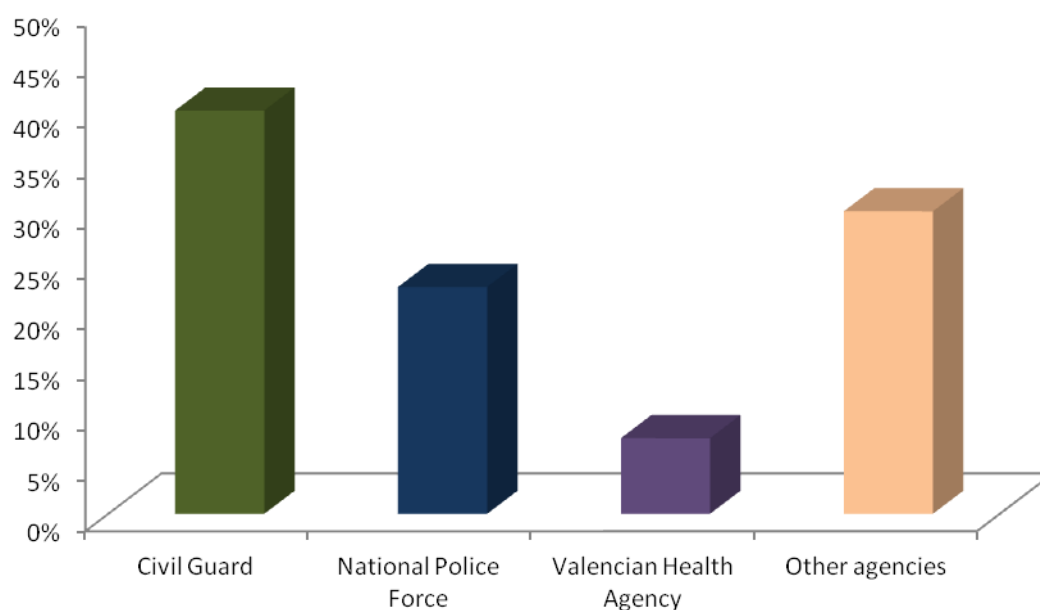
Source: Own data.

Agents of the National Police Force, an armed civil institute reporting to the Ministry of the Interior, has also accumulated a large number of cases, 22.5% of them (9 cases). In this sense, the high proportion of cases in which officers of the State security forces of the central

government are involved reveals the democratic shortcomings in these bodies and their animosity toward linguistic diversity and the regional, national and European Laws that protect it.

Far behind them, it should be mentioned that the Valencian Health Agency, an agency of the Autonomous Government of Valencia, recorded three cases of linguistic discrimination involving Valencian patients who were either not treated or else harassed for speaking Valencian. A resolution by the Valencian Ombudsman called upon the Autonomous Government of Valencia to make the necessary changes to guarantee the linguistic option right for Valencian citizens in the health care services and to prevent any type of discrimination on language grounds.

Figure 5.3- Main organisations and institutions involved in cases of linguistic discrimination, 2007-2013



Source: Own data.

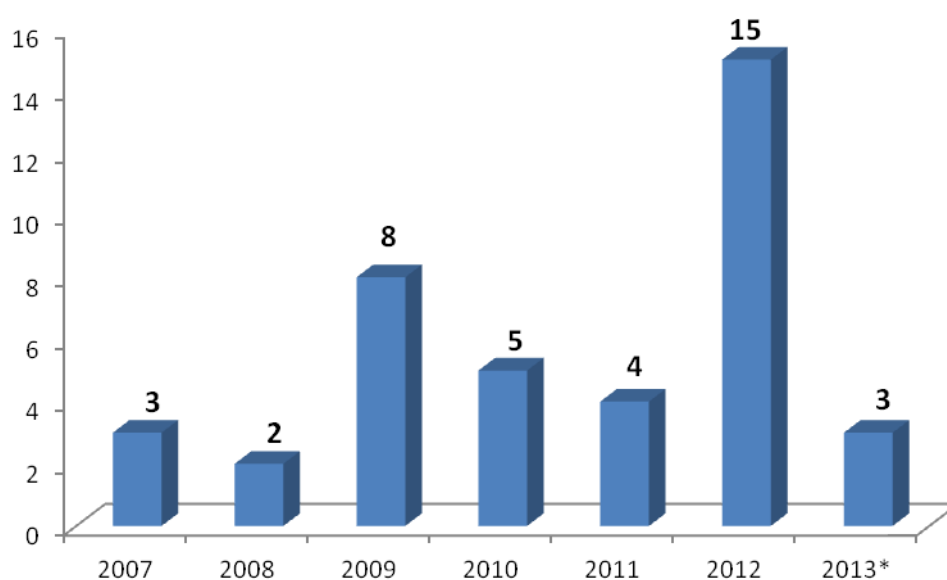
Finally, the remaining 30% of cases of linguistic discrimination studied occurred in other organisms, most of them belonging to the Central State Administration: ADIF, the Provincial Court of Alicante, and Cantabria, the Ministry of Finance or the Supreme Court, among others. With regard to the regional organisations involved in these cases, in addition to the Valencian Health Agency, mention should be made of: the Ministry of Employment of the Government of Catalonia, the Jaume I University or the Health Service of the Balearic Islands.

If we analyse the evolution of language discrimination cases by year (see figure 5.4), the large volume of cases that occurred in 2012, namely 15 (37.5%), is striking. The second year with most cases is 2009, with 8 cases (20%), almost half the number recorded in 2012. In 2012, the Pro-Language Platform noticed an increase in complaints for this type of linguistic discrimination. Some of the reasons that could have led to this growth is citizens' increased awareness of their language rights, as they are denouncing this type of aggression increasingly more, or to a more hostile attitude towards Catalan by some officers of the state organisations or institutions as a result of the political process launched in Catalonia.

Figure 5.4-Cases of linguistic discrimination in the public administrations by sectors, 2007-2013

Year	Frequency	Percentage
2007	3	7.5%
2008	2	5%
2009	8	20%
2010	5	12.5%
2011	4	10%
2012	15	37.5%
2013*	3	7.5%
Total	40	100%

*Only the first four months of 2013 are analysed

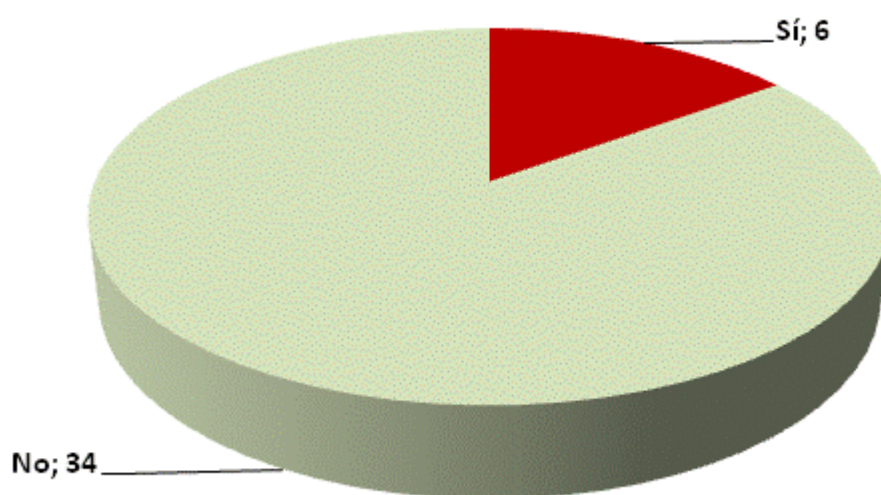


Source: Own data.

2013 is not comparable to other years, since we were only able to count the cases occurred during the first 4 months of the year. Nevertheless, three cases were recorded in these four months.

Another aspect analysed is whether the linguistic discrimination cases were accompanied by physical assault. As can be seen in figure 5.5, 15% of the cases analysed, besides involving discrimination and denial of the linguistic rights recognised in the law, were compounded by physical assault. It should be mentioned that in the six cases in which physical assault was recorded, the assailants were members of the State security forces: in four cases they were Civil Guard officers and two cases involved National Police Force officers.

Figure 5.5. Physical assault in the cases of linguistic discrimination in the public administrations, 2007-2013



Source: Own data.

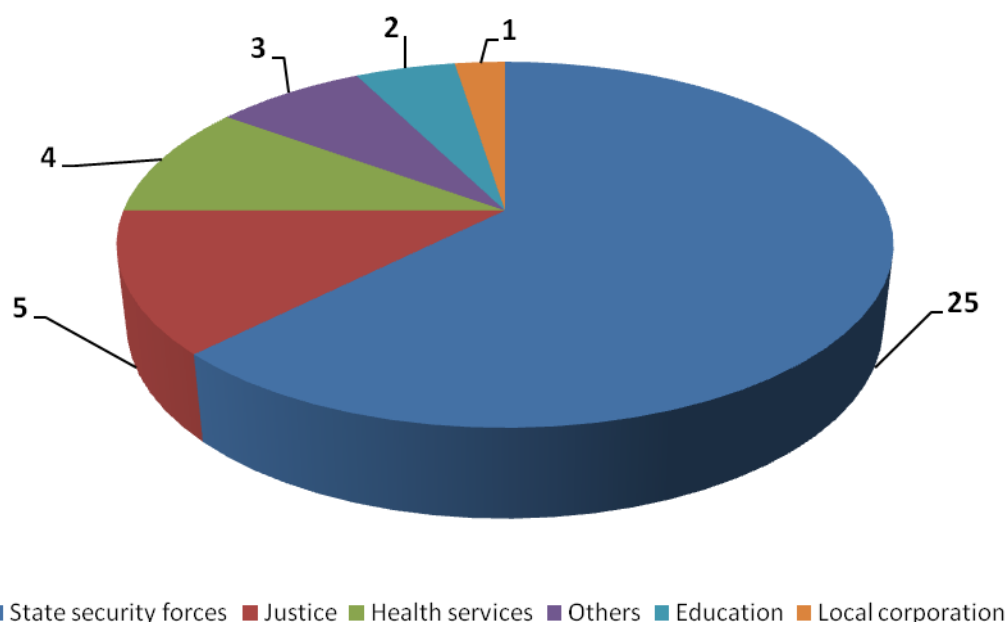
This type of discrimination with physical assault has occurred in different areas, although there have been more cases in Catalonia: 3. The Balearic Islands and the Community of Valencia have accumulated 2 and 1 cases, respectively. It should be mentioned that the two most violent assaults occurred in airport facilities, where two people were beaten by officers of the security forces for speaking Catalan. The first one occurred at Majorca Airport in the summer of 2009 and the second in the winter of 2012 at Barcelona airport. It should also be noted that the majority of these cases occurred during 2012 and 2013; these years account for 4 of the 6 cases of physical assault.

Finally, figure 5.6 divides the cases depending on the sector in which they occurred. A quick look at the graphic shows how members of the state security forces have been involved. This sector accounts for 62.5% of the cases compiled in this report, which demonstrates the democratic deficiencies in these bodies, as well as the maintenance of authoritarian knee-jerk reactions contrary to linguistic diversity that are more typical of the previous regime.

Far behind these cases, other sectors that have also accumulated a considerable number of cases of linguistic discrimination are the field of justice (12.5%) and health services (10%). In Justice, it should be noted that two of these cases of discrimination took place in judicial bodies located outside the Catalan-speaking territories: the Provincial Court of Cantabria and the Supreme Court.

Figure 5.6-Cases of linguistic discrimination in public administrations by sectors, 2007-2013

Sectors	Frequency	Percentage
State security forces	25	62.5%
Justice	5	12.5%
Health services	4	10%
Others	3	7.5%
Education	2	5%
Local corporation	1	2.5%



Source: Own data.

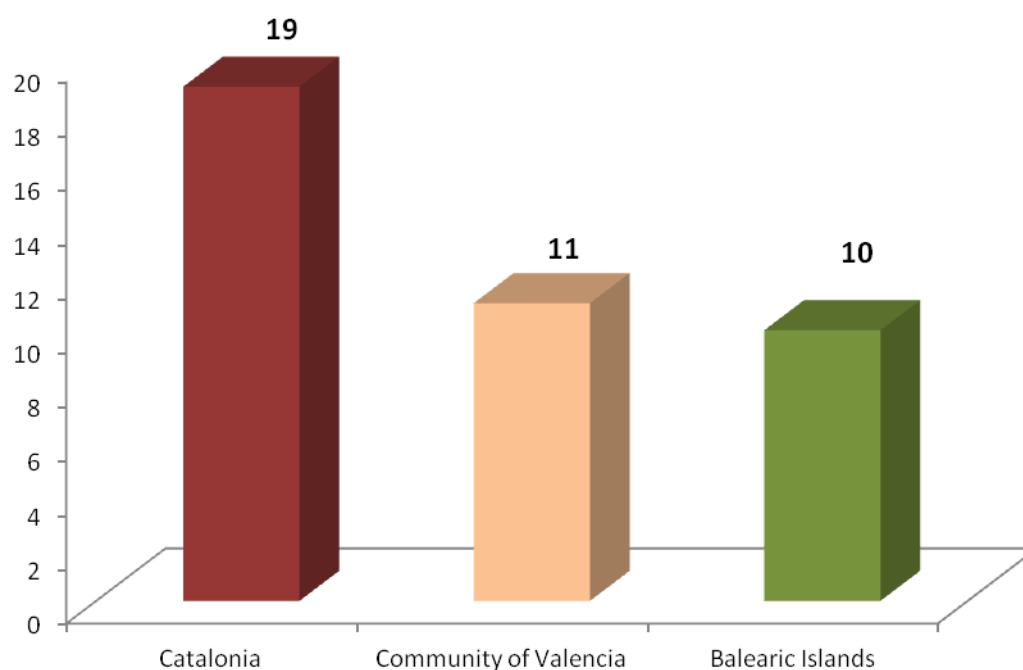
In the area of health care, discrimination has occurred mainly in the Autonomous Community of Valencia, which accounts for 3 of the 4 cases. The other case occurred in the Balearic Islands, while no discriminatory incident has been detected in the health services in Catalonia. The education sector has two cases of discrimination and violation of linguistic rights that took place on a course given by the Ministry of Employment of the Government of Catalonia in the town of Reus, and more recently with a lecturer at the Jaume I University of Castelló de la Plana. Finally, two cases pertain to the "others" category, and only one to cases occurred in a local corporation, more specifically in the City Council of Dènia in the Autonomous Community of Valencia.

7. By-territory analysis of the cases of linguistic discrimination

Now that we have analysed all the cases of linguistic discrimination contained in the report, we can compare the features of these cases depending on the area in which they occurred so as to define whether different territories have distinguishing features.

Figure 6.1. shows that the territories where the highest number of linguistic discrimination has been recorded is Catalonia, which accounted for 19 cases, representing nearly 50% of all the cases recorded. On the other hand, the Autonomous Community of Valencia and the Balearic Islands accumulate a highly similar amount of cases of linguistic discrimination, 27.5% and 25% of the cases, respectively. Nevertheless, figure 6.1. shows that these types of cases occur in the different Catalan-speaking territories under Spanish sovereignty.

Figure 6.1-Cases of linguistic discrimination in public administrations by territories, 2007-2013



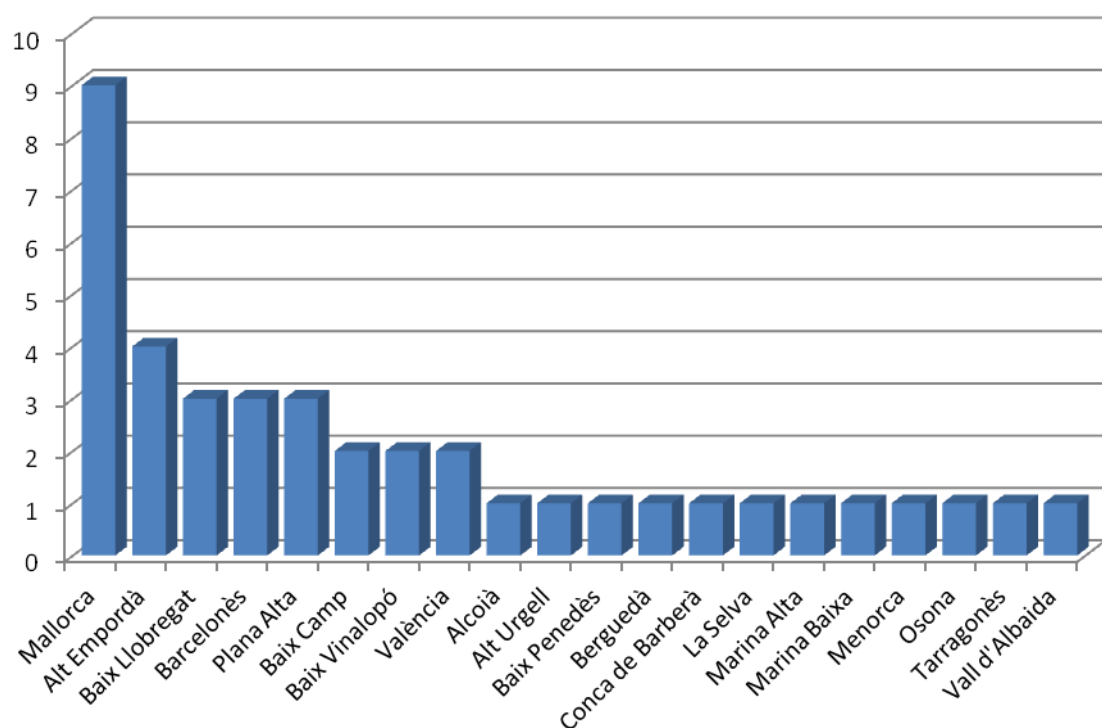
Source: Own data.

If we limit the geographical origin of the discrimination to the country or island where the cases occurred (see Figure 6.2), it transpires that a significant number of cases, up to 9, have occurred in Majorca over the last few years. It should be noted that some of these cases have had a significant impact on public opinion in Majorca, and in most cases the Obra Cultural Balear took over the legal defence of the victims.

Another hot spot for this type of discrimination is the border region of Alt Empordà, where up to 4 cases have occurred. It should be remembered that three of these cases occurred in the

last year and a half and were caused by officers of the State security forces. In the case of the Baix Llobregat, all three cases of discrimination occurred in El Prat airport and also involved members of the security forces. Other counties that also registered three cases during the period investigated are Barcelona and Plana Alta. In the latter, a major diversity of institutions are involved: the Civil Guard, the University Jaume I and the Hospital Jaume I of Castelló Hospital, managed by the Valencian Health Agency.

Figure 6.2-Cases of linguistic discrimination in public administrations by county or island, 2007-2013

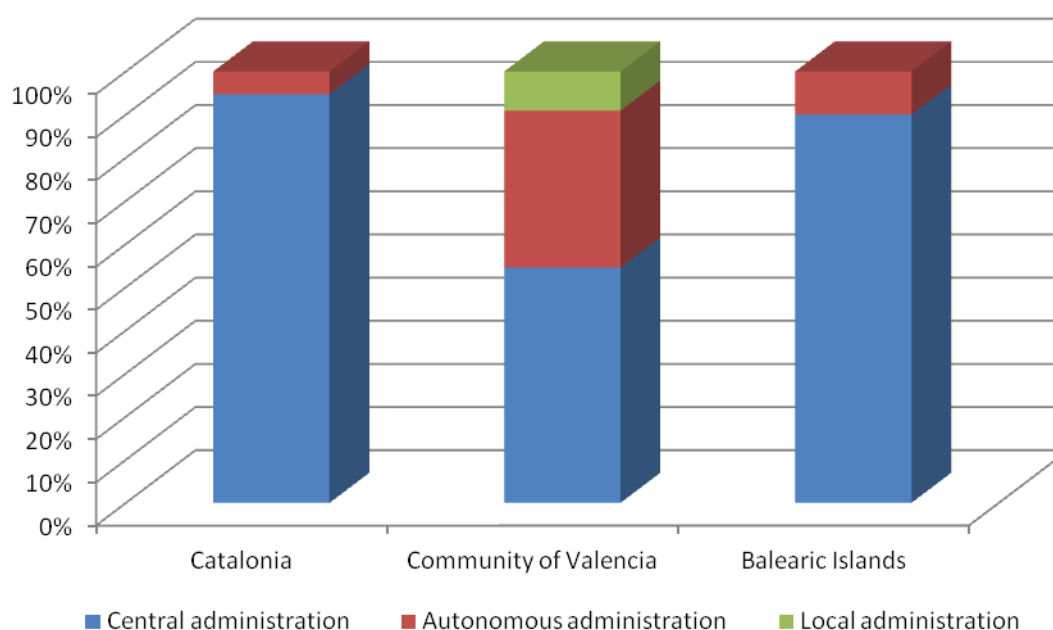


Source: Own data.

In the case of the administrations involved in this type of discrimination (see figure 6.3), there are substantial differences in the Autonomous Community of Valencia versus Catalonia and the Balearic Islands. While 90% of the cases in these two areas involved organisations and institutions of the central State administration, in the Autonomous Community of Valencia the cases of discrimination occurring in local or regional institutions account for more than 45% of the total. This higher proportion of linguistic discrimination in the areas of administration closest to citizens in the Autonomous Community of Valencia points to more acute shortcomings in the linguistic harmonisation process and respect for the language rights of citizens in this area.

Figure 6.3 Cases of language discrimination on the basis of the administration involved and territory, 2007-2013

	Catalonia	Community of Valencia	Balearic Islands
Central administration	18	6	9
Autonomous administration	1	4	1
Local administration	0	1	0
Total	19	11	10

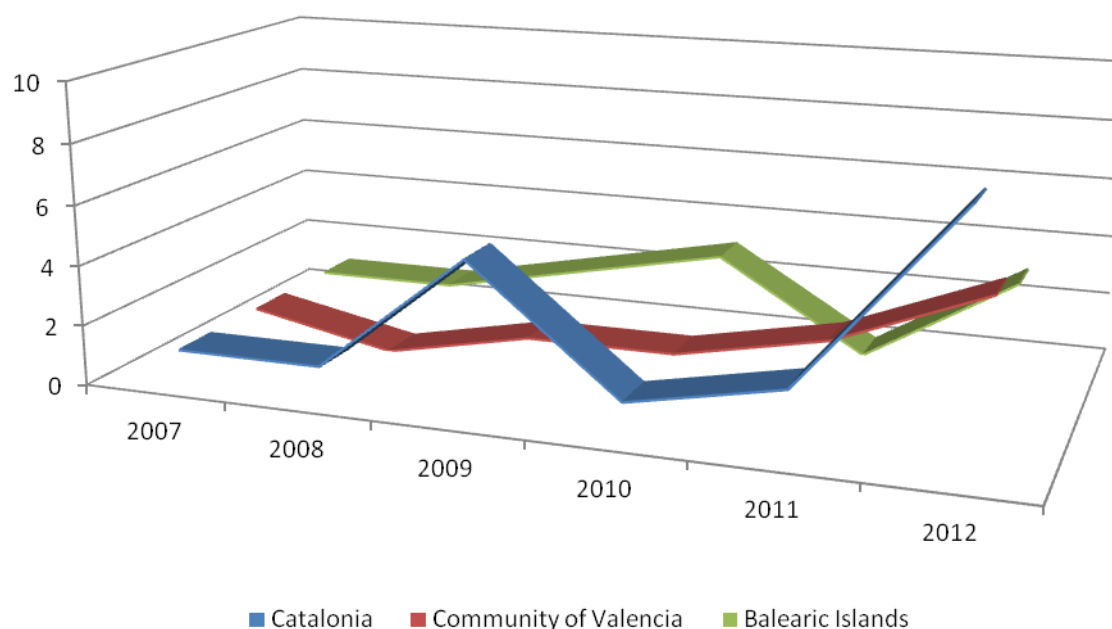


Source: Own data.

Figure 6.4 (See next page) allows us to compare the number of linguistic discriminations in the three territories according to the year they occurred. During the first two years studied, 2007 and 2008, there are almost no differences in the number of cases of the different territories. On the other hand, in 2009 there was an increase in discrimination in Catalonia, where the number of cases rose to 5, while in Valencia and the Balearic Islands the numbers remained at 1 and 2 cases, respectively. In the following year, 2010, there was a significant reduction of cases in Catalonia, from 5 to 1, and a slight increase in the Balearic Islands; three cases of discrimination in the public administrations were recorded.

Figure 6.4- Cases of linguistic discrimination on the basis of year and territory, 2007-2012

Any	Catalonia	Community of Valencia	Balearic Islands
2007	1	1	1
2008	1	0	1
2009	5	1	2
2010	1	1	3
2011	2	2	0
2012	8	4	3
Total	18	9	10



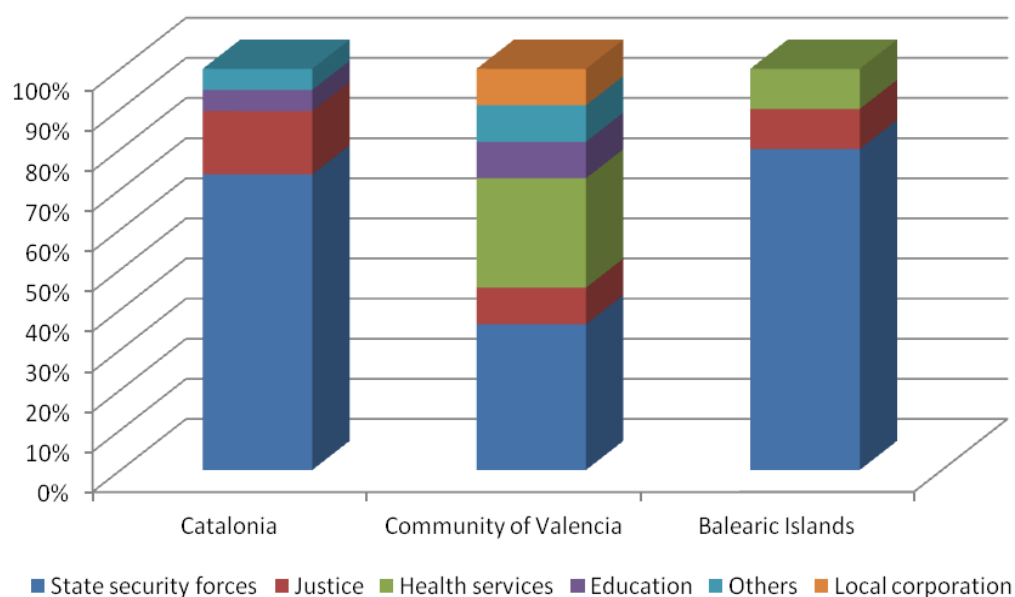
Source: Own data.

In 2011 there were a total of 4 cases; 2 in Catalonia and a further 2 in the Autonomous Community of Valencia. In contrast, in the Balearic Islands it was the only year in which there was no case of linguistic discrimination recorded in the public administrations of the Balearics. On the other hand, cases increased significantly in 2012 in all territories. Catalonia is the territory where cases increased most, as 8 cases were recorded. However, the number of cases also increased in the Autonomous Community of Valencia (4 cases) and the Balearic Islands (3 cases). It should be noted that not only did the cases increase in the course of this year, but so did the levels of assault. This kind of discrimination ended in physical assault on three occasions: two in Catalonia and one in the Balearic Islands.

In the territories of Catalonia and the Balearic Islands, a certain similarity is observed in the sectors in which cases of infringement of linguistic rights were concentrated (see figure 6.3). In both territories, the State security forces are responsible for the majority of cases, namely 73.7% in Catalonia and 80% in the Balearic Islands.

Figure 6.5- Cases of language discrimination according to sector and territory, 2007-2013

	Catalonia	Community of Valencia	Balearic Islands
State security forces	14	4	8
Justice	3	1	1
Health services	0	3	1
Education	1	1	0
Others	1	1	0
Local corporation	0	1	0
Total	19	11	10



Source: Own data.

Contrary to this, in the Autonomous Community of Valencia, the sectors with cases of linguistic discrimination are much more evenly distributed, although the State security forces have the privilege of being the area or sector with the highest number of discriminations: 4 cases (36.4%). there is also a significant number of violations in the field of health: 3 cases (27.3%). Complementary to this, Justice, Education and Local Government have also accumulated cases of discrimination.

In summary, whereas in Catalonia and the Balearic Islands the State security forces are clearly the sector with most violations, in the Autonomous Community of Valencia the areas in which they occur are broader and there is a greater incidence of discriminations in organisations and institutions that report to the Autonomous Administration.

8. Conclusions

This report has compiled 40 cases of serious linguistic discrimination in the public administrations that occurred in recent years (2007-2013) reported by the citizens to the organisations that defend and promote Catalan language, as well as those that have been given exposure to public opinion through the media. However, as was noted in the introduction, **an important part of these types of cases of discrimination and harassment on linguistic grounds is not recorded, as citizens do not always lodge complaints with organisations, public institutions or the media. Therefore, the 40 examples of discrimination during the 2007-2013 period submitted in this report represent only the visible part of a phenomenon that has affected many more people in the Catalan-speaking territories.**

The number of cases reported, and the fact that they occur throughout the Catalan-speaking territories under Spanish sovereignty repeatedly, demonstrate that they are not isolated cases. Therefore, and while Spanish and European legislation guarantee the right to use Catalan language with public employees and prohibit any type discrimination on grounds of language, Spanish legislation fails to safeguard this right, and, what is worse, **the language rights of citizens of Catalan-speaking territories recognised by law are not guaranteed. In many cases, the use of such rights involves a risk of discrimination, harassment and even physical assault.**

But all levels of government have the same shortcomings in terms of the linguistic and civil rights of citizens in Catalan-speaking territories. **Of the 40 cases of discrimination expounded in this report, 82.5% occur in organisations or institutions belonging to the central State administration.** Therefore, it is at this level of government where citizens' linguistic and civil rights have less guarantee. This is particularly serious, since the central government is ultimately responsible for enforcing the laws and for observing the international conventions signed and ratified by the State, such as the European Charter for Regional or Minority Languages.

Another noteworthy element is that this type of discrimination is not confined to a specific territory but rather that it occurs in the three main Catalan-speaking territories under Spanish sovereignty: Catalonia, the Balearic Islands and the Autonomous Community of Valencia. **Almost half (19) of the 40 cases expounded in these pages occurred in Catalonia. In the Autonomous Community of Valencia and the Balearic Islands, there were 11 and 10 cases of linguistic discrimination in the public administrations, respectively.** Besides these cases, 40

serious cases of linguistic discrimination were also recorded in the counties or islands. **The island of Majorca deserves particular mention, as 9 of the 40 cases occurred there.** In this regard, the Obra Cultural Balear has repeatedly denounced the violation of the linguistic rights of citizens in Majorca and the Balearic government's failure to take the necessary measures to eradicate these illegal practices. **There were 4 cases in the border area of the Catalan Alt Empordà county, three of which occurred in the last year and a half, involving officers of the State security forces,** or three cases in the counties of Plana Alta and Baix Llobregat. In the latter, it should be nuanced that such harassment and discrimination occurred in Barcelona airport and the report describes two cases in other airports: Girona airport and Palma airport. Therefore, **airports are also a space that accumulate a remarkable number of cases of harassment or discrimination for use of Catalan.**

Regarding the year in which the cases of discrimination expounded in the report occurred, there was a significant increase in the number of cases in 2012, and to a lesser extent in 2009. However, there were cases of linguistic discrimination in all the years analysed, i.e. this kind of harassment is reported periodically by the public organisations for the defence of Catalan language and culture throughout the time period analysed; and this considering that many such cases of discriminations are never reported or do not reach the public opinion through the media. One of the factors that could explain the increase in the cases reported in 2012 might be greater public awareness of citizens' linguistic and civil rights, and consequently, an increase in conflicts with officials through the use of Catalan and of the cases of linguistic discrimination cases that have reached the public opinion.

The Civil Guard and the National Police Force, State security forces that depend on the central government, are the institutions which accumulate the highest number of discrimination and harassment on the grounds of language. Twenty-six (26) (65%) of the 40 cases involved officers of the above security forces. More specifically, 16 cases (40%) involved Civil Guard officers and 9 cases (22.5%) members of the National Police Force. This means that officers of the State security forces are among the most belligerent groups against the use of Catalan language and citizens' rights. It is at least paradoxical that law enforcement officers, who are responsible for guaranteeing citizens' safety and their rights under the law, are behind most of the serious cases of linguistic discrimination. **The recurrence of cases involving officers of the Civil Guard and the National Police force reveals the democratic shortcomings of these security forces and a totalitarian attitude towards the citizens of Catalan-speaking territories who are using their language rights which is totally unacceptable in a 21st Century**

European democracy. **Special mention should be made of the six cases of linguistic discrimination described in the report that ended in physical assaults on citizens, and that in all these cases the assailants were members of both state security forces.** These physical assaults ended with a court conviction of the officers involved on one occasion only.

Nevertheless, the cases of serious linguistic discrimination occurring in other sectors such as justice, health services and education, cannot be ignored. In the sphere of justice there are 5 cases of linguistic discrimination, ranging from a judge's refusal to use Catalan, although he was known to speak the language, to a judge's harassment of a defendant accused of wanting to exercise his right to express himself in Catalan, including the refusal to accept documents in Catalan, leading the citizen involved to lack legal defence. The health services have also witnessed serious cases of discrimination, even resulting in deficient medical care to the victim in some cases. The two cases related to education involve cases of intimidation and harassment of students for defending their linguistic rights.

On a by-territory basis, certain differences may be observed in the discrimination characteristics studied. For example, **in the Autonomous Community of Valencia, a greater proportion of discrimination occurs in organisations and institutions run by the autonomous government.** In this regard, the report describes three cases of serious linguistic discrimination in health centres of the Valencian Health Agency. **Conversely, in Catalonia and the Balearic Islands, more than 90% of the cases were perpetrated by personnel employed by the central government.** In the case of the Balearic Islands, in 8 of the 10 cases documented the discriminating officials were members of the Civil Guard and the National Police Force, and in Catalonia the proportion of cases of discrimination involving officers of the security forces surpasses 70% of the cases analysed, although in this region the most serious cases of linguistic discrimination are seen in the field of justice.

In summary, **the 40 cases of serious linguistic discrimination in the public administrations described in this report and occurring in recent years bring to light the democratic shortcomings in Spain regarding the linguistic rights of citizens living in the Catalan-speaking territories. Moreover, they demonstrate how many people are defenceless in the face of violations of state and European law in the linguistic area.** It should be remembered that not only do the statutes of autonomy of the three main Catalan-speaking major territories guarantee citizens' language rights before the government, but so too does the European Charter for Regional or Minority Languages, signed and ratified by Spain and therefore binding upon the state government.

In addition, as has been repeatedly pointed out, the cases of serious linguistic discrimination described in the report are only those that have appeared in the media or have been reported to organisations that defend the language. Therefore, the report only reflects part of the cases, since many cases definitely go unreported.

With this report, the pro-Language Platform seeks to highlight the unacceptable situation that many Catalan speakers are still facing and who, to exercise their linguistic rights recognised by the law, are exposed to discrimination, harassment and even physical assault. **The organisation considers it unacceptable that nearly 40 years after the restoration of democracy there continue to be severe cases of linguistic discrimination in the public administrations, and that the regional and central governments do not take appropriate measures to remedy these undemocratic and illegal practices.**

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