

COMMUNITY AWARENESS & INTEGRITY MESSAGES

Amplifying the Voices of Roma Women and Girls to Address and Report Corruption in Tirana Municipality

Integrity • Accountability • Equal Access • Roma Women's Voice

COMMUNITY MESSAGES

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YOUR RIGHTS. YOUR VOICE. YOUR COMMUNITY.

Every Roma woman has the right to equal, respectful and transparent access to public services. Knowing your rights is the first step toward claiming them.

INTEGRITY STARTS WITH INFORMATION

Clear information helps communities recognise unfair practices, ask questions and use available accountability and reporting mechanisms.

SPEAK UP. REPORT. PARTICIPATE.

Community concerns matter. Reporting problems and participating in civic processes can help strengthen transparency and improve public services.

ROMA WOMEN AS INTEGRITY CHAMPIONS

Roma women are not only beneficiaries. They are community leaders who can inform peers, identify concerns and advocate for fair and accountable services.

FROM COMMUNITY EXPERIENCE TO ACTION

Listening to lived experiences helps identify recurring barriers. Community feedback can become evidence for dialogue, advocacy and practical institutional improvements.

DIALOGUE BUILDS ACCOUNTABILITY

Direct dialogue between Roma women and decision-makers creates space to raise concerns, clarify procedures and agree on practical follow-up actions.

EQUAL ACCESS IS A RIGHT

Administrative delays, unclear procedures and informal practices should not prevent Roma women and girls from accessing the public services to which they are entitled.

TOGETHER FOR TRANSPARENT PUBLIC SERVICES

Communities, civil society and institutions can work together to strengthen trust, transparency, accountability and equal access to services.



Qendra për Drejtësi Gjinore në Shqipëri



YOUR RIGHTS. YOUR VOICE. YOUR COMMUNITY.

Every Roma woman and girl has the right to equal, respectful and transparent access to public services. Knowing which institution is responsible, which documents are required and which steps should be followed makes it easier to claim those rights. Asking for clear information is not a favour - it is part of being an informed citizen.

Know your rights. Ask questions. Take part.

INTEGRITY STARTS WITH INFORMATION

Clear, timely and understandable information protects people from confusion, unequal treatment and informal practices. When procedures, eligibility criteria and decisions are explained openly, women can better recognize when something is wrong and can use the appropriate complaint or reporting mechanism.

Clear information strengthens integrity.

SPEAK UP. REPORT. PARTICIPATE.

Community concerns matter. Reporting an irregularity, asking for an explanation or participating in a public discussion can help institutions identify problems and improve services. Speaking up should be understood as a civic action that protects rights and contributes to a more accountable community.

Your voice can help improve public services.

ROMA WOMEN AS INTEGRITY CHAMPIONS

Roma women are not only beneficiaries of public services. With information, confidence and practical skills, they can inform peers, identify recurring barriers, document community concerns and advocate for fair treatment. Their lived experience is essential to building services that are more inclusive, transparent and accountable.

From beneficiaries to community leaders.

FROM COMMUNITY EXPERIENCE TO ACTION

Repeated delays, unclear instructions, unequal treatment or pressure to rely on personal connections should not simply become accepted as normal. Listening to women's experiences helps identify patterns. When these experiences are documented and discussed, they can become evidence for dialogue, advocacy and practical institutional improvement.

Experience + evidence + dialogue = action.

DIALOGUE BUILDS ACCOUNTABILITY

Direct dialogue between Roma women, civil society and decision-makers creates space to explain barriers, clarify procedures and identify realistic solutions. Accountability grows when institutions listen, respond and follow up, and when communities have the confidence to ask what happens after a concern is raised.

Dialogue should lead to follow-up.



Qendra për Drejtësi Gjinore në Shqipëri



EQUAL ACCESS IS A RIGHT

Public services should be accessible on the basis of clear rules and equal treatment. Administrative complexity, repeated requests for documents, unexplained delays, discrimination or informal expectations should not prevent Roma women and girls from receiving services to which they are entitled.

Rights should not depend on money, connections or identity.

TOGETHER FOR TRANSPARENT PUBLIC SERVICES

Communities, civil society and public institutions each have a role in improving transparency and trust. Communities can raise concerns and share evidence; civil society can provide information and support; institutions can clarify procedures, respond to complaints and improve service delivery.

Transparency works when everyone plays their part.

CORRUPTION IS MORE THAN A BRIBE

Corruption is often associated only with giving or receiving money, but risks can also include favouritism, nepotism, abuse of authority, conflicts of interest, informal influence and lack of transparency. Recognizing these different forms helps citizens distinguish unfair practices from normal administrative procedures.

Learn to recognize the risk - not only the bribe.

A PUBLIC SERVICE IS A RIGHT - NOT A FAVOUR

Citizens should not feel that they must offer a gift, payment or personal benefit to receive a service that public institutions are responsible for providing. Gratitude should never become an expectation, and access to services should not depend on informal exchanges.

Public services must follow rules, not favours.

PERSONAL CONNECTIONS SHOULD NOT DECIDE ACCESS

When people believe they need to know someone inside an institution to receive faster or better service, trust and equality are weakened. Procedures should be understandable and applied consistently so that every citizen has the same opportunity, regardless of personal networks.

Fair procedures should work for everyone.

DISCRIMINATION AND CORRUPTION CAN INTERSECT

Roma women may experience unequal treatment, lack of information, unnecessary obstacles or informal expectations at the same time. These experiences can be difficult to separate. Understanding both discrimination and corruption helps women identify what happened, which right may have been affected and where support can be sought.

Equal treatment and integrity go together.



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SILENCE SHOULD NOT BE THE SAFEST OPTION

Fear of losing access to services, being treated differently in the future or not receiving a response can discourage women from complaining. Reporting mechanisms should therefore be safe, understandable and accompanied by guidance and follow-up so that women know what happens after they raise a concern.

A complaint needs information, support and follow-up.

YOUR EXPERIENCE IS EVIDENCE

Dates, documents, messages, names of institutions, written responses and a clear description of what happened can help turn an experience into useful evidence. Community monitoring is stronger when concerns are documented carefully and shared through appropriate and safe channels.

Observe. Document. Report.

DIGITAL ACCESS MUST ALSO BE INCLUSIVE

Online services can make procedures easier, but only when people have the skills, technology and information needed to use them. Roma women with limited digital access should not be left dependent on informal intermediaries. Human guidance and accessible explanations remain essential.

Digital services should reduce barriers - not create new ones.

KNOW WHERE TO ASK FOR HELP

When a problem occurs, knowing where to go is as important as recognizing the problem itself. Women should have clear information about responsible institutions, complaint channels, anti-discrimination mechanisms and trusted civil society support, including what information is needed and what follow-up to expect.

Knowing the next step builds confidence.

ASKING FOR TRANSPARENCY IS A CIVIC RIGHT

Citizens have the right to ask why a decision was made, what criteria were applied, how long a procedure should take and what options exist when they disagree. Transparent communication reduces uncertainty and helps prevent unfair practices from becoming normalized.

Ask: What is the procedure? What is the timeframe? What can I do next?

FROM KNOWLEDGE TO LEADERSHIP

Knowledge becomes powerful when it is shared. Roma women who understand rights, integrity and accountability can support other women, encourage participation and bring community priorities into dialogue with institutions. Leadership begins with confidence, information and collective action.

Informed women strengthen informed communities.