



**QKRMT** Qendra Kosovare për Rehabilitimin  
e të Mbijetuarve të Torturës  
**KRCT** The Kosova Rehabilitation  
Center for Torture Victims

infographic

# POLICY PAPER

Addressing the hate speech  
and transitional justice in the  
civic space

June 2023



Federal Foreign Office

# GENERAL RECOMMENDATIONS



## 1

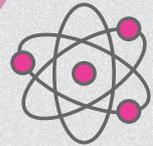
### PROMOTION OF LEGAL FRAMEWORKS

Civic actors should advocate and support the development and implementation of legal frameworks that address hate speech, in accordance with international human rights standards. This includes clearly defining hate speech and imposing appropriate sanctions, protecting the right to freedom of expression, and ensuring that laws are not misused to suppress dissent or legitimate criticism.

### INCITING MEDIA LITERACY

Civic actors should promote media literacy and digital literacy among the public, in order to enable critical thinking, fact-checking and responsive use of social media. This can help individuals recognize and object hate speech and reduce its impact on society.

## 2



## 3

### BUILDING OF ALLIANCES AND COALITIONS

Civic actors should collaborate with like-minded organizations and individuals to build alliances and coalitions against hate speech. This may include joint advocacy efforts, public campaigns and solidarity actions in order to reinforce messages of tolerance, diversity and inclusion and against hate speech, through positive and constructive narratives.

### STRENGTHENING ACCESS TO JUSTICE

Civic actors should advocate for equal access to justice for all individuals and groups, especially victims of human rights abuses. This includes promoting reforms to ensure that justice mechanisms are independent, transparent and inclusive, and that victims have the right to participate, be heard and seek indemnity.

## 4



## 5

### PROMOTION OF TRUTH AND RECONCILIATION

Civic actors should support efforts to establish truth commissions or similar mechanisms that promote truth, historical memory and reconciliation. This includes advocating for the inclusion of diverse perspectives, inciting of dialogue between diverse groups, and promoting a culture of accountability and reconciliation at all levels of society.

### SUPPORTING A VICTIM-CENTRED APPROACH

Civic actors should give priority to the needs and rights of the victims in the processes of dealing with the past.

## 6





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### CAPACITY BUILDING

Kosovo should invest in capacity building for civic stakeholders involved in transitional justice to effectively recognize, document and report incidents of hate speech. This could include training programs to identify hate speech, digital literacy and safety measures to deal with hate speech. Capacity-building efforts should also aim to strengthen the resilience and well-being of citizen actors by providing them with psychosocial support and measures to cope with the negative impacts of hate speech.

### AWARENESS RAISING AND EDUCATION

Kosovo should develop comprehensive awareness campaigns aiming different segments of society, including civil society organizations, media, educational institutions and the general public. These campaigns should aim to promote tolerance, respect for diversity and the harmful consequences of hate speech. Educational institutions should also integrate human rights education and media literacy into the curriculum, in order to equip young people with the skills and knowledge to critically assess and respond to hate speech.

8



### MULTISECTORAL COOPERATION

Kosovo should incite multisectoral cooperation between government institutions, civil society organizations, media and other stakeholders to develop a coordinated and holistic approach to address the hate speech targeting citizens involved in transitional justice. This could include creating joint mechanisms for monitoring and reporting incidents of hate speech, coordinating response strategies, and developing partnerships to strengthen counter-narratives against hate speech.



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### INTERNATIONAL COOPERATION

Kosovo should engage in international cooperation to share best practices, expertise and resources in addressing hate speech targeting citizens involved in transitional justice. This may include partnering with international organizations to develop joint initiatives, share knowledge and mobilize resources to effectively combat hate speech.

10



## Recommendations: Hate speech and mass media

01



### REGULATION OF HATE SPEECH

Governments should regulate hate speech in the media by establishing clear guidelines and standards that stipulates what constitutes hate speech. These guidelines should be developed in consultation with experts and civil society organizations, and should be updated regularly.

02



### PROMOTING MEDIA DIVERSITY

Media bodies should be encouraged to promote diversity and inclusion in their content. This can be achieved by increasing the representation of marginalized groups in media organizations, and providing training to journalists on how to report on sensitive issues.

03



### EMPOWERING SELF-REGULATION

Media organizations should be encouraged to adopt self-regulatory measures that promote responsible reporting and minimize the risk of hate speech. This may include establishing some internal mechanisms in order to monitor and review the content, and provide training to staff on ethical reporting practices.

04



### IMPROVEMENT OF CONTROL TOOLS

Social media platforms should invest in better screening tools and technologies, including artificial intelligence, to detect and remove hate speech quickly and efficiently. This would also assist in reducing the burden on those persons who performs these checks, and who may be traumatized by the content they are asked to review.

05



### PROMOTION OF MEDIA KNOWLEDGE

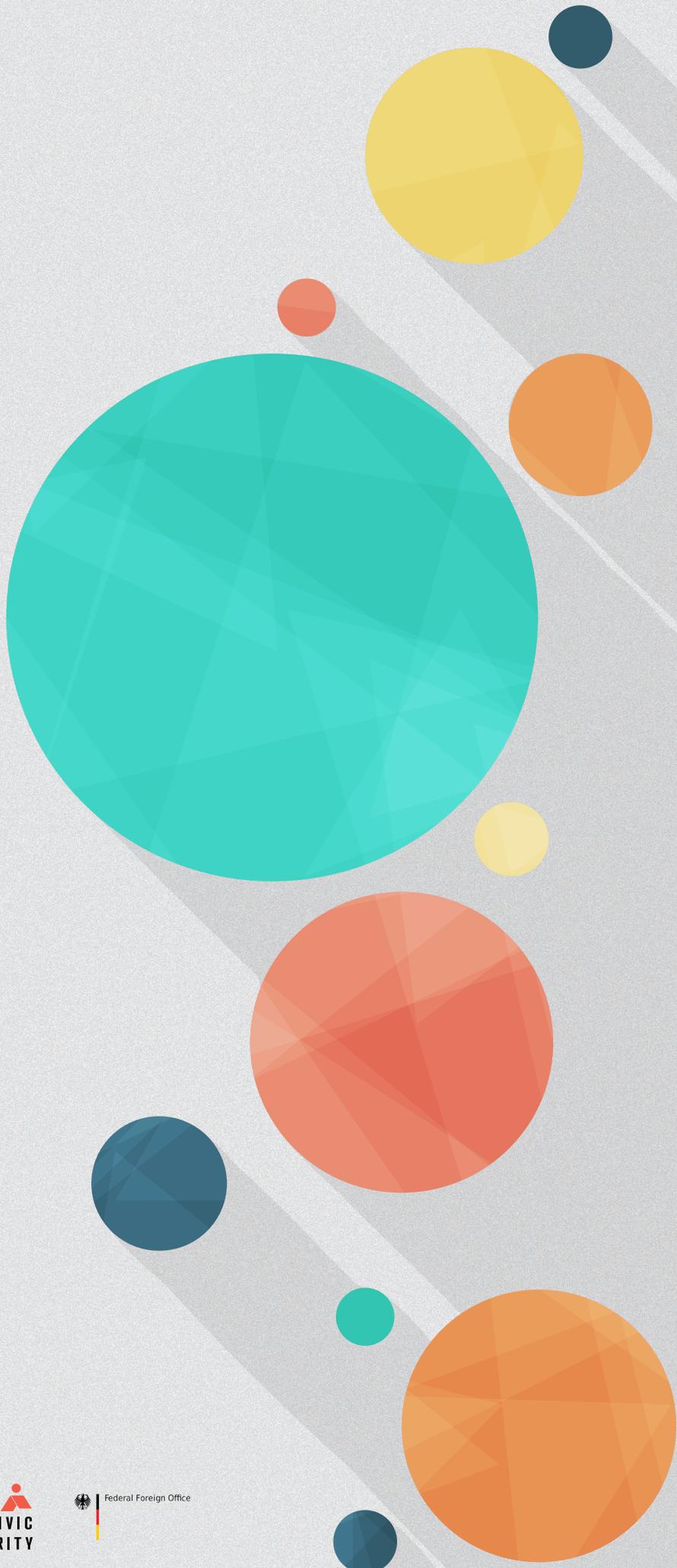
The public must be educated on risks of hate speech in the media, and equipped with the necessary tools to identify and report hate speech when they encounter it. This can be achieved by promoting media literacy programs in schools and providing information and resources on responsible media consumption.

06



### ENCOURAGING ACCOUNTABILITY

Media organizations that engage in hate speech must be held accountable for their actions. This can be achieved by imposing fines or other sanctions for violating the hate speech rules, and by providing a mechanism for individuals or groups who have been harmed by hate speech in order to seek indemnity.



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