

# UNDERSTANDING & REPORTING HATE CRIMES & HATE INCIDENTS

on your side

## WHAT IS A HATE CRIME?

A **hate crime** is any **criminal offence** which is perceived by the victim or anyone else to be **motivated by prejudice or hatred** based on someone's protected characteristics:



- **Race:** a person's skin colour, ethnicity, the country that they come from, and nationality including their immigration status and visa
- **Religion:** the religion or philosophical belief of a person, also include non religious
- **Sexual orientation:** who a person loves - lesbian, gay, bisexual, heterosexual and asexual people
- **Disability:** a long term physical, cognitive, sensory or mental health condition that substantially affects one or more areas of a person's daily life
- **Transgender identity:** someone who doesn't identify as the gender they were assigned at birth, it does not matter if they have decided to begin any gender confirmation processes or not

A **criminal offence** is an act that breaks the law, such as assault, vandalism, inciting hatred or theft. In other words:

**Criminal offence**  
+  
**Hostility/ prejudice  
towards a legally  
protected characteristic**  
=  
**Hate crime**

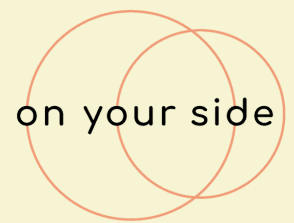
A **hate incident** is when someone experiences or witnesses prejudice or hate, but no crime has been committed, or it is unclear whether a crime has taken place.

We encourage anyone who experiences or witnesses a hate crime or hate incident to report it or seek support.

**Find out more about how to report a hate crime or hate incident in the next page.**



# HOW TO REPORT HATE CRIMES & HATE INCIDENTS?



**Anyone** can report a hate crime or hate incident, whether you are affected or have witnessed it. If this happens, we encourage you to report it and seek support.

No hate crime and no hate incident should feel too small or unimportant to report. All hate crimes or incidents are equivalently wrong and unacceptable. You can make a report:

## In person

- At a police station
- At a third-party reporting site, these are community-based centres where members of staff are available to support victims/witnesses to complete reporting forms

## Over the phone

- To the police at 999 in an emergency or somebody is in danger
- To the police at 101 if it is not an emergency and there is no immediate danger
- To a third party reporting helpline

## Online

- To the police online via the True Vision website: [www.reportit.org.uk](http://www.reportit.org.uk), this method allows you to report anonymously
- To a third party reporting organisation

## DID YOU KNOW?

- 45% of East and Southeast (ESEA) community members in the UK were subjected to a hate crime in the previous 12 months
- An estimated one million hate incidents targeting ESEA community members were committed in the previous 12 months
- 85% of those who were subjected to hate crime did not report it to anybody
- 99% of those who have been subjected to hate crime suffered negative impacts to their wellbeing
- Only 5% of hate crime victims had ever received emotional support from any agency or organisation



[Click here](#) to find out more about East and Southeast Asian communities' experiences of hate crime in the UK.

**See the next page for different reporting and support services.**



# HATE CRIME & HATE INCIDENTS REPORTING AND SUPPORT SERVICES

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A non-exhaustive list of hate crime reporting and support services

## CRIMESTOPPERS UK

Independent UK charity taking crime information anonymously

**Website:** [crimestoppers-uk.org](https://www.crimestoppers-uk.org)

**Helpline:** 0800 555 111

## STOP HATE UK

Provides free, confidential, and accessible support and reporting services in certain areas

**Website:** [www.stophateuk.org](https://www.stophateuk.org)

## GALOP

National reporting and support for targets of anti-LGBT+ hate

**Website:** [www.galop.org.uk](https://www.galop.org.uk)

**Helpline:** 0800 999 5428

## EASS

Advises people on equality and human rights issues across the UK

**Website:** [equalityadvisoryservice.com](https://www.equalityadvisoryservice.com)

**Helpline:** 0800 800 0082

## SCOPE

Provides advice and support to disabled people and their families

**Website:** [www.scope.org.uk](https://www.scope.org.uk)

**Helpline:** 0808 800 3333

## EAST EUROPEAN RESOURCE CENTRE

Provides information, advice and support to people from Central & Eastern Europe

**Website:** [eerc.org.uk](https://www.eerc.org.uk)

## TRUE VISION

Online hate crime reporting directly to police including an anonymous option

**Website:** [www.report-it.org.uk](https://www.report-it.org.uk)

## TELL MAMA UK

Reporting and support for targets of anti-Muslim hate incidents

**Website:** [tellmamauk.org](https://www.tellmamauk.org)

**Helpline:** 0800 456 1226

## MERMAIDS

Support for transgender people up to the age of 20

**Website:** [mermaidsuk.org.uk](https://www.mermaidsuk.org.uk)

**Helpline:** 0808 801 0400

## THE MONITORING GROUP

Provides helpline and casework services for target of race hate crime

**Website:** [tmg-uk.org](https://www.tmg-uk.org)

**Helpline:** 020 7582 7438

## COMMUNITY SECURITY TRUST

Supports victims of antisemitism antisemitic hate incidents and crimes

**Website:** [cst.org.uk](https://www.cst.org.uk)

**Helpline:** 0800 032 3263

## GATE HERTS

Reporting and support in hate incident affecting the Gypsy and Traveller Communities

**Website:** [gateherts.org.uk/](https://www.gateherts.org.uk/)

See the next page for services for East and Southeast Asian communities. →

# SUPPORT SERVICES FOR ESEA COMMUNITIES

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While On Your Side, a reporting and support service for East and Southeast Asian (ESEA) communities experiencing racism and any forms of hate, closed in April 2026, the need for support has not disappeared. The organisations listed below were ESEA-led consortium partners of On Your Side prior to its closure, and they continue to provide vital support to the ESEA community.



## THE CHINESE COMMUNITY WELLBEING SOCIETY (CCWS)

**Website:**

[chinesecws.org.uk](http://chinesecws.org.uk)

A Bristol-based organisation dedicated to supporting the health, wellbeing, and integration of the Chinese-speaking community across the South West of England. They provide advice, assistance, and recreational facilities, while promoting education and cultural exchange to relieve hardship and strengthen connections between Chinese and local communities. They offer a range of tailored services including one-to-one care support, casework surgery, and a free telephone helpline for the South West region, dementia support through the ESEA DaSH hub, wellbeing services for new migrants, and coordinate community grants tackling cancer inequalities.



## EAST AND SOUTH EAST ASIAN (ESEA) COMMUNITY CENTRE

**Website:**

[eseacommunitycentre.org.uk/](http://eseacommunitycentre.org.uk/)

A Hackney-based charity dedicated to supporting the local ESEA community. Serving as a community hub, they provide essential health and welfare services alongside a programme of social, sports, and wellbeing activities, striving to make a positive impact on the lives of local ESEA residents. They provide health information, benefits and housing advice, and Chinese and Vietnamese interpretation services. For Hongkongers settling in the UK, they offer ESOL English classes and community integration events. They continue to offer dedicated support for those who have experienced hate crimes, providing advocacy and guidance through reporting and related cases.



## EAST AND SOUTHEAST ASIAN SCOTLAND

**Website:**

[esascotland.org](http://esascotland.org)

A non-profit community interest collective dedicated to supporting and empowering ESEA communities across Scotland and the wider UK. They offer consultation services and cultural competency training to help professionals and organisations work more effectively with ESEA communities. Their mission is to create inclusive, equitable spaces for those facing barriers related to migration, social justice, and systemic discrimination. They are also a founding member of the ESEA Migrant Alliance (EMAUK), a coalition tackling labour exploitation and advancing racial justice through community-led advocacy across the UK.

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## KANLUNGAN

**Website:**  
[kanlungan.org.uk](https://www.kanlungan.org.uk)

A UK-registered migrant charity dedicated to promoting the welfare, rights, and wellbeing of Filipino and other ESEA migrant communities in the UK. The organisation works to empower migrants by championing their rights and supporting communities to live free from poverty, discrimination, and violence. Kanlungan provides a wide range of services including immigration advice and referrals, employment and housing support, and mental health and wellbeing services. It delivers targeted programmes for migrant women, LGBTQ+ individuals, elderly Filipinos, and survivors of gender-based violence. In addition, Kanlungan facilitates access to legal advice, safe accommodation, child and family support, and community-based initiatives such as peer support groups and creative workshops that strengthen community resilience and inclusion.



## SOUTH EAST AND EAST ASIAN CENTRE (SEEAC)

**Website:**  
[www.seeac.org.uk](https://www.seeac.org.uk)

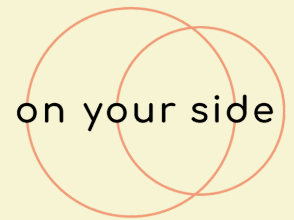
A community organisation supporting people of ESEA heritage across the UK, including migrants, refugees, asylum seekers, and settled communities. Run by and for the community, SEEAC provides welfare advice, mental health support, employability programmes, and dedicated hate crime support, offering one-to-one guidance, advocacy, and referrals.

As part of the CATCH partnership, SEEAC connects individuals in London to specialist services. They work to address racism, discrimination, and structural inequalities, while advocating for systemic change and celebrating ESEA identities, striving to build a society where ESEA communities are empowered, treated equally, and able to thrive.

**See the next page for practical information if you experience workplace discrimination, school bullying, anti-social behaviour, or if the police do not take appropriate action after you report a hate crime or hate incident.**



# WHAT TO DO IN DIFFERENT SITUATIONS?



## IF I EXPERIENCE WORKPLACE DISCRIMINATION...

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Find more information about discrimination and your rights here:  
[GOV.UK - Discrimination: your rights](#)  
[ACAS - If you've been discriminated against at work](#)

If you believe you have experienced discrimination at work, you can make a complaint. It is best to act as soon as possible. You should consider:

- Checking your employer's policy on discrimination complaints and following the procedure (if any)
- Keeping a record of each incident (date, time, location, who was involved, how it affected you, and any evidence or witnesses)
- Raising the issue informally, for example with your manager or HR or someone senior from work
- Making a formal complaint (grievance) to your employer

If the problem is not resolved, you may consider making a claim to an employment tribunal by notifying ACAS. In most cases, you have 3 months minus 1 day from the date the discrimination happened. Late claims may be accepted, but this is up to the judge to decide. Find out more about making a claim:

[ACAS – Employment Tribunals Guidance](#)



## IF YOUR CHILD IS BEING BULLIED AT SCHOOL...

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Find more information about bullying and your rights here:

[GOV.UK - Bullying at school](#)

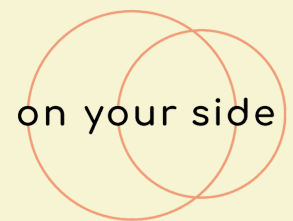
If you believe you/ your child have experienced bullying, you can:

- Keep a record of each incident (date, time, location, who was involved, what happened, and any evidence or witnesses)
- Report the bullying to the school's safeguarding lead and discuss both immediate safety measures and longer-term solutions
- Write to the school, addressing your concerns to the Head of the School or the Governors
- If the school does not take appropriate action, you may escalate to your local council

Find out more support and resources on the websites below:

[National Bullying Helpline](#)  
[Anti-bullying Alliance](#)

# WHAT TO DO IN DIFFERENT SITUATIONS?



## IF I EXPERIENCE ANTI-SOCIAL BEHAVIOUR...

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Find more information about anti-social behaviour and your rights here:

[GOV.UK - How to report antisocial behaviour](#)

There are things you can do if a neighbour or someone in your local area is behaving anti-socially. For example:

- Keep a record of incidents, especially if the behaviour is persistent (date, time, location, who was involved, how it affected you, and any evidence or witnesses)
- Report to the police if you feel threatened, if the behaviour may be a crime, or if it involves hate
- Report to your local council if the behaviour is affecting your area
- Report to the landlord, local council, or housing association if the person is a tenant

Find out more support and resources below:

- [mygov.scot - Report antisocial behaviour \(Scotland\)](#)
- [nidirect.gov.uk - Antisocial behaviour \(Northern Ireland\)](#)
- [ASB Help - a charity in England and Wales that provides advice and support to victims of anti-social behaviour](#)

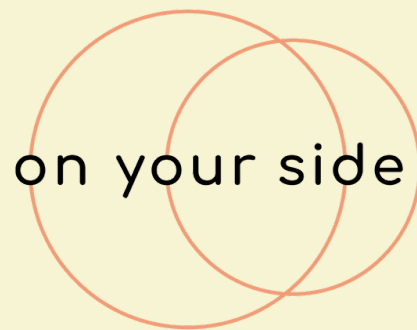


## IF YOU'RE NOT SATISFIED WITH HOW THE POLICE HANDLED YOUR REPORT...

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If you have reported a hate crime or hate incident to the police but feel it has not been handled appropriately, you can:

- Make a complaint directly to the police. Find out more: [POLICE.UK - Complaints](#)
- Make a complaint via the Independent Office for Police Conduct (IOPC) by submitting an online form. Find out more: [IOPC - Submit a complaint](#)
- Request a review of a decision not to charge a suspect under the Victims' Right to Review Scheme. Find out more: [POLICE.UK - Victims' Right to Review Scheme](#)
- Seek support from a third party, for example, MP, organisations such as Citizens Advice, a solicitor, who can help you make or escalate a complaint



**Thank you for taking the time to read this.**

**We hope you find it helpful.**

**If you experience or witness a hate incident or hate crime, we encourage you to report it, seek support, and don't let it go unnoticed.**