

FAQs for Discrimination Complaints

Q1: How should a discrimination complaint be filed and to which competent authority should it be submitted?

A: According to Article 3 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area (hereinafter referred to as "the Regulations"), a petition shall be filed in writing by submitting a petition form or by transmitting an image file of the petition form via email. Petitions submitted orally or by other means shall not be accepted. Complaints shall be filed with the Ministry of the Interior.

Q2: How can a discrimination complaint be filed by transmitting an image file of the complaint form via email?

A: The Regulations for Petitions against Discrimination against People Residing in the Taiwan Area was amended and promulgated on August 8, 2025, and set to be effective on October 1, 2025. According to Article 3 of the Regulations, a discrimination complaint filed by transmitting an image file of the complaint form via email shall be sent to the information system designated by the National Immigration Agency for receiving electronic documents (dedicated email: nia2030@immigration.gov.tw)

Q3: If there are other relevant anti-discrimination regulations, which should take precedence?

A: The amendments made to the Immigration Act on December 26, 2007, added an anti-discrimination clause in Article 62 to address gaps in related regulations. Therefore, if other laws provide specific provisions, those should take precedence over the Immigration Act.

Q4: What is the statutory period for filing a complaint?

A: A discrimination complaint shall be filed in writing by submitting a complaint form or by transmitting an image file of the complaint form via email within one year from the day following the date on which the complainant becomes aware of the infringement of their

rights due to discrimination. However, if more than five years have elapsed since the occurrence of the infringement, the complaint shall not be accepted.

Q5: What documents are required for filing a discrimination complaint?

A:

1. A complaint form (containing relevant details as specified in Article 4 of the Regulations).
2. Affixed with signature or seal of the complainant or their legal representative.
3. Relevant evidence (if available; otherwise, not required).
4. The complaint and related documents shall be written and prepared in Chinese. For documents not written and prepared in Chinese, the competent authority may, if deemed necessary, notify the complainant to provide a Chinese translation thereof.

Q6: What details must be included in the complaint form?

A: According to Article 4 of the Regulations:

1. Name, date of birth, identification number, residence, and phone number of the complainant (or their agent).
2. Name of the respondent.
3. The subject matter of the complaint.
4. Facts and reasons for the complaint.
5. Evidence (if available; otherwise, not required).
6. Date of the complaint (year, month, day).

Q7: What is the procedure for handling a discrimination complaint?

A: Upon receiving a complaint form, the National Immigration Agency will accept and register the case after confirming that the required information has been provided. If the

complaint form does not meet the statutory requirements, the complainant will be immediately notified to make corrections. If the form satisfies the requirements but, in the agency's discretion, there are other legal remedies available under different laws, the agency will recommend non-acceptance and forward the case to the review committee for deliberation. After the committee reaches a decision, both the alleged violator and the complainant will be informed. (For details, please see the Discrimination Complaint Information for People Residing in Taiwan).

Q8: If a complaint form does not meet the requirements and the National Immigration Agency issues a correction notice, by when must the correction be made?

A: According to Article 6 of the Regulations, if a complaint can be corrected, the complainant must make the corrections within 20 days from the day after receiving the notification.

Q9: Under what circumstances will a discrimination complaint not be accepted?

A:

1. The complaint form does not meet statutory requirements and cannot be corrected, or is not corrected within the specified period.
2. The complaint is filed beyond the period specified in Article 3 of the Regulations.
3. The complainant lacks legal capacity and no legal representative files the complaint on their behalf within the specified period.
4. Other legal remedies are available.
5. The complaint is refiled for a case that has already been decided or withdrawn.

Q10: Can a complainant refile a complaint if they disagree with the decision?

A: According to Article 10, Paragraph 5 of the Regulations, complaints that have already been decided or withdrawn may not be refiled.

Q11: When will the National Immigration Agency notify the complainant about the decision on the complaint?

A: According to Articles 11 and 12 of the Regulations, the competent authority must make a decision within three months from the day after receiving the complaint form. The decision must be duly communicated to both the complainant and the respondent.

Questions	Response	Related Laws and Regulations
How should a discrimination complaint be filed, and to which competent authority should it be submitted?	A discrimination complaint shall be filed in writing by submitting a complaint form or by transmitting an image file of the petition form via email. Complaints submitted orally or by other means shall not be accepted.	■ Article 3 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area
If there are other relevant anti-discrimination regulations, which should take precedence?	The amendments made to the Immigration Act on December 26, 2007, added an antidiscrimination clause in Article 62 to address gaps in related regulations. Therefore, if other laws provide specific provisions, those should take precedence over the Immigration Act.	■ Article 62 of the Immigration Act ■ Article 2 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area
What is the statutory period for filing a complaint?	A discrimination complaint shall be filed in writing by submitting a complaint form or by transmitting an image file of the complaint form via email within one year from the day following the date on which the petitioner becomes aware of the infringement of their rights due to discrimination. However, if more than five years have elapsed since the occurrence of the infringement, the complaint shall not be accepted.	■ Article 3 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area
What documents are required for filing a discrimination complaint?	1. A complaint form (containing relevant details as specified in Article 4 of the Regulations). 2. Affixed with signature or seal of the complainant or their legal representative. 3. Relevant evidence (if available; otherwise, not required). 4. The petition and related documents shall be written and prepared in Chinese. For documents not written and prepared in Chinese, the competent authority may, if deemed necessary, notify the complainant to provide a Chinese translation thereof.	■ Article 4 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area

What details must be included in the complaint form?	According to Article 4 of the Regulations: 1. Name, date of birth, identification number, residence, and phone number of the complainant (or their agent). 2. Name of the respondent. 3. The subject matter of the complaint. 4. Facts and reasons for the complaint. 5. Evidence (if available; otherwise, not required). 6. Date of the complaint (year, month, day).	■ Article 4 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area
What is the procedure for handling a complaint?	Upon receiving a complaint form, the National Immigration Agency will accept and register the case after confirming that the required information has been provided. If the complaint form does not meet the statutory requirements, the complainant will be immediately notified to make corrections. If the form satisfies the requirements but, in the agency's discretion, there are other legal remedies available under different laws, the agency will recommend non-acceptance and forward the case to the review committee for deliberation. After the committee reaches a decision, both the alleged violator and the complainant will be informed. (For details, please see the Discrimination Complaint Information for People Residing in Taiwan).	■ (for more details, refer to the Discrimination Complaints Information Section for People Residing in Taiwan).
If the complaint form does not meet the requirements and the National Immigration Agency issues a correction notice, by when must the correction be made?	According to Article 6 of the Regulations, if a complaint can be corrected, the complainant must make the corrections within 20 days from the day after receiving the notification.	■ Article 6 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area

Under what circumstances will a discrimination complaint not be accepted?	1. The complaint form does not meet statutory requirements and cannot be corrected or is not corrected within the specified period. 2. The complaint is filed beyond the period specified in Article 3 of the Regulations. 3. The complainant lacks legal capacity and no legal representative files the complaint on their behalf within the specified period. 4. Other legal remedies are available. 5. The complaint is refiled for a case that has already been decided or withdrawn.	■ Article 10 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area
Can a complainant refile a complaint if they disagree with the decision?	According to Article 10, Paragraph 5 of the Regulations, complaints that have already been decided or withdrawn may not be refiled.	■ Article 10 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area
When will the National Immigration Agency notify the complainant about the decision on the complaint?	According to Articles 11 and 12 of the Regulations, the competent authority must make a decision within three months from the day after receiving the complaint form. The decision must be duly communicated to both the complainant and the respondent.	■ Article 11 and 12 of the Regulations for Petitions against Discrimination against People Residing in the Taiwan Area