



COREPOL

Conflict Resolution, Mediation and
Restorative Justice and the Policing of
Ethnic Minorities in Germany, Austria and Hungary

Field Study Austria: Overview & Selected Results

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Overview Data Collection

Final status by October 31, 2014

Spatial settings	African Minority (=AM)		Police		NGOs	Politicians/ representatives of authorities/ others	Σ (no double-counting)
	Persons from minority in total (men/women)	Thereof Representatives of Minority Organizations	Police officers in total (men/women)	Thereof in leading position			
Vienna	22 (+3) (13/9) <i>+ 3 women with children with AM</i>	6 (5/1)	24 (17/7) <i>(incl. 2 AM)</i>	7 (6/1)	14 (7/7) <i>(incl. 5 AM)</i>	4 (3/1)	58 (32/26)
Graz	20 (14/6)	4 (4/0)	17 (14/3)	7 (7/0)	9 (2/7) <i>(incl. 2 AM)</i>	4 (2/2) <i>(incl. 1 AM/m)</i>	47 (29/18)
Σ	42 + 3 (27/15+3)	10 (9/1)	41 (31/10)	14 (13/1)	23 (9/14)	8 (5/3)	105 (61/44) <i>(=different persons)</i>

Total of 75 interviews and 5 group discussions

Image of police and African minority

- Legal status of AM has an impact on their image of the police
- Younger police officers are described as more open and reflected by the AM
- Perception of African minority becomes more differentiated within the police:
 - *Image of Africans as drug dealers is increasingly being questioned*
 - *tied up with a growing awareness that there are also socially well integrated persons with African migration background in Austria*
- Africans are adjudged as proud persons with violence tendencies

Areas of conflict

- *Language problems & communication difficulties*
- *Disrespectful experiences, racist utterances*
- *Identity checks/ethnic profiling*
- *Preferences of ‘natives’ during official acts*
- *Physical violence*



Conflict Resolution and Complaint Management: Current situation

- *Existing possibilities for complaining:*
 - *UVS-complaint (UVS = independent administrative panel)*
 - *Meeting between the involved officials and the complainant according to § 89 Secure Police Act*
 - *Complaints offices (NGOs – e.g. ZARA)*
- *Feedback regarding the current situation*
 - *Few complaints*
 - *Imbalance of power*
 - *Mediation during official act is not possible, but subsequent reflection*

Conflict Resolution and Complaint Management: Recommendations

- *Recommendations:*
 - *Making use of existing African associations, NGOs, organizations*
 - *Need of improvement of police education*
 - *Further development of “Error Culture” within the police*
 - *Need of independent complaint office*
- *Alternative conflict resolution approaches:*
 - *African community: “Council of Elders”*
 - *Police: Community Policing, prevention strategies*

Thanks a lot for your interest!