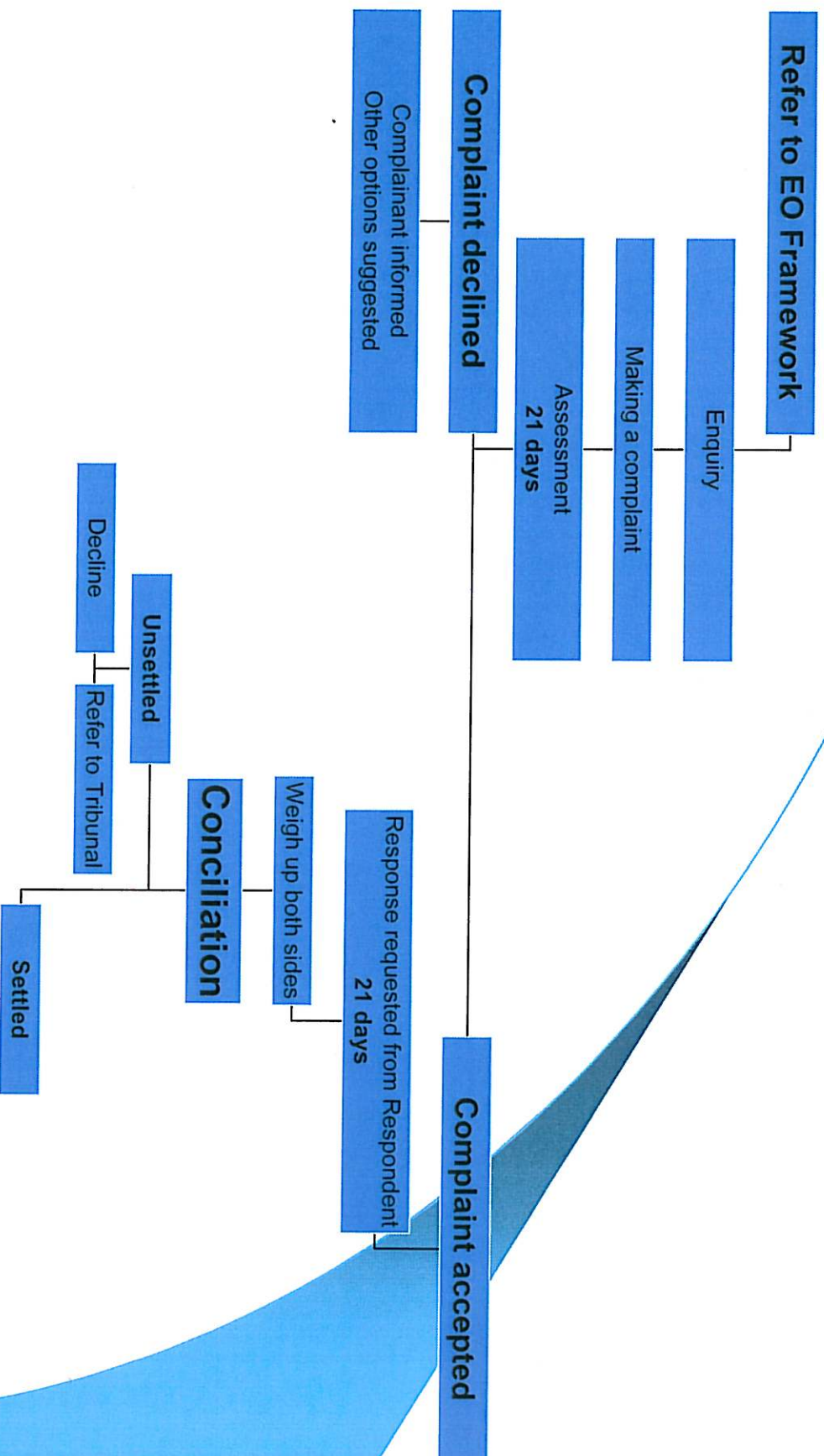


# The EOCC Complaints Process



# When is it discrimination?

- Discrimination is against the law when there is:*
1. unfair treatment based on personal characteristics
  2. occurring in an area of public life
  3. that causes loss or humiliation
  4. and it happened within the last six months

## 1. Personal Issue ✓

Race  
Age  
Disability  
Sexuality  
Sex  
Pregnancy  
Marital Status  
Sexual Harassment  
Victimisation

## 2. Public Area ✓

Employment \_\_\_\_\_  
Goods and Services  
Accommodation  
Education  
Clubs & Associations  
Sale of Land  
Granting of Qualifications

Recruitment  
Dismissal  
Promotion  
Terms & Conditions  
Resignation  
Treatment on the job

## 3. Detriment ✓

Injury to Feeling \_\_\_\_\_  
Denied Access  
Lost Opportunity  
Lost Income  
Refused Services

Humiliation  
Denigration  
Ridicule  
Embarrassment  
Segregation

## 4. Time ✓

6 months (SA)

*equal*

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