



Meldpunt Discriminatie Internet

**Complaints Bureau for
discrimination on the
Internet**

www.meldpunt.nl

Annual report 2003

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Board and staff members

The board of Magenta Foundation, Complaints Bureau for Discrimination on the Internet consists of:

Bieuc-Yves(Mellouki) Cadat, MA, Chairman

Onno Rodbard, treasurer,

Suzette Bronkhorst, secretary

Staff

- César Heukeshoven, *complaints dispatcher*
- Marco Hughes, *complaints dispatcher*
- Suzette Bronkhorst, *Manager public relations, external and international contacts*
- Frankie Das, *administration*
- Arjen van Drie, *system manager, (external)*
- Ronald Eissens, *director*

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1. General

In the seventh year of our existence, 1242 complaints were registered over a total number of 1496 expressions on the Internet. This again is a slight increase compared to the number of registered complaints in 2002. In that year the bureau received 1008 complaints but those were over a larger number of expressions, about 1798 in all. Whereas the number of complaints increased, the number of expressions per complaint decreased. The average number of complaints per week was 23 to a total of 28 expressions per week. The MDI received and dealt with a total number of 122 requests for advice and information in 2003.

Conclusions for 2003:

- The number of complaints increased, but the number of expressions has decreased
- The willingness to remove illegal expressions on the Internet has increased, which means that the percentage of expressions removed has gone up to 95,3%.
- There has been a slight drop in the number of complaints about antisemitic expressions, but for 2003 antisemitism is the largest category while islamophobia came in second place. The largest part of the antisemitic expressions go under the guise of 'anti-Zionist' or 'anti Israel' expressions.
- The categories 'sexual preference', discrimination of Moroccans' and 'discrimination of Turks' decreased.
- The category 'anti black racism' has doubled compared to 2002.
- The hardening of attitudes on the Internet continues. Instigation and incitement to violence, on the Internet as well as in Real Life, has become an everyday occurrence.
- The ideology of the extreme right gets more and more response on the Internet, this in spite of the larger number of splits and factions within the extreme-right movement.
- Most complaints in 2003 are about web forums.
- More and more Internet-users find their way to us.

The fact that the number of reported expressions in 2003 has decreased is unfortunately no cause for optimism. Again MDI concludes that in spite of a slight decrease in antisemitic expressions on the whole, antisemitism and Holocaust denial make up the larger extent of all complaints about discrimination. Discrimination of Muslims somewhat decreased, 231 expressions in 2003 compared to 291 in 2002, but still those numbers are cause for concern. Also the threefold increase of anti-black racism and the persistence of threats and incitement to violence are no cause for celebration. On top of that more and more young people from very different backgrounds seem to be attracted to extremist views.

Some good news however, is that more people know about us, which can be seen in the number of complaints which were made.

2. 2003 in numbers

1st line activities, dispatch of complaints.

Complaints

	2003	2002
Number of complaints	1242	1008
Number of reported expressions	1496	1798

Expressions broken down into categories and sub-categories

Discrimination based on 'race', skin color, nationality or descent	2003	2002
Discrimination of asylum-seekers, refugees and illegal immigrants	5	18
Roma and Sinti	1	3
Asians	1	7
Discrimination of indigenous Dutch	50	76
Discrimination of Surinamese, Antillians, Africans (anti-black racism)	99	36
Discrimination of Moroccans	59	214
Discrimination of Turks	47	102
Other descent, origin or nationality ¹	387	243
Antisemitism		
Antisemitism	477	533
Holocaust denial	37	51
Discrimination based on religion		
Islam	231	291
Christianity or other	10	7
Discrimination on other grounds		
Gender	12	7
Disability	2	7

¹ Including the use of terms like migrants, foreigner, German, Polish, etcetera.

Sexual preference	44	80
Age	3	7
Moral or political conviction	2	-
Other	29	114
Total	1496	1798

Additional categories	2003	2002
Threats and stalking	10	31
Instigation to violence	121	143
Sale of Nazi-souvenirs or publications	-	2
Jihad recruitment / Appeal for Jihad	5	-

Received additionally (no discrimination)

Not dispatched by MDI, referred to others	
Child pornography	256
In Real Life (Discrimination in the physical world)	40

Reported expressions divided by location/media on the Internet

	2003	2002
Websites	490	548
Webfora/discussionfora	555	899
Usenet (newsgroups)	24	28
Chatboxes (webchat)	17	11
IRC (Internet Relay Chat)	-	-
ICQ (Page & chatsystem)	-	-
e-mail	172	2
e-mail spam	190	195
MP3s or other soundfiles (via Napster, Kazaa or other P2P network or webpage)	32	24
Mailing lists	-	2
SMS/Web	-	-
Video (via webpages or P2P network)	3	4
Online games	4	10
Other (telnet, hacking, port sniffing)	9	6
IRL	n.a.	69
Total	1496	1798

Geographical location of the expressions

	2003	2002
Location in the Netherlands	1051	1616
Location abroad, Dutch language	409	119
Location abroad, other language	36	63
Total	1496	1798

Severity of the expressions

	2003	2002
Illegal²	797	1238
Non-illegal		
Insulting ³	25	97
Insinuating or dubious	551	265
Harmless	57	55
Total non-illegal	633	417
Referred to complaints bureau abroad, not assessed	22	n.a.
No exact location received – not assessable	44	29
IRL (In Real Life) & Child pornography, referred	n.a. ⁴	114
Total	1496	1798

Dispatch by complaints bureau

	2003	2002
Requests for removal sent		
Directly to offender or owner of material	396	843
Request made to Dutch ISP for removal or other action	86	27
Request made to ISP abroad for removal or other action	173	11
Subtotal	655	881
No request for removal sent		
Expressions added to existing legal file	28	7
Illegal, expressions very extreme, if possible to be filed with district attorney	26	5
Expressions in existing legal files	n.a.	70
Illegal, report filed with the police by complainer	1	1
Illegal, already removed before request could be sent	8	11
Kazaa, illegal but removal not possible	18	n.a.
Chat, illegal but removal not possible	11	n.a.
Location abroad, illegal but removal not possible	50	38
Subtotal	142	132
Not illegal, no request sent	443	n.a.
e-mail spam, not illegal, no action taken	190	197
Referred to bureau abroad, not assessed	22	28
No location received, not assessable	44	n.a.

2 Deemed illegal after assessment

3 Slander or defamation of individuals or organizations

4 Discrepancy due to a change in registration method

Subtotal	699	225
Total	1496	1238

Results

	2003	2002
Removed	624	557
Not removed	31	324
Total	655	881

End-results & follow-up 2003

Not removed		31
Provider gave official warning to user after complaint by the MDI. No further action taken.	-11	
User-account terminated by provider after complaint bt MDI, no further action taken.	-7	
Illegal, expressions very extreme, no request for removal sent, if possible to be filed with district attorney		+26
Total number of expressions to be assessed by District Attorney's office		39

Reporters and offenders

Expressions reported by:

	2003	2002
Complaints Bureau for discrimination (IRL)	31	40
Complaints Bureau Discrimination Internet abroad	5	n.a.
Other advocacy organizations or institutions	18	65
Individuals, organizations, companies	1442	1693
Total	1496	1798

Expressions published by:

	2003	2002
Individuals	860	1486
Organizations, companies, political parties or government institutions	85	105
Extreme-right organizations or political parties	551	207
Total	1496	1798

Spam 2003

Spam-action 'extreemrechts.com' (extremeright.com)	170
Spam-action 'Eigen volk eerst - extreemrechts.nl' (Own people first)	4
Spam-action 'Stuur dit door als je een echte Nederlander bent' (send this through if you are a real Dutchman)	16
Total	190

Other communication 2003

Miscellaneous

Hate, abuse and threats received by mail	103
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2nd line activities 2003

Advice, information requests, consults

Individuals	49
Police	3
Complaints Bureaux	23
Internet Service Providers	1
Schools	7
Schoolkids	16
Universities or academic institutions	3
Students	-
Government	3
Foreign governments	8
Companies	-
Political parties	-
Broadcasting corporations	2
Other organizations	7
Total	122

Transference of know-how

Complaint Bureaus brought online	-
Complaint Bureaus advised on ICT matters	4
Web sites created for Complaint Bureaus	-
Assisted in creating web sites for Complaint Bureaus	-

Publicity

Press contacts	24
Media moments	5


3. Locations on the Internet

Webfora and web sites

The largest number of expressions to be assessed by MDI in 2003 were on web forums (555 expressions) and another 490 were on web sites. Whereas in 2002 most expressions on web forums came from the Moroccan web forum Maroc.nl and other Maghreb forums, the web site of the neo-nazi site Stormfront was in the lead in 2003. The larger part of the reported expressions on Stormfront were anti Jewish and anti-Muslim. Unfortunately there is little we can do about this site

03-28-2004, 07:30 AM #6

Coroner
Forum Member



Join Date: Feb 2004
Posts: 7
Location: Noord Holland

Re: Dutch white nationalist symbols needed

Personally, for me the lion mentioned earlier, is the symbol of rotten, corrupted and ZOG-allied monarchy regime in Holland - and not of Dutch nationalism.

As a suitable symbol for your tattoo I would recommend "Wolfsangel". Initially it was the symbol of NSB - Dutch National-Socialist Union, the organization which existed in Holland up to 1945. Wolfsangel was worn on the collar patches, instead of Sig-runes, by some Dutch SS formations. Take a look at the [English page of Dutch SS Volunteer Legion "Nederland"](#) and whole [English language section of Dutch Waffen SS page](#)
Another nice page about SS Division "Nederland" - with the pictures of collar patches:
<http://www.wssob.com/023divned.html>

Perhaps even better idea for the tattoo would be Wolfsangel-shield version, which can be seen in the top right corner at <http://www.waffen-ss.nl/1storm.php> and <http://www.ssocr.com/waffens/wss-34.htm>

Good luck with the tattoo!
Kind regards,
Coroner

Last edited by Coroner : 03-29-2004 at 06:01 AM.

Posting on the Dutch Stormfront forum

because of its geographical location (United States). In the coming period, MDI will try to go after as many as possible Dutch *posters* on the Stormfront site. The number of reported complaints about Maroc.nl dwindled to a mere 17 in 2003. Unfortunately we received another 64 about other Magreb web forums. The web forum Indymedia improved its removal policy, especially after the publicity about our report to the DA. Where in 2002 we received 59 complaints about Indymedia, in 2003 there was only 1.

Web forums from the extreme-right like Holland Hardcore, Blood & Honour Netherlands, Weerwolf, Democrates, NNP, NNJ, NVU, Nieuwrechts, Graverdammer and others were responsible for 69 expressions. Polinco, which up to 2002 was the most popular of the forums of the extreme-right (38 reported complaints in 2002), was off-line for most of 2003 because of a server crash. Recently they have cautiously started a new web forum, but most of their members appear to have moved to other extreme-right web forums like Stormfront and Nieuwrechts.

There were 17 complaints about newcomer *geenstijl.nl*, which is an interactive web-log that specialises in ranting and provoking. Complaints about expressions on *geenstijl.nl* were mainly about anti-Moroccan and anti-Muslim postings.

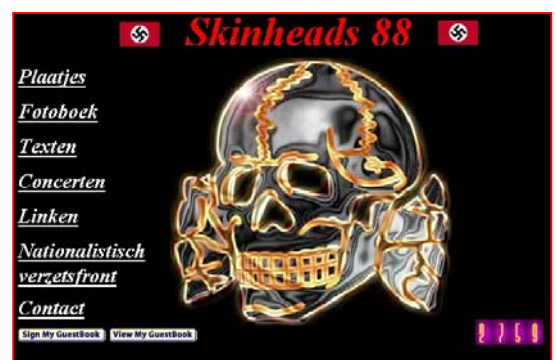
Newsgroups

About Usenet, the Internet News groups, there were 24 expressions reported, which is 4 less than in 2002. Although the content of discriminatory postings is high, it seems that most people who report those (and most internet-users) are less and less aware of the existence of Usenet, or prefer the more user friendly and better organised web forums.

Spam

There were 190 expressions reported that concerned three so-called spam runs, which are large scale mailings of unwanted (commercial) messages. In 2002 the bureau received a lot of complaints about the so-called Patriot spam, which was sent by an activist from the extreme-right to hundreds of thousands of people in the Netherlands. The same happened again last year with a spam action from extreemrechts.com, which was most likely sent by the same person. In this spam people were invited to visit the web site

www.extreemrechts.com, on which links could be found to other extreme-right organizations. The spam was sent by making use of several mail servers in different countries. The web site itself was hosted with a hosting provider situated in India. MDI has informed all owners of the mail servers of the abuse and requested the hosting provider to remove the web site in question (which was duly complied with), with the argument that fake ownership of data had been used.

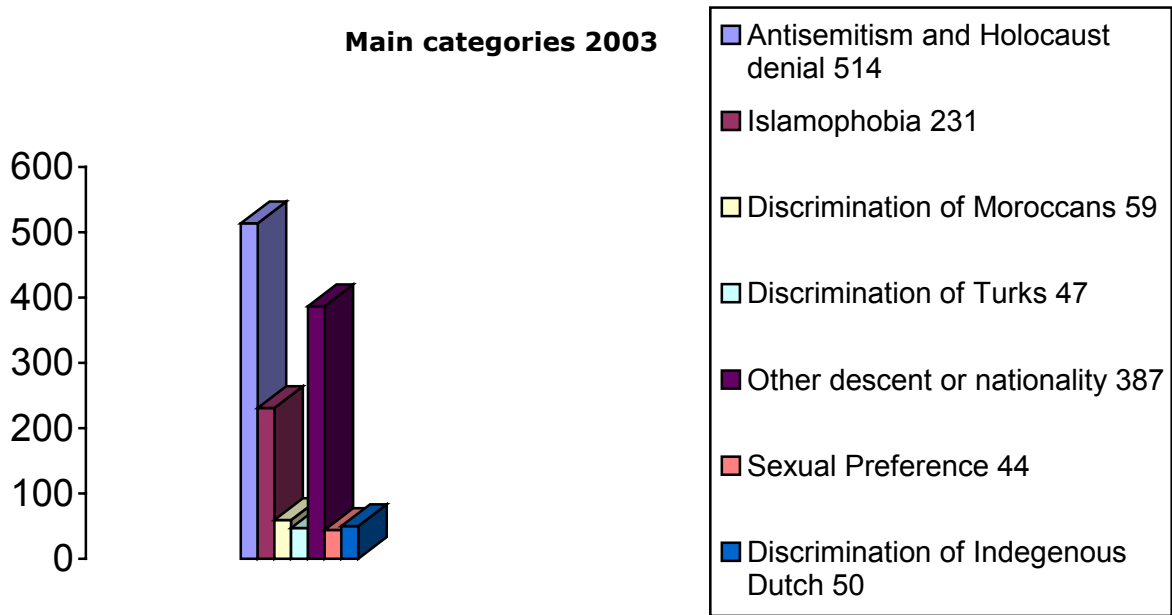


Skinheads Groningen web site

4. Results

In the past year MDI considered 797 expressions to be unlawful. As a result 655 request for removal were made. 624 of these requests were complied with and 31 were not. The percentage of removal that had dropped to 63% in 2002 as a result of a change of attitude in a society which had become on the whole a lot

tougher over the past few years, has shown a marked improvement of 95,3% in 2003, which is even higher than the removal percentage of 2001, which was 90%.



In 18 of 31 instances the provider issued a warning to the offender or cancelled the offenders Internet account. In cases like that the bureau does not consider further action necessary. On the remaining 13 expressions, and a further 26 that were so extreme that the step to request removal was bypassed. Further investigation will follow and action will be taken.

In 142 instances MDI did not send a request for removal. The reasons for this vary (re. 'dispatch by MDI'). There were also more complaints about expressions on web sites and web forums in 2003. There was a spectacular increase of complaints received about expressions on web forums and web sites compared to other locations on the Internet.

5. Categories of complaints & trends

In last years annual report was stated: *'Discrimination of people from Surinam, Antillean and African descent (anti-black racism) hardly occurs on the Dutch Internet, we registered only a total of 36 expressions.'*

The category 'anti-black racism' has almost tripled compared to 2002 with a total of 99 expressions. Most of these are found on small web forums of the extreme right and MSN group sites of extreme rightist youths.

*Death to all these fucking Negroes
I agree, the cunts!
The country is full close the borders!!!!!!!
Right you are, a .50 at the border and shoot them the black fuckers*

Anti-black racism on extreme-right web forum

Complaints about antisemitism have slightly decreased, but in 2003 it is still the largest category with Islamophobia in second place. The larger part of these antisemitic expressions, and expressions that deny the Holocaust, come under the guise of 'anti-Zionist' or 'anti Israel' expressions. The 'traditional' antisemitism was mostly expressed by the extreme right. Today's antisemitism has a larger breeding ground amongst which there are leftist groups and Muslims. This conclusion meets with irritation and resistance. People do not like to hear that others than the extreme-right are capable of discrimination, but the facts speak for themselves.

The state of Israel has been founded on the myth of the Holocaust I agree! Assalamou alaykoum. If the Holocaust is not a myth than why have the names of the 6 million Jews killed never been made public? As long as this is not done the Holocaust will remain a myth to many people. You can't forever moan about the 6 million without giving hard evidence. Let's assume that there have been 6 million victims, and that each of them is entitled to 40 days of mourning, than we have now been mourning them for more than 50 years which I think is enough for 6 million. Now we want facts, names, dates of birth, descent etc. I can tell you now that we will never get those, simply because in the end it will be admitted that the Holocaust was a myth and one of the biggest scams of all times. Day after day facts come to the light that the second World war has been financed with Jewish capital. Besides that suddenly a large number of gypsies has disappeared during the second world war, then if you put two and two together....And you know the funny thing is that during my trip through Israel I have spoken to at least 7 Jews who themselves doubt the existence of the Holocaust, they were people of a world war level. As you see it is not only the Nazi's and the Arabs that feel that the period of mourning has now come to an end and that we have the right to question what has really happened without being accused of antisemitism or hatred of Jews. I think hatred of Jews is more to the point with this problem, because not everybody who dislikes Jews has anything against Arabs! Assalamou alaykoum Syntixmo

Holocaust denial on Maghreb web forum

Already in the first 70 days of 2004 a total of 187 complaints were received about expressions that were considered antisemitic. The categories 'discrimination of Turks' and 'discrimination of Moroccans' have dropped markedly, as did discrimination against Muslims to a certain extent from 291 in 2002 to 231 in the past year, but it is still cause for concern. This tendency seems to continue: In the first 70 days of 2004 we received complaints about 53 expressions of hatred

***Stop the influence of Africans and Asians in our society. WHICH MEANS STOP THE INFLUENCE OF THE ISLAM!!!
America, Europe and Holland, fight this backward and imperialistic religion.
Protect our children, women and aged. OUR OWN PEOPLE FIRST!!!***

Muslim hatred on a web forum.

against Muslims. The current atmosphere in the Netherlands where non-indigenous people are concerned, the debate about integration, incidents in society, the fear of terrorism, the differences of opinion on the war against Iraq, all these combined are reason enough for some people to vent their anti-Muslim feelings on the Internet. Just as in Real Life it is the trend to be negative about Muslims and this has become more and more an accepted phenomenon, which does not stop at criticism. Expressions like 'demolish all mosques', 'exterminate

this Muslim scum' and 'out with all these Muslim fuckers', are seen more and more, and not only on the web forums of the extreme right.

Extreme-right web site



The continuing trend of the expressions becoming more extreme is reason for concern. Incitement to violence, both in Real Life and on the Internet, has become a fact of life. Despite the many split ups and differences within the extreme right movement, their influence on the Internet has increased. This is because of the speed with

which young followers start small web sites or web forums, making use of free hosting providers. Although in Real Life they operate somewhat in the margin, this does not apply to the Internet. Ever more users of the Internet of various backgrounds agree with the ideas of the extreme right and actively take part in expressing those.

In 2003 MDI received five complaints about jihad-sites and about sites that recruited people for the Jihad and scores of expressions in which violence was instigated against 'white' Dutch people, 'white westerners', Jews or the United States. One of these sites, 'Sluitjeaan' ('Join us'), also had antisemitic elements, (Protocols of the Elders of Zion), and other content in which the Holocaust was denied. Because the site had seven 'mirrors' with other providers, mainly in the U.S., MDI succeeded with the help of ADL and Jugendschutz (two other members of the INACH network) in having them removed. Since the 1st of Januari 2004 MDI has already received 10 complaints about new jihad-sites.

There was also instigation to violence from the extreme right, mostly directed against Muslims. But also threats of a 'general' nature have become very common on the Internet.



Photo on Neo-nazi web site

The number of expressions about sexual preference, (directed against gays) that were brought to our attention decreased, from 80 in 2002 to 44 in 2003, so did the number of complaints about discrimination of indigenous (white) Dutch, from 76 in 2002 to 50 in 2003. The categories 'discrimination of asylum seekers/refugees/illegal immigrants (5), Roma & Sinti (1), Asians (1), Christians and other (10), gender (12), disabled (2), age (3), moral or political conviction (2), have all remained small and do not differ much from the numbers in 2002. The category 'Other descent or nationality' (387 complaints received) are *generic* expressions directed against *foreigners* and *immigrants*.

6. Gravity of the expressions

797 of the 1496 expressions that were reported to MDI were considered unlawful. That is more than half of the total, but a considerable improvement compared to 2002, when 1238 unlawful expressions were found amongst a total of 1798 complaints received. 633 of those were insulting though not strictly unlawful and only 57 were considered harmless. In 25 cases the expressions were insulting, the other 551 could just get away with not being liable to sanctions but did contribute to the general atmosphere of intolerance and the deterioration of relations between the different ethnic groups of the population. Amongst the 797 expressions that were unlawful there were 121 cases of incitement to violence and 10 cases of threats or stalking.

Racist text on web forum

The white race will triumph, although the war has yet to start, WHITE victory is certain, all BLACKS will be gassed!!!!

HOUZEEEEEE Comrades!! Netherlands wake up. What is happening, we don't have any say in our own country....open your eyes and you will see that the immigrants are an ever increasing swarm of parasites, a pest to society. And what do we do with pests? EXACTLY ! EXTERMINATE! So stand up for your fatherland and get ready for battle holding our banner OUR OWN PEOPLE FIRST!!!

DEATH TO NEGROES, JEWS, TURKS MORROCCANS, AND ALL THOSE OTHER FOREIGNERS

As soon as the shit hits the fan for those blacks I will be in the forefront at the centre for asylum seekers, there we can pick them off one by one, the fewer blacks, the whiter our country will be white is pure and really good

7. Reports to the DA

In December 2003 the District Attorney of Amsterdam decided not to prosecute a complaint filed by MDI in 2002 about discriminatory expressions on the web forum of Maroc.nl . The DA admitted that the expressions were unlawful, but that the management of the Maroc.nl foundation had promised to mend their ways and would see to keeping their web forum 'clean'. The DA stated however that he would closely follow the developments on the forum on Maroc.nl.

In 2003 MDI only filed three complaints about discrimination on the Internet. The MDI is currently assessing a number of files which are meant to be filed with the DA.

8. Advice, transference of know-how

On March 28th the MDI organised a one-day course on Internet-use and Internet-security for the National Society of Complaint Bureaus for Discrimination, 15 of which participated. All participants were satisfied about the course , and 12 registered for a follow up course, which will probably be organised in the fall of 2004.

Taking into account the scope of Internet presence (all IRL complaint bureaus for discrimination have an Internet presence now, use e-mail, and most of them have their own web site) MDI considers its project of Internet- instruction as nearly done.



Dutch Neo-nazi webforum

In 2003, the MDI has assisted the police on technical matters several times, and has given a half day's course in the technical aspects of the Internet to the police officer of the regional police corps Amsterdam who's in charge of discrimination cases.

9. Co-operation

As a member of the national association of complaint bureaus and ADBs (anti discrimination bureaus), MDI closely co-operates with several ADBs that deal with discrimination *in Real Life* . In January 2003 this resulted amongst other things in a joint report to the DA about a number of youths who were active on the web forum Stormfront but also made a nuisance of themselves *in Real life* in the Zaan area. One of them was convicted to a *conditional* prison sentence. Whenever and where ever necessary, the MDI co-operates with other relevant organisations.

10. International

Dutch Jihad recruitment site



INACH

The international co-operation of The International Network Against Cyber Hate (INACH) is starting to bear fruit. The co-operation with colleagues in Germany and the U.S. helped MDI to get the jihad recruitment site 'Sluitjeaan' (Join us) removed from the Internet.

The annual INACH conference, which had 'International law and monitoring' as its theme, was held in Mainz this year.

MDI supports starting complaints bureaus for Discrimination on the Internet in in Poland and France. In 2003 MDI sent 22 complaints on to INACH bureaus abroad and received 5 complaints from them that pertained to discriminatory material on the Dutch part of the Internet.

From the INACH Press release:

On 24 and 25 October members, candidate members and experts from 7 European countries and the USA met in Mainz, Germany for the second annual conference of the International Network Against Cyber Hate (INACH) on International law and Monitoring.

INACH has members in The Netherlands, Germany, Belgium and Switzerland and is aiding organizations in Denmark, France, Ireland, Poland, Russia and Sweden to set up Complaints Bureaus. INACH also works together with the Anti Defamation League in the United States.

Day 1

The first day of the conference was dedicated to Network developments. The participants were welcomed by Dr. Richard Hartmann from the Rheinland-Pfalz ministry for education, women and youth who stated that the ministry "expressly supports the objectives as well as the commitment of INACH" The INACH secretariat presented an overview of the work done in the past year. The two most important accomplishments being a 'How to' CD-Rom for starting complaints bureaus with all ingredients that are needed to start. Secondly the CaseBase was presented. CaseBase is a mutual database of racist/discriminatory websites with trans-national relevance. Another important development is interventions and presentations at several OSCE meetings by the Dutch Complaints Bureau for Discrimination Internet on behalf of INACH. On initiative by France the EU has proposed a special OSCE meeting dedicated to Hate on the Internet to be held in 2004.

Day 2

After introductory remarks by Professor Bertil Cottier (Swiss Institute for Comparative Law) and Brian Marcus (Director of Internet Monitoring Anti Defamation League, USA) all participants engaged in a lively discussion on developing international strategies using national and international laws and guide lines and on how to streamline monitoring of the Internet so all data that is collected is comparative. The 'sluitjeaan' website, a Jihad recruitment site with Antisemitic material on it was the perfect example of the power of international co-operation within the network. Sluitjeaan (join us) was made and maintained from the Netherlands, the main site hosted in India and had 5 mirror sites in the USA and elsewhere. The combined efforts of the Dutch complaints bureau, Jugendschutz.net, ADL and another American organisation made it possible to have the site and all its mirrors removed within 2 weeks.

OSVE

Presentations and interventions at different gatherings of the Organisation for Co-operation and Safety in Europe (OSCE) by MDI and on behalf of INACH have resulted in a conference on hate on the Internet that will be organised in France (by the French State, co-organized by INACH) and will be held in Paris in June 2004. The MDI which runs the INACH secretariat, is closely involved in the preparations for this conference.

11. Education and awareness

The educational CD-rom 'Hate on the Internet', which is aimed at teachers, educators and young people, will due to a slight delay be released at the very latest in June 2004. In 2003 MDI answered 122 questions from different people and organisations about discrimination on



Holocaust Denial on the Dutchpal-site: 'Did six million really die?'

the Internet. For the educational web site 'Lonsdale News' (www.lonsdalenews.nl) the MDI wrote the chapter 'Racism on the Internet'. Regular ads in 'De Groene Amsterdammer' (weekly opinion magazine), the Auschwitz Bulletin and the magazine 'Alert!' brought more exposure to the MDI.

12. New Web site

In August 2003 both the bureau (www.meldpunt.nl) and the Magenta foundation (www.magenta.nl) got a new web site, which were designed free of charge by graphic designer Jolie van de Klis (www.jolie.nl). Both sites are clear and easy to navigate, and up to the standards set for web sites of professional organisations.

13. Conclusions

Taking into account the number of complaints during the first two months of 2004 (409 complaints about 644 expressions), we expect more complaints about more expressions than in 2003. We think that a hard-line policy in dealing with discrimination on the Internet, that is, upholding the law by removal of discriminatory expressions, has proven to be effective. In 2003, more than ever before our requests for removal were complied with. Furthermore the number of unlawful expressions decreased. However the number of complaints that are dispatched by MDI are just the tip of the iceberg as to the number of discriminatory expressions that can be found on the Internet. Not everything is brought to our attention. Random browsing of web pages, web forums and news groups shows clearly that a lot of work still needs to be done.

Ronald Eissens, director

March 2004