

Systematisation of hate crime reporting barriers with definitions

Reporting barriers	Definitions
<i>Axis 1: Internal barriers</i>	Beliefs or knowledge about hate victimisation and its reporting.
Category 1: Internalisation	Beliefs, ideologies, values or perceptions by members of the broad society or specific communities—including victims and witnesses— that normalise, validate or minimise hate victimisation. Such internalised ideas contribute to the perception that the fact that some members of society experience hate attacks is something that cannot be modified but requires individuals to adapt to and cope with.
Feelings of hopelessness	Resignation and acceptance of repeat harassment and hostility as the expected and inevitable consequence of being different. These feelings are associated with disbelief that change can occur and the perception that victims must put up with hate attacks.
Normalisation of hate	Acceptance of everyday verbal abuses, harassment and bullying due to being trivial or less serious—thus not significant enough to report—compared to violent incidents, physical attacks or damage to property.
Perceptions of structural oppression	Social values, beliefs and ideologies that perpetuate historical trauma and marginalisation of some groups with respect to others and that express, for example, in racism, sexism, and other forms of structural oppression.
Self-deprecation	Feelings of self-deprecation, shame or disempowerment derived from someone’s self-recognition as a victim of hate victimisation.
Cultural norms	Cultural values and beliefs by some communities which depart from mainstream values that support the reporting hate victimisation.
Category 2: Lack of awareness	Lack of understanding about hate crime and hate crime reporting by victims and witnesses.
Not knowing what a hate crime or a hate incident is	Lack of awareness of what a hate crime is or confusion about the nomination (e.g., the hate component).
Not knowing where and how to report	Unfamiliarity with and confusion about existing reporting mechanisms including third-party reporting alternatives.
<i>Axis 2: External barriers</i>	Reasons related to the victim’s direct or indirect knowledge about what typically happens when someone decides to report a hate crime.
Category 3: Fear of consequences	Apprehensions by the victim about expected negative consequences or repercussions of reporting a hate crime which could result in grave personal harm.
Being ‘outed’	Victims' fear of having their sexual identity publicly exposed or being stigmatised.
Retaliation	Fear of reprisals by the perpetrator or the involved organisation, including the withdrawal of benefits, rights, care or supporting assistance in the case of dependent people.

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Getting in troubles	Victims' fear of making troubles for themselves or worsening their situation of vulnerability.
Affecting a relationship	Fear of affecting an existing relationship, for example with the perpetrator, often in the context of dependency and unequal power relations.
Category 4: Lack of trust in statutory agencies	Distrust and low expectation about the response by justice agencies to the reporting of hate crimes, which expresses in disbelief in the utility of reporting, apprehensions about the treatment by frontline staff, and, in particular, negative expectations about the police response.
Pointless of reporting	Perceptions that reporting is pointless and a waste of time due to the lack of outcomes.
High personal costs in relation to low benefits	Perceptions that reporting is not worth because it is costly and confusing for the victims and the scarce outcomes do not compensate for such high personal costs.
Not being taken seriously	Expectations that the report will receive unjust or negligent treatment by the police or other frontline staff due to either the victim is not believed, or because police officers and other practitioners are unwilling to address hate victimisation.
Uninformed response	Fear of receiving an uninformed response from frontline staff, in particular from the police, due to poor training.
Discrimination by the police	Fear of being a subject of prejudice and victimisation by the police.
Suspicion	Suspicion and distrust towards the state agencies, the criminal system and, in particular, toward the police sometimes due to historical poor relationship between the police and communities.
Category 5: Accessibility	Issues affecting the accessibility and adequacy of existing reporting mechanisms for victims.
Barriers to physical access	Difficulties for accessing reporting facilities due to, for example, inadequate locations or poor wheelchair access.
Technological barriers	Unfamiliarity with 'digital' methods of reporting, limited access to the internet or a phone, or other factors affecting adequate access to reporting systems or the victims' satisfaction with those systems.
Language barriers	Failure of reporting options to adjust to some victims' special linguistic or communicational needs.

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